

Guidance on Extenuating Circumstances

Extenuating Circumstances

What are extenuating circumstances?

As a student you will need to adhere to your assessment deadlines. Sometimes however, circumstances beyond your control can affect your ability to submit work or attend an examination and the University has a policy of taking into account some circumstances which have affected students' academic study. These "extenuating circumstances" are defined as,

*'A circumstance that is **beyond your control** and **could not have reasonably been foreseen** and acted upon that will **prevent you from completing an assessment** at or by the specified time or will **have a significant negative effect on your performance** in that assessment.'*

What is considered to be an extenuating circumstance?

The following are generally considered to be acceptable extenuating circumstances, providing that they are supported by appropriate evidence:

- Acute illness or injury
- Extended illness or injury
- Acute Illness of another person
- Bereavement
- Significant domestic and/or personal problems
- Court Attendance
- Unforeseen Work Commitment (Part-Time/Distance Learning/PG students only)
- Active Exercise of Citizenship
- Unforeseen Major Transport Difficulties
- Victim of Criminal Activity

Accepting an extenuating circumstances claim is at the discretion of the program department and the instructor.

What is not considered to be an extenuating circumstance?

There are a number of areas that are not considered as valid extenuating circumstances. These include general pressure of academic work as you are expected to have planned your work schedule, and personal computer/IT device problems, as you are expected to have taken adequate precautionary measures e.g. backups and checking compatibility with University systems. Religious observance is not viewed as a valid extenuating circumstance as such issues are not unforeseen; students should instead discuss with the School whether a 'special provision' claim can be made for an assessment.

How do I make a claim?

If extenuating circumstances occur and you anticipate that these will cause a delay in submitting your work or prevent attendance at an examination, you will need to submit an Extenuating Circumstances Claim and appropriate evidence to your School(s). You should submit your claim **as soon as you become aware of the problem and prior to the examination and/or coursework deadline. Claims may also be accepted after the coursework deadline or examination, providing that they are submitted within 48 hours of the assignment deadline.**

Do not delay the submission of your form because you have to wait for a piece of evidence or instructor recommendation form if this means that you will miss the submission deadline (though you will need to tell the program department when you will be able to hand the evidence in).

Claims submitted by the deadline will be considered by the instructors of the courses impacted, the program manager, and the program director. You will be informed of the decision at the earliest opportunity.

What do I need to submit?

- Extenuating Circumstances Claim Form (Pages 3-6)
- Appropriate Evidence
- Instructor Recommendation Form for Extenuating Circumstances (Page 9)
 - Submit a request to your instructors to fill out the 'Instructor Recommendation Form for Extenuating Circumstances.'
 - Instructors should submit recommendation forms to credentials@uclaextension.edu.

EXTENUATING CIRCUMSTANCES CLAIM FORM

1. INTRODUCTION

If extenuating circumstances occur and you anticipate that these will cause a delay in submitting your work or prevent attendance at an examination, please submit this claim form to your program coordinator accompanied by the appropriate evidence. You should submit your claim to credentials@uclaextension.edu and notify your instructors **as soon as you become aware of the problem**.

Advice and support in making a claim can also be sought from your program coordinator.

2. PERSONAL AND PROGRAM INFORMATION

LAST NAME:	FIRST NAME:	
STUDENT ID NUMBER:	CREDENTIAL PROGRAM ENROLLED IN:	CREDENTIAL SUBJECT:

3. NATURE OF CLAIM

Please ✓ the relevant box of the type circumstances that you believe are affecting your academic performance or are preventing you from completing the assessment at the appointed time. You should also indicate the time period during which you have been affected by these circumstances. Your claim must be supported by relevant independent evidence, including any work completed to date if you are asking for an extension. See pages 10-13 for guidance on extenuating circumstances criteria and evidence requirements.

