

Exceptional Circumstances

Provisions for Exceptional Circumstances

1. Minimum Threshold

Each external examination body set its minimum threshold limit/policy-as per below. If the minimum number of student/ fees as per minimum threshold is not met, the student/s name /fees will be transferred to the next cohort/session and will be notified. If student is not satisfied and may request for exam registration/ fees refund **only** and exam registration/exam fees refund policy apply.

Student will be eligible for a VTI LTD course completion testimonial if decided to cease- due to exam minimum threshold restriction

1.1 City & Guilds of London -C&G -Minimum Threshold

To deliver the right quality of service and outcomes to our centres and learners, a minimum amount of resources and activity must be allocated to manage each individual approved centre. The minimum threshold ensures that we can continue to offer a quality service to every single centre which chooses us as their awarding organization.

All centres approved for delivery of regulated qualifications with City & Guilds in the UK are required to spend a minimum order value each year. Where centers fail to meet the minimum threshold **an annual top-up invoice** will be issued to cover the cost of ongoing centre support. The exact threshold for each year can be found in our centre charged list **[5,000 GBP per year]**

City & Guilds reserves the right to exempt customers from this threshold. Customers that may be affected by this will be contacted via letter each year. Invoicing will be shortly after year end, for information our financial year runs from September 1st to August 31st each year

1.2 ATHE-UK

Annual Minimum Financial Guarantee

- Centres are required to make a minimum of **£1000** of registration and learner verification payments with ATHE within any twelve-month period from the date of their Centre Recognition beginning. This is reviewed annually on the anniversary of Recognition.
- This minimum guarantee payment will become payable less the actual amount received by ATHE for learner registrations for the twelve-month period in question.

1.3 CTH-UK

Centers are required to make a minimum of 8 candidates per cohort for registration

1.4 AAT-UK

2. Exceptional Circumstances Explanation

- .2.1. The Institute recognises that there are times when students will encounter difficulties during their course of study and provisions are made as outlined in this section. In all cases, students should seek academic advice as soon as possible. Penalties may be applied to students' marks where students fail to meet agreed submission deadlines (see section 6.3 – Penalties for Late Submission of Assessment) and they have not taken one of the following courses of action:
- in the first instance, students should self-certify where they are unable to meet the deadline for an assessment (including formal examinations);
 - where students have not self-certified in advance, in the event of failure, they may apply for evidenced mitigating circumstances to be considered;
 - in serious cases students may need to defer their studies for a semester or up to two years;
 - where a student is unable to complete their course of study within their period of registration they may need to withdraw from the Institute;

- e) a student may consider at a later date to reapply to study at the Institute via the recognition of prior learning route.

.3. Extensions

- .3.1. Where a student has good reason to require an extension to a deadline for coursework submission, this must be addressed via the self-certification mitigation regulations. See 13.3 below.
- .3.2. The self-certification application must be made **prior to the original submission deadline** and the work then submitted as soon as possible, up to 10 working days after the deadline, and prior to the Assessment Board meeting. Where this process is followed, the work submitted late will be graded with an uncapped mark.
- .3.3. For all dissertations/capstone project modules the work must be submitted no later than one month after the deadline and the late submission may result in a delay to graduation.

4. Mitigating Circumstances

- .4.1. Mitigating circumstances are circumstances that are outside a student's control which may negatively impact a student's ability to undertake or complete any assessment, such that the assessment submitted would not be a true reflection of the student's capabilities in normal circumstances.
- .4.2. Such circumstances may include the following:
 - a) physical or mental ill-health;
 - b) severe financial hardship;
 - c) emotional/personal difficulties e.g. bereavement;
 - d) disability i.e. where the student's disability comes to light for the first time at assessment;
 - e) unavoidable absence from the Institute e.g. unforeseen requirements of employer;
 - f) unavoidable absence from domicile e.g. eviction;
 - g) loss of immigration status;
 - h) jury service;
 - i) other serious circumstances which could not be foreseen by the student or serious circumstances beyond the control of the student.

Note: The above examples are for illustration only and not intended to be definitive or exhaustive.

- .4.3. Students are responsible for submitting their assessments on time, presenting themselves for assessment and examinations at the appropriate times and venues, and submitting relevant information on mitigating circumstances where required.
- .4.4. Where mitigation is requested, the student is responsible for seeking academic advice and for considering the impact of the mitigation on their overall assessment load and on their progression through the course of study.
- .4.5. The application of mitigation may be restricted to meet Professional, Statutory or Regulatory Body requirements.

.5. How to Submit Mitigation before the Assessment Deadline

- .5.1. Where a student considers that they may fail a coursework assessment, they must self-certify mitigating circumstances in writing, using the Mitigation Form, before the due date of the assessment.
- .5.2. If the circumstances are not known in advance, mitigating circumstances must normally be self-certified **no more than ten working days** after the assessment due date and prior to the Assessment Board.
- .5.3. Where the work cannot be completed in time due to the circumstances, the student must self-certify for mitigation with the expectation that their assessment will take place at the next available opportunity. The requirements will be communicated to them in writing, following the Assessment Board.
- .5.4. In exceptional circumstances, where a student is unable to present their own mitigation self-certification, the student may give permission in writing for a member of Institute staff, or staff, to certify mitigation on their behalf.
- .5.5. Certification by other students cannot be made on behalf of a student.

.6. Mitigation for an Examination or Timetabled Assessment

- 6.1. A student who is unwell and is unable to sit an examination, must normally self-certify mitigating circumstances on or before the attendance date of the examination.
- 6.2. Where a student is taken ill during a timetabled assessment such as an
 - j) disability i.e. where the student's disability comes to light for the first time at assessment;
 - k) unavoidable absence from the Institute e.g. unforeseen requirements of employer;
 - l) unavoidable absence from domicile e.g. eviction;
 - m) loss of immigration status;
 - n) jury service;
 - o) other serious circumstances which could not be foreseen by the student or serious circumstances beyond the control of the student.

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- 6.2. Where a student is taken ill during a timetabled assessment such as an examination the student must self-certify mitigating circumstances **within ten working days**.

.7. Late Mitigation

- .7.1. Late mitigation is a request for mitigation after the Assessment Board has met and results are confirmed. It is only permitted where a student has failed an assessment or examination.
- .7.2. Self-certification is not permitted for late mitigations. A written request for mitigating circumstances must be submitted, accompanied by documentary evidence.
- 7.3. Late mitigation will not be accepted where a pass mark has been achieved, unless a professional body requires a higher threshold of achievement than a pass.

.8. Evidence to Support Late Mitigation Applications

- 8.1. Where a student cites medical evidence in support of their application, they must present certification by a registered healthcare practitioner. Such evidence must be directly relevant to the circumstances in order to be considered appropriate for the claim.
- 8.2. Applications relating to personal circumstances must also be documented, and supported by appropriate independent professional statements. A supporting statement is acceptable to evidence this. Any costs incurred in supplying evidence are the responsibility of the student.
- .8.3. The Institute reserves the right to contact any person named in an application for mitigation in order to seek clarification or further information to establish authenticity of the evidence provided. This is not done to remedy omissions in the completion of the documentation by the student, or to seek supporting evidence when not supplied.

- 8.4. Self-certification and/or parental letters will not be accepted; statements from personal tutors or course leaders will be considered in exceptional circumstances, for example where evidence from an independent professional is not possible to obtain.

9. Mitigation Panel

- .9.1. All applications for late mitigation will be reviewed to ensure that they meet the criteria at 13.3.1 above. Where they meet the criteria, the mitigation will be granted. Those that do not clearly meet the criteria will be considered by a Mitigation Panel. The membership is:
- a) a trained Chair, who should be a member of academic staff, appointed on the authority of the institute;
 - b) a minimum of two trained staff, either two academic staff or one academic and one senior member of Academic Registry.
- .9.2. The Course or Module Leader or Personal Tutor for the student shall not be a member of the Mitigation Panel.
- 9.3. The Panel will review the application and the evidence and come to a decision on whether the mitigation request is to be accepted or rejected.
- 9.4. Where evidence is pending, the Mitigation Panel may defer a decision, and authorise the Chair to act on their behalf without calling a further Panel.
- .9.5. When the mitigation decision is made, whether by a review or by a Panel, it will be notified to the Chair of the relevant Assessment Board who will take Chair's Action to amend the grade denominators.

10. Outcome of the Mitigation Consideration

- 10.1. If the application is accepted, Assessment Boards are informed by the Panel to award an uncapped attempt in the affected module(s) or a further capped attempt, which shall be taken at the earliest available opportunity, in the case of coursework. The mark obtained at this attempt is recorded as final, unless the overall original module or element mark achieved was higher than the mark achieved post-mitigation. This means that the highest module or element mark (best mark) shall stand. If the application is rejected, the original assessment mark shall stand.
- 10.2. Where a student is unable to progress between Levels, or complete their award requirements, and there are accepted mitigating circumstances, the assessment(s), can be taken earlier than the next available attempt at the discretion of the Head of School/College. The mark obtained at this attempt is recorded as final.
- 10.3. Where a student cannot meet their award requirements due to non-completion of assessment and there are accepted mitigating circumstances, a Mitigation Review may recommend to the Assessment Board to award an uncapped resit of the assessment or retake in the affected module(s). The resit/retake shall be taken at the next available opportunity or earlier at the discretion of the Head of School/College. Any retakes as a result of mitigation will not be charged.
- 10.4. The successful outcomes from a Mitigation Panel is a re-attempt / resit / retake without penalty (uncapped).

- 10.5. If a student chooses not to take the re-attempt, the original mark will stand.
- 10.6. If the student does not attempt the assessment, does not self-certify, and later submits late mitigation which is rejected, then the outcome is recorded as a Non Submission.
- 10.7. A student shall receive, in writing (via email to their student Institute account), the decision of the Mitigation Review to the Assessment Board **within 10 working days** of the Mitigation Review meeting.
- 11. **Appeal against the Mitigation Outcome Decision**
- 11.1. The student may appeal against the recommendation of the Mitigation Panel under the Appeal Regulations