



CAMBRIDGE ACADEMY OF  
DENTAL IMPLANTOLOGY

# Academic Appeals Policy & Process

Cambridge Academy of Dental Implantology

## **1.POLICY Definitions**

**“R4R”** means Request for Reconsideration defined at Section 5 of this Process.

**“RP”** means the Reconsideration Panel defined at Section 5 of this Process.

**“Working days”** means Academy working days during the working week from Monday to Friday, excluding weekends, UK Bank Holidays and all Academy closure days (e.g. Christmas vacation, Easter, summer vacation).

## **2. Scope and Coverage**

2.1 This Academic Appeals Process (“this Process”) allows a student to appeal against the decision of the Board of Examiners. It is a formal request for the reconsideration of an academic result.

2.2 Disagreement with the academic judgement of a Board of Examiners’ decision does not in itself constitute a reason to appeal. Academic judgement is a judgement that is made about a matter where only the opinion of an academic expert will suffice. For example, a judgement about assessment or degree classification or a judgement about a decision where a student is required to repeat or take further assessment will usually be academic judgement, and a student cannot appeal simply because they believe they ought to have received a higher grade or mark. An Academic Appeal can be made in relation to fairness of procedures or facts of a case; however, the student’s academic performance must have been materially affected.

2.3 This Process applies to all students of the Academy

2.4 This Process enables students to request a review of a decision ratified by the Board of Examiners. This Process should not be used where students wish to report dissatisfaction about teaching-related or service-related provision, which should be dealt with under the Academy's Complaints Procedure for Students.

2.5 The Academy will ensure that students with protected characteristics, as defined under the Equality Act 2010, are treated fairly and without discrimination.

2.5 Students appealing in good faith will not be disadvantaged as a result of making a submission under this Process.

### **3. Responsibilities**

#### **3.1 Student Responsibilities**

Students are responsible for ensuring that they:

- a. read and understand this Process and seek guidance from the Academy as required;
- b. disclose, in line with the Academy's Notification of Extenuating Circumstances Policy and Process and the Academic Appeals Policy and Process, any extenuating circumstances they would like taken into consideration where their academic performance has been compromised;
- c. submit requests through the online Appeals form along with all appropriate documentary evidence;
- d. clearly indicate which modules and related assessments have been affected;
- e. provide documentary evidence which meets the standard of evidence required by the Academy (see Appendix 1);
- f. maintain up-to-date contact details with the Academy.

#### **3.2 Academy Responsibilities**

The Academy is responsible for ensuring that:

- a. all students are aware of this Process.
- b. procedures enable rapid responses to students
- c. a record is retained on individual student files of advice provided to individual students

### **4. General Principles**

#### **Fairness**

4.1 All reasonable efforts have been made in the design of this Process to ensure it embodies the principles of fairness. The principles of fairness include:

- a. giving reasons for actions taken and decisions made by the Academy;
- b. avoiding potential bias by ensuring independent consideration at each stage of the process;
- c. operating reasonable timescales for both submissions to and responses from the Academy;
- d. providing an opportunity for both the student and the Academy to be equally heard and have equal access to documentation where matters proceed to a hearing.

4.2 It is not the policy of the Academy to adjust marks, grades or degree classifications where a submission by a student is upheld at any stage of this Process (unless correcting marks entered in error), but to provide circumstances in which a student can demonstrate their academic ability unhindered.

## **5. Informal Resolution**

5.1 Once a student has received their results they may wish to make contact with their Module Leader or Chief Examiner to discuss their results in person. In cases where a simple error has been made, it may be most expedient to resolve this immediately via Board of Examiners Chair's Action, without the need to invoke this Process. If it is not possible to resolve the matter informally, the student may submit a Request for Reconsideration (as described at 5 below).

## **6. Advice**

6.1 Students are advised to seek advice from academic members of staff at the Academy.

## **7. Third Party Representation**

7.1 A third party, including a spouse, cannot submit an NEC form on a student's behalf unless written consent is received from the student. Where consent is provided to and accepted by the Academy, all communications relating to this process will be made through the nominated individual only.

## **8. Transfer to other procedures of the Academy**

8.1 Where, on receipt and subsequent investigation of an appeal, it appears to the Academy that the matter can, in the interests of the student, be better dealt with via the Academy's Student Complaints Procedure, it will be transferred to that procedure and the student will be informed of the transfer.

8.2 Where only a part of the matters raised within an appeal are transferred to the Complaints Procedure for Students, the appeal will be put on hold pending the outcome of the complaint investigation. The student will be informed and made aware of the change in time limits for dealing with the appeal.

8.3 If the student submits a complaint and an appeal, the complaint will be investigated first and the appeal put on hold pending the outcome of the complaint investigation.

## 9 Confidentiality

9.1 Information provided by students under this Process will be treated confidentially. It will only be shared with those persons necessary to progress the application or help support a satisfactory outcome in the student's School.

## 10. Evidence

10.1 Submission of an Academic Appeal in the online Appeals form under this Process is not evidence. The student needs to be able to substantiate their own case with independent documentary evidence (i.e. something which is not their assertion alone). Scanned copies of original documents will be accepted for upload to the portal. However, original hard copies may be requested at any time; therefore, the student should ensure they retain the original hard copy evidence (e.g. a doctor's note). If the student has difficulty with this, they should immediately contact the Chief Examiner with regard to a Request for Reconsideration (R2R).

10.2 Appendix 1 gives examples of acceptable circumstances for consideration of either an R4R or Academic Appeal and examples of associated evidence that is normally required. The Academy considers each application for R4R or Academic Appeal on its own merits, as an individual case, and according to the relevant Process.

10.3 The examples below are indicative. Students should seek guidance from the Chief Examiner about the type of evidence required in their particular circumstances in case of doubt.

10.4 For standards of evidence required, please see Appendix 2. Where the relevant Appeal is submitted online within the required timescales, it is expected that the supporting evidence will be submitted at the same time. In the event that the student cannot do this, the student must indicate the type of evidence they intend to submit and the reason why it cannot be submitted at the time with an indication of when the evidence will be submitted.

10.5 Acceptance of submissions without evidence, or indication of evidence (as appropriate) is at the discretion of the Reconsideration Panel ("RP") or the Chief Examiner, who will make a decision (or appoint a designated officer to make a decision) on such submissions and notify the student accordingly. This decision is final.

10.6 Where a Request for Reconsideration and/or Appeal is submitted on grounds of the student having new material information which could not have previously been made available for consideration by the NECC, NECP, Board of Examiners or RP, the student must ensure that the evidence:

- a. is genuinely new (i.e. it has not been considered in any form in any of the previous stages of the process);
- b. is material to the original appeal (i.e., significant and relevant);

c. could not have been presented at an earlier stage in the appeals process for reasons beyond the student's control.

## **11. Responsibility and Authority**

11.1 This Process refers to aspects of the structure and staffing of the Academy.

11.2 The Academy considers that students will normally be able to meet the timescales in communicating with the Academy, including by electronic means, unless affected by circumstances beyond their reasonable control.

11.3 The Academy will reasonably endeavour to comply with the timescales prescribed within this Process. Where the Academy is unable to do so it will notify the student of any adjusted timescale or deadline.

## **12. Key stages of the Academic Appeals**

12.1 There are two stages to the Academic Appeals Process:

### **a. Request for Reconsideration ("R4R")**

A student may submit an R4R where they seek to appeal against the decision of a Board of Examiners. Such a submission must be made within the permitted grounds set out below; and

### **b. Academic Appeal**

A student may submit an Academic Appeal where they seek to appeal against the original decision of a Board of Examiners and the subsequent outcome of the Request for Reconsideration. Such a submission must be made within the permitted grounds set out below.

12.2 The following are matters which cannot constitute grounds for either an R4R or an Academic Appeal and will not be eligible for consideration (please also see the tables set out in Appendix 1 for more detailed guidance):

- a. disagreement with the academic judgement of the Board of Examiners as detailed in paragraph 2.2 earlier in this Process;
- b. claims that academic performance was adversely affected where there is no contemporaneous, independent, medical or other evidence to support the application;
- c. frivolous, vexatious or mischievous appeals.

12.4 A frivolous or vexatious appeal may be:

- a. designed to cause disruption or annoyance, possibly through demands for redress which lack any serious purpose or value or are otherwise unmeritorious; and/or
- b. pursued in an obsessive, persistent, harassing or otherwise unreasonable way.

12.5 The Academy is sensitive to the fact that if a student raises the same or similar issues repeatedly despite receiving a full response, there may be underlying reasons for this persistence.

12.6 Deciding whether a request is frivolous or vexatious is a balancing exercise, taking into account all the circumstances of a case.

12.7 In dealing with the unreasonably persistent behaviour of a student, the Academy will have recourse to the Student Code of Behaviour.

### **13. REQUEST FOR RECONSIDERATION (R4R)**

Permitted Grounds for a Request for Reconsideration:

13.1 Following the publication of a student's results after a Board of Examiners meeting, a student may request a reconsideration of the decision of a Board of Examiners on the following grounds only:

- a. the student believes that there has been a material error or irregularity in the assessment process or one or more of the constituent parts which have made up a student's final outcome are incorrect;
- b. the student has additional material information which could not have previously been made available through the Notification of Extenuating Circumstances (NEC) Process or to the Board of Examiners (previously undisclosed extenuating circumstances).

13.2 An R4R must be submitted in writing via the online Appeals form.

13.3 An R4R must be submitted no later than **ten working days** from the published date of electronic posting of the student's results and must demonstrate that it meets one or both of the permitted grounds for appeal.

13.4 Where a student is unable to meet this timescale, they must explain in their R4R application why the submission is late and provide appropriate evidence to corroborate their explanation.

13.5 The Reconsideration Panel ("RP") will then decide, on the basis of the explanation and evidence, whether to accept the R4R application for consideration.

13.6 The RP must first decide whether the late submission is justified; it should do so by assessing the explanation and evidence for the delay (and not the evidence or lack of evidence

with the R4R application itself). Only if the R4R is accepted for consideration will it be reviewed according to the Process.

13.7 The RP will then decide whether the application itself is substantiated.

13.8 A student who has submitted an R4R will receive an acknowledgement confirming receipt of the R4R submission. An R4R will be considered by a Reconsideration Panel ("RP") which shall consist of three appointed members of the Board of Examiners

13.9 The RP membership will be determined by the Chief Examiner

13.10 The RP may be either a physical meeting or virtual meeting.

13.11 The RP will determine whether the R4R submission:

- a. is made on the permitted grounds; and
- b. appears to be substantiated by the evidence provided.

13.12 The RP may consult with the Module Leader, the Chair of the Board of Examiners, the Notification of Extenuating Circumstances Panel (NECP) and any other relevant persons where the RP believes that it is appropriate to do so.

13.13 The decision of the RP, including reasons for that decision, will be communicated to the student (with a copy being provided to the Module Leader) within 25 working days of receipt of the R4R and supporting evidence. This time period will include any referral and subsequent decision of the Board of Examiners.

13.14 The decision of the RP may include, but is not limited to, one of the following:

- a. the submission is deemed not to have been made on one or more of the permitted grounds;
- b. the submission is not deemed to be substantiated by the evidence presented; or
- c. the submission is deemed to be substantiated.

13.15 Where the RP identifies an error in the recording of a mark, the RP will report the matter to the student and to the Chair of the Board of Examiners (the "Chair"). The Chair will arrange for the error to be corrected and for the student to receive a correct report of their achievement, within five working days of the decision of the RP being sent to the student.

13.16 If the RP deems an R4R submission to be substantiated and deems it to have affected the final classification of a student, the Chair of the Board of Examiners will either take Chair's Action in consultation with the External Examiner to change the classification, or, where appropriate, convene an exceptional meeting of the Board of Examiners to reconsider the case.

13.17 The Chair of the Board of Examiners will inform the student of the action that the Academy intends to take. This action must be taken within 25 working days.

13.18 The appropriate Course Administrator(s) will be informed of the outcomes and record these on the student's file.

13.19 Where a student provides evidence with an R4R submission where they believe that such evidence was previously unavailable for disclosure through the NEC Process or otherwise, and the RP deems the submission substantiated, the RP will report their findings in writing to the Chair of the Board of Examiners and inform the student of their decision. The Chair of the Board of Examiners shall have discretion either to take Chair's Action and amend the Board of Examiners' original decision or convene an exceptional meeting of the Board of Examiners to reconsider the case.

13.20 The Chair of the Board of Examiners will inform the student of the action that the Academy intends to take. Any such determination that the Board of Examiners should reconsider its original decision does not guarantee a change to that decision. Both the action of the RP and the Board of Examiners must be taken within 25 working days from submission of the R4R.

## **14. ACADEMIC APPEAL**

### **Decisions for Appeal**

14.1 A student who wishes to submit an appeal against the original decision of the Board of Examiners and subsequent decision of the RP may appeal against:

- a. the decision of the RP to reject the Request for Reconsideration; or
- b. the decision of the Board of Examiners, either through Chair's Action or a reconvened meeting, following referral by the RP.

14.2 A student may not submit an Academic Appeal until after receipt of the decision of the Board of Examiners and receipt of the decision of the RP.

14.3 A student may not appeal against the original decision of the Board of Examiners without first making a Request for Reconsideration.

Permitted Grounds for an Academic Appeal:

14.4 An Academic Appeal may only be made on one (or both) of the following grounds:

- a. that the Academy failed materially to follow its procedures at an earlier stage within this Process;
- b. that the student now has material new information which could not have previously been made available for consideration by the NECC, NECP, Board of Examiners or RP. Please refer

to Appendix 1 for guidance on matters / circumstances which may / may not be acceptable under the above grounds for appeal.

Submitting an Academic Appeal:

14.5 An Academic Appeal must be submitted in writing via the online Appeals form.

14.6 Appeals must be submitted no later than **ten working days** from the date of last communication from the Academy in relation to the R4R, that is, the decision of the RP or, if the R4R has been referred to the Board of Examiners, the decision of the Board of Examiners, whichever is the most recent, to the last address given on the student's file.

14.7 Where a student is unable to meet this timescale, they may seek an extension to the timescale from the Chief Examiner. Such an extension will only be agreed if the Academic Registrar or nominee is satisfied with the reasons for the extension provided by the student.

14.8 Non-agreed late submissions will be rejected as being out of time. In exceptional circumstances the Chief Examiner has the discretion to accept late submissions where the student has shown serious and valid reasons for the late submission and the failure to seek an extension earlier.

14.9 The Academic Appeal must be accompanied by copies of all relevant documentation and evidence, including copies of all documentation submitted for consideration through the NEC process (where applicable), and in support of the R4R, together with a copy of the RP's decision(s).

14.10 Where a student submits an Academic Appeal on ground (a), the student must indicate where they believe the Academy has failed materially to follow its procedures and provide evidence. Where a student submits an Academic Appeal on ground (b) the submission should not be a repeat of the R4R submission; it must include relevant new material information which could not have previously been made available for consideration at an earlier stage in the process.

## **15. Academic Appeal Process Part I**

15.1 The Chief Examiner will acknowledge an Academic Appeal within **five working days** of receipt.

15.2 Within **25 working days** of receipt the Chief Examiner nominee will decide whether the Academic Appeal falls within the permitted grounds and will communicate this decision and the reasons for it in writing to the student. The Chief Examiner or nominee may consult appropriately during the investigation, including with the Chair of the Academy's Academic Appeals Committee.

15.3 If the Chief Examiner or nominee requires further information or evidence from the student they will give the student **ten working days** to provide it during which time the Academic Appeal will be put on hold. In this instance the investigation will resume from the receipt of additional information or evidence from the student and the days during which the Academic Appeal was on hold will not count towards the 25 working days timescale.

15.4 If the Chief Examiner or nominee decides that the Academic Appeal has not been made on any of the permitted grounds, this decision is final and there is no further right of appeal within the Academy's Academic Appeals Policy and Process.

15.5 If the Chief Examiner or nominee considers that the Academic Appeal is submitted within the permitted grounds, they will either:

- a. refer the submission for further consideration and action and inform the student of the decision and actions; or
- b. convene an Appeal Hearing.

15.6 Where an Academic Appeal has been referred for further consideration and action, and the outcome is that the appeal is upheld, the Chair of the Board of Examiners shall have discretion to take Chair's Action and amend the Board of Examiners' original decision (where appropriate).

15.7 Where the Academic Appeal has been referred back, the Academy will communicate the outcome to the Academic Registrar or nominee within **ten working days** of the referral.

15.8 The Academy will