

## EXCEPTIONAL CIRCUMSTANCES PROCEDURE

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## DOCUMENT HISTORY

Version	Author	Approved by	Date
1.0	Academic Compliance Office	Chief Academic Officer	
2.0	Academic Compliance Office	Chief Academic Officer	

## **1. PURPOSE**

This Procedure has been developed based on Staffordshire University's Exceptional Circumstances Procedure to support British University Vietnam (BUV) Academic Compliance Office and related parties in managing and handling exceptional circumstances claims for BUV own degree, Dual degree and Franchise degree students.

## **2. SCOPE**

The process documented in this Procedure encompasses the following:

- a) The process of claiming exceptional circumstances.
- b) The process of handling exceptional circumstances claims, deciding the outcomes and informing decision.

## **3. DEFINITIONS**

- a. Abbreviations

Definitions of abbreviations used throughout the policy and related references are as follows:

Abbreviations	Definitions
BUV	British University Vietnam
UR	University Registrar
DL	Discipline Lead
ML	Module Leader
AC	Academic Compliance Office
SIO	Student Information Office
EO	Examinations Office
SSL	Student Success Lead

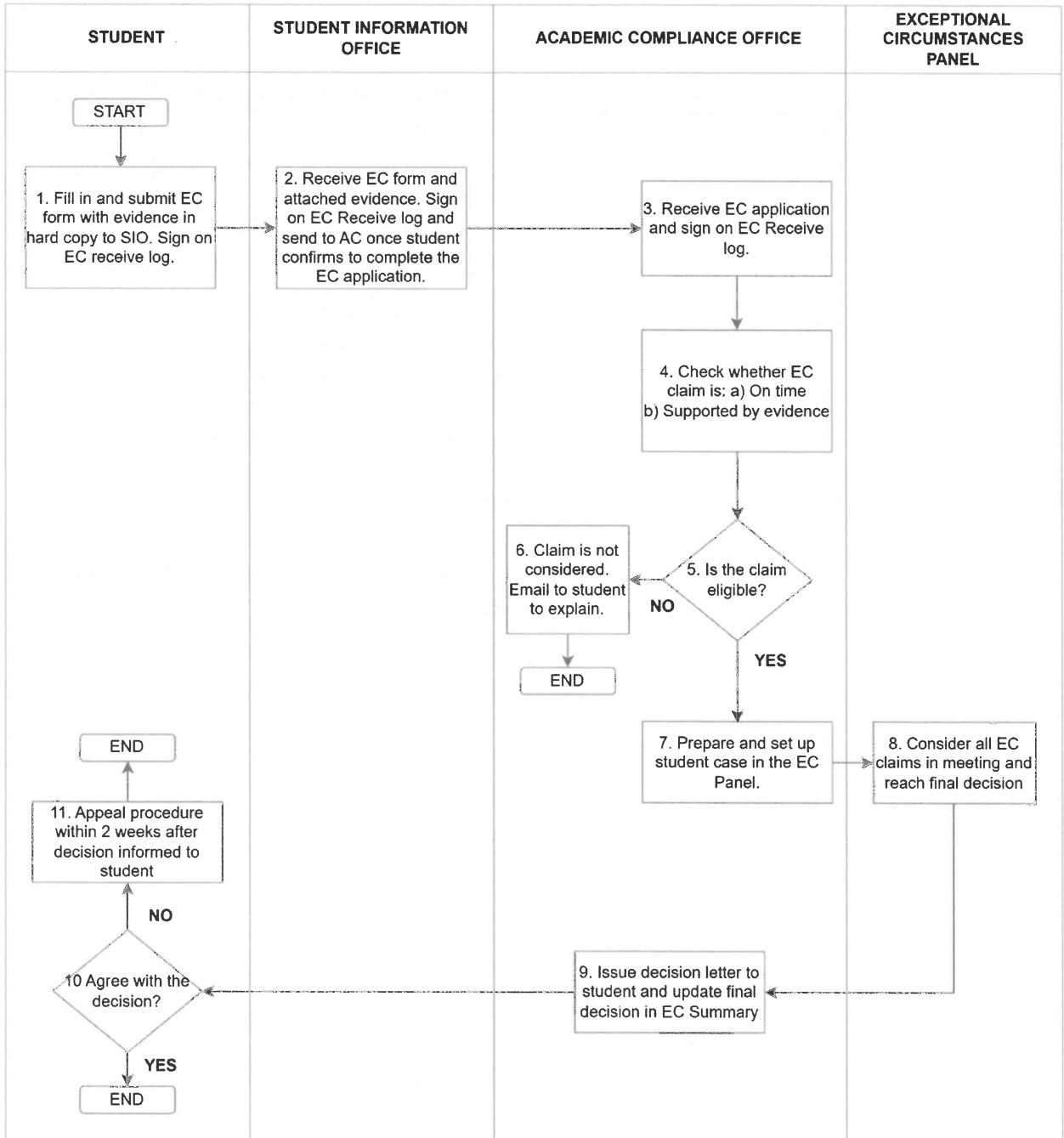
b. Definition:

Definitions of terminology used throughout the policy and related references are as follows:

Terms	Definitions
Exceptional Circumstances	Difficulties that student may not be able to overcome or may severely impact on your performance on assessments. Details on definition and examples, refer to SU regulations: <a href="https://www.staffs.ac.uk/legal/policies/exceptional-circumstances-procedure.jsp">https://www.staffs.ac.uk/legal/policies/exceptional-circumstances-procedure.jsp</a>
EC Panel	At the end of semester, an EC Panel is held in order to consider and make final decision for all eligible EC claims of the semester. The EC Panel members include one Discipline Lead to be Chair, 1 Module Leader, Student Success Lead and representative of Registry.
Day	All days in this procedure are working days (from Monday to Friday, excluding public holidays & school closing days).

**4. PROCEDURES**

a. Flowchart



b. Roles & Responsibilities

Step	Process Activity	Deadline for Undergraduate and Post Graduate	Deadline for PWSU	Output	P.I.C
1	<p><b>Fill in and submit EC form and evidence to SIO within EC deadlines. Sign on EC Receive log.</b></p> <p>SIO instructs students on how to fill in the form. Explain clearly to the student that EC claim cannot be considered without evidence. However, if their evidence is not available at the time student submits their claim, they can submit evidence to SIO within 2 weeks from the date they submit the claim.</p> <p>SIO have student fill information and sign in the EC receive log.</p>	2 weeks after the assessment deadlines/exam date	1 day after the assessment deadlines/exam date	EC form and evidence	Student
2	<p><b>Receive form and attached evidence. Sign on EC Receive log and send to AC once student confirms to complete EC application.</b></p> <ul style="list-style-type: none"> <li>• After receiving and checking student's EC form &amp; evidence, SIO signs the receipt and give back the first 5 pages of the EC form as EC receipt is to be retained by student.</li> </ul>	No later than 1 working day from EC form submission	No later than 1 working day from EC form submission	EC receive log	SIO

	<ul style="list-style-type: none"> <li>SIO fill in receive date and sign on EC receive form. EC receive log shall be kept by SIO.</li> </ul> <p>SIO to deliver the EC form &amp; evidence to AC</p>				
3	<p><b>Receive EC applications and sign on EC Receive log</b></p> <ul style="list-style-type: none"> <li>ACO receive EC form from SIO, sign on EC receive log for SIO</li> </ul> <p>ACO record EC cases received on AC Daily enquiry log.</p>	2 days from Step 2	2 days from Step 2	EC receive log	AC
4	<p><b>Check whether EC claim is:</b></p> <p><b>a) On time</b></p> <p><b>b) Supported by evidence</b></p> <ul style="list-style-type: none"> <li>ACO would check to make sure that EC form is submitted within 2 weeks after the assessment deadlines/exam date. After this deadline, EC form submission is ineligible. Moreover, with no evidence, EC claim cannot be considered.</li> </ul>	3 days from Step 3	3 days from Step 3		AC
5	<p><b>Is the claim eligible?</b></p> <ul style="list-style-type: none"> <li>No - If the claim does not satisfy both eligibility requirements, go to step 6</li> <li>Yes - If the claim satisfies both eligibility requirements, go to Step 7</li> </ul>				AC