Type of Circumstances	✓	Dates affected	List the evidence you are submitting in support of your claim. If it is not attached please indicate when it will be available. See page 13 for guidance on evidence types.
Acute illness or injury			
Extended illness or injury (more than 5 working days)			
Acute Illness of another person			
Bereavement			
Significant domestic and/or personal problems			
Court Attendance			
Unforeseen Work Commitment			
Active Exercise of Citizenship			
Unforeseen Major Transport Difficulties (only applicable for in person assignments and courses, practicum, fieldwork)			
Victim of Criminal Activity			
Support Provider/Mentor Teacher Issues			
Other (Please specify briefly)			

4. STUDENT STATEMENT

Then in the box below please tell us in your own words the details of the circumstances. You should state clearly the details of the circumstances and how they will prevent you from undertaking an assessment or have a significant negative effect on your performance. If you are not sure what to include please seek advice from your program coordinator.

5. COURSES AFFECTED

Tell us below about the courses that are affected, and indicate what you are requesting for each assessment using the appropriate code(s) listed below:

- 1 Further assessment opportunity (to be considered as the same attempt)
- 2 Extension
- 3 Extenuating circumstances to be taken into account by department reviewers

For completion by student					For completion by program department	
Registration Number	Course Number and Title	Assignment or Exam	Date of Exam or Submission date	Code 1 – 3	Extension Date*	Action recommended by UCLA Extension Education Department

6. STUDENT DECLARATION

I declare that the information that I have given on this form and in the accompanying documents is true. I understand that submitting false information will be regarded as an attempt to gain an unfair advantage in your studies and will be investigated by the University.

NAME:

SIGNATURE:

DATE:

RECIPT OF EXTENUATING CIRCUMSTANCES CLAIM - FOR COMPLETION BY THE UNIVERSITY

Please complete detach and return to the student as proof of receipt (delete as applicable)

I acknowledge receipt of the student's extenuating circumstances form and evidence

The student has submitted their claim form and will submit their evidence within 5 working days

NAME	TITLE	STUDENT NAME & ID NUMBER	DATE

RESULT: **APPROVED** **DENIED**

COMMENTS:

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INSTRUCTOR RECOMMENDATION FORM FOR EXTENUATING CIRCUMSTANCES

Instructors Directions: Please fill out the form below to the best of your ability about the candidate's status in your course and your recommendation for the candidate's request for an extension and/or incomplete grade

STUDENT NAME:	STUDENT ID:
COURSE NUMBER AND TITLE:	COURSE REGISTRATION NUMBER:

1. Please describe the candidate's disposition, quality of work, and progress in your course.

2. What is your recommendation on how to proceed with the extenuating circumstances request?

INSTRUCTOR NAME:

SIGNATURE:

DATE:

EXTENUATING CIRCUMSTANCES CRITERIA AND APPROPRIATE EVIDENCE

Criteria	Examples of Appropriate Evidence (see page 13)	Additional Notes
<p>1 Acute illness or injury</p> <p>Sudden, acute illness or personal injury which will prevent the student from completing an assessment at the specified time, or will have a significant negative effect on the performance of student on the date an assessment is due to be undertaken.</p> <p><u>OR</u></p> <p>Sudden, acute exacerbation of long term or chronic condition which is likely to effect the student to a greater extent than normally accustomed and prevent the student from completing an assessment at the specified time or will have a significant negative effect on the performance of student on the date an assessment is due to be undertaken.</p>	<p>A – Student Statement</p> <p><u>AND/OR</u></p> <p>B – Medical Evidence</p>	<p>Where illness is for less than a period of 5 days, students are permitted to self-certify their illness, provided that the dates and times of illness are clearly expressed in their student statement.</p> <p>Where there is reason to doubt the veracity of self-certification (e.g. repeated self-certification is evident), we may ask the student to provide further medical evidence.</p>
<p>2 Extended illness or injury (more than 5 working days)</p> <p>Extended illness or personal injury likely to prevent the student from completing an assessment in the time they might reasonably be expected to complete the production of coursework, or will have a significant effect on the performance of the student during one or more assessment.</p>	<p>A – Student Statement</p> <p><u>AND</u></p> <p>B – Medical Evidence</p>	
<p>3 Illness of another person</p> <p>Sudden, acute illness, injury or exacerbation of long term/chronic condition affecting another person, that requires the close and frequent attention of the student, and will prevent the student from completing an assessment or attending an assessment at the specified time.</p>	<p>A - Student Statement</p> <p><u>AND</u></p> <p>B - Medical Evidence</p> <p><u>OR</u></p> <p>D - Corroboration from a professional person</p>	
<p>4 Bereavement</p> <p>Death of close member of family, partner, or close friend close to the date the assessment is due to be undertaken or submitted, or during the period the student might reasonably be expected to give time to the production of coursework, which will prevent the student from completing an assessment at the specified time, or will</p>	<p>A Student Statement</p> <p><u>AND</u></p>	

	have a significant negative effect on the performance of student on the date the assessment is due to be undertaken.	<p>C Copy of Death Certificate or funeral letter</p> <p><u>OR</u></p> <p>D Corroboration from a professional person</p>	
5	<p>Significant Domestic and/or Personal Problems</p> <p>Significant problems in the student's domestic or personal circumstances of a nature likely which will prevent the student from completing an assessment at the specified time, or will have a significant negative effect on the performance of student on the date an assessment is due to be undertaken, or during the period the student might reasonably be expected to give time to the production of coursework.</p>	<p>A Student Statement</p> <p><u>AND</u></p> <p>D Corroboration from a professional person</p>	
6	<p>Court Attendance</p> <p>Jury Service, or attendance at Court or a Tribunal as a witness, defendant or plaintiff, on the date an assessment is due to be undertaken or submitted, or during the period the student might reasonably be expected to give time to the production of coursework.</p>	<p>A Student Statement</p> <p><u>AND</u></p> <p>E Official correspondence from the Court or Tribunal Authority</p>	
7	<p>Unforeseen Work Commitment</p> <p>There must be unanticipated, non- negotiable work commitment which will prevent the student from attending on the date the assessment is due to be undertaken, or will have a significant negative effect on the performance of the student during the period they might reasonably be expected to give time to the production of coursework.</p>	<p>A Student Statement</p> <p><u>AND</u></p> <p>F Letter of corroboration (from employer)</p>	Letter must explain why the commitment was non-negotiable and/or unanticipated.
8	<p>Active Exercise of Citizenship</p> <p>An unanticipated and/or non-negotiable commitment to duties associated with an elected office, membership of a voluntary organisation, or service with Reserve Forces, as a result of which, either the student will be unable to attend on the date the assessment is due to be undertaken, or the student is unable to give time to the production of an assessment during the relevant period.</p>	<p>A Student Statement</p> <p><u>AND</u></p> <p>F Letter of corroboration (from relevant organisation)</p>	Letter must explain why the commitment was non-negotiable and/or unanticipated.
9	<p>Transport Difficulties</p> <p>Major difficulties with public or personal transport which prevented attendance on the date the assessment was due to be undertaken or submitted, that could not reasonably have been anticipated, and did not allow sufficient time for alternative arrangements (e.g. calling a taxi) reasonably to be made.</p>	<p>A Student Statement</p> <p><u>AND</u></p> <p>I Appropriate Evidence to validate the claim</p>	Student Statement must explain the nature of the difficulty, why the difficulty could not reasonably have been anticipated and why alternative arrangements (e.g. calling a taxi) could not reasonably have been made.
10	<p>Victim of Criminal Activity</p> <p>The student was the victim of a crime which will prevent the student from completing an assessment by the specified time, or will have a significant negative effect on</p>	<p>A Student Statement</p> <p><u>AND</u></p>	Crime must have been reported to the appropriate authority for investigation.

	performance in that assessment or during the period a student might reasonably be expected to give time to production of an assessment.	G Corroboration from Police Force or other investigating authority	
11	Support Provider or Mentor Teacher Issues The student's assigned mentor teacher support provider is not responsive and/or did not complete the observation in timely manner.	A Student Statement <u>AND</u> H Evidence of Support Provider/Mentor Teacher Issues	Student statement must explain the nature of the difficulties and why they did not reach out to the program beforehand. Further investigation will be required by the program department before a final decision is made.
12	Other Exceptional extenuating circumstances that do not fall under any of the criteria defined above.	A Student Statement <u>AND</u> I Appropriate Evidence to validate the claim	Further specific evidence is likely to be requested from the student in such cases to determine whether the claim can be valid.

EXAMPLES OF NONEXTENUATING CIRCUMSTANCES

NB: Please note that accepting an extenuating circumstances claim is at the discretion of the program department and the instructor.

The following list gives examples of other circumstances that are **not** considered as a valid extenuating circumstance:

- Mistaking the date/time of an examination or coursework deadline
- General pressure of academic work e.g. a number of assignments with similar deadlines, as you are expected to plan your work schedule
- Employment commitments (though there are some exceptions – see above)
- Alarm failure on the morning of the examination
- Holidays
- Family events
- Personal computer/other IT device failure as you should have taken adequate precautionary measures e.g. backups
- Not leaving adequate time to access IT equipment/printing facilities and then finding that they are not available, unless there has been a documented systems failure
- Non compatibility of your IT equipment with University IT equipment, as it is expected that you should have planned and checked that it was possible to transfer files from your computer to the University systems well before the assessment deadlines
- Religious observance – as such issues are not unforeseen and students should be discussing any issues with their School(s) in advance

TYPES OF EVIDENCE

TYPE	EVIDENCE	NOTES
A	The student's statement of their case	<p>A section for your statement is provided on the claim form. You should state clearly the details of the circumstances and how they will prevent you from undertaking an assessment or have a significant negative effect on your performance.</p> <p>You will only be permitted to self-certify your illness where illness is for less than a period of 5 days. You should state clearly that you are self-certifying your illness and provide the exact dates and times of illness in your student statement. You should also consider the consequences of self-certifying your absence, as this will likely mean you will have a greater number of assessments to take at the next assessment period.</p> <p>If you are not sure what to include or whether you should self-certify your absence, please seek advice from your program coordinator.</p>
B	<p>Medical Evidence</p> <p>This includes:</p> <ul style="list-style-type: none"> • Medical Certificate signed by the medical practitioner whilst the illness or incident was affecting the student • Other medical evidence such as copies of prescriptions, certificates of attendance at surgery or hospital • A doctor's written opinion given after receiving the student's permission to release information 	<p>You should get documentation from a medical practitioner who is registered with a recognised professional body such as The Medical Board of California. The medical practitioner must be registered and searchable on state's licensing database.</p> <p>For extended illness or injury your medical evidence should include the following information – you might find it helpful to show this list to the person who is providing your documentation so that they know what to include:</p> <ul style="list-style-type: none"> • Brief statement on your health circumstances or incident affecting you • Dates and outcomes of any consultations • Dates of the affected period – which should cover the dates of the affected assessments • Information on when you are likely to recover if applicable <p>If difficulties are chronic or likely to be persistent, information on the likelihood of future serious episodes</p> <p>Remember to keep original copies and be prepared to produce the original promptly if needed by the university.</p>
C	Copy of Death Certificate or Funeral Director's letter	Remember to keep original copies and be prepared to produce the original promptly if needed by the University.
D	Letter of corroboration from a professional person	With whom the student has a professional, not a personal, relationship e.g. counsellor, member of University staff, physician.
E	Official correspondence from the Court or Tribunal Authority	Remember to keep original copies and be prepared to produce the original promptly if needed by the University.
F	Letter of corroboration from employer/organisation	Must explain why the commitment was non-negotiable and/or unanticipated signed by the student's line manager or supervisor, or by an appropriately senior and authorised representative of the relevant organisation.
G	Corroboration of the reported crime from the Police or other investigating authority	Remember to keep original copies and be prepared to produce the original promptly if needed by the University.
H	Evidence of support provider/mentor teacher issues	You will need to provide email communication showing that you did try to reach out to your support provider and the program department.
I	Appropriate Evidence to validate the claim	Further specific evidence is likely to be requested from the student in such cases to determine whether the claim can be valid.