6	<p><b>Claim is not considered. Email to student to explain.</b></p> <p>ACO email to student to explain clearly why their EC claim is ineligible and cannot be considered.</p>			Explanation email to student	ACO
7	<p><b>Prepare and set up student case in the EC Panel</b></p> <p>ACO prepare the EC cases and other paperwork, invite EC Panel members, and set up the EC Panel (one DL to be Chair, 1 ML and SSL and representative of Registry)</p> <p><b>*For PWSU</b>, AC will send all the EC claims to EC panel (UR, Head of Pre-University and 1 ML) via email and the panel will confirm the final decision via email.</p>	End of semester before Grids upload deadlines	End of semester before Grids upload deadlines	List of EC cases and EC	ACO
8	<p><b>Consider all EC claims in meeting and reach final decision.</b></p> <p>EC Panel will meet to consider all EC claims and evidence and reach final decision for each claim.</p>			EC Panel decision	EC Panel
9	<p><b>Issue decision letter to student and inform EO list of EC student with decision &amp; outcome</b></p> <p>a. AC update final decision in EC Summary</p> <p>b. AC prepare decision for UR /CAO/ DEAN to sign and send EC decision to each student</p>	<p>a. 1 day to update the EC summary</p> <p>b. 5 days to send to student</p>	<p>1 day to update the EC summary</p> <p>b. 2 days to send to student</p>	<p>a. EC summary to EO</p> <p>b. EC decision to each student</p>	ACO

11	<p><b>Follow Appeal procedure within 2 weeks after decision informed to student</b></p> <p>Student must write an email to <a href="mailto:aca.compliance@buv.edu.vn">aca.compliance@buv.edu.vn</a> and state why the student wishes to appeal and include evidence to support their case.</p> <p>Student can appeal up to 2 weeks (from Monday to Friday, excluding public holidays &amp; school closing days) following publication of EC results.</p>				Student
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## 5. EXCEPTIONAL CIRCUMSTANCE OUTCOMES

If students have no exceptional circumstances and student do not submit, they will fail the assessment. If students submit within one week of the hand-in deadline, the Examinations Office will mark their work as late, meaning the maximum mark student can achieve is the basic pass mark and this will count as their first attempt.

If students submit an Exceptional Circumstances claim and the Panel feel that there was something they could have done to avoid their circumstances, the claim will be rejected and standard regulations will apply.

If students submit an Exceptional Circumstances claim and the Exceptional Circumstances Panel agree that there was a circumstance which student could not have done anything about, the claim will be upheld. The Award Board will apply one of the following outcomes:

- If students have submitted their work within one week of the deadline, and its accepted, it will be marked and counted as if it had been submitted on time.
- If student have failed or were unable to submit their work, student will have another attempt, unless the Award Board offers to condone their module mark.
- At the end of the students' studies, the Award Board will look to see if they have passed any modules with Exceptional Circumstances upheld. If the Award Board judges that their circumstances have affected their overall outcomes, it may exceptionally allow them to be reassessed. This could be, for example, because their mark is very different to their other modules marks, and this has impacted on your degree classification.
- For Presentations, both the file submission and the presentation are considered assessment work. Exceptional Circumstances procedure can be applied for both.



**6. APPROVALS**

- a. Policy development or review will be endorsed by Deputy University Registrar and approved by CAO prior to implementation and execution.
- b. Any exceptions to this policy shall be submitted in writing, using the exception template for appropriate approval.
- c. This document is approved and effective from the date of signing:

Prepared by	Checked by	Agreed	Approved by
 <b>Tran Duc Trung</b> Deputy University Registrar	 <b>Tran To Uyen</b> Student Information Office Associate Manager	 21/11/23 <b>Tony Summers</b> University Registrar	 <b>Christopher Jeffery</b> Chief Academic Officer 21/11/23

**7. RECORDS**

Records (What)	Medium (How)	Responsibility (Who)	Retention Period (Active) (When)
Exceptional Circumstances Decision	Hard/Soft Copy	AC	5 years
Exceptional Circumstances form	Hard/Soft Copy	AC	5 years
Exceptional Circumstances receive log	Hard copy	SIO	5 years

**8. REFERENCES**

<u>Document Ref</u>	<u>Document Title</u>
04/2023/ACO/BUV-REGISTRY	Exceptional Circumstances Procedure
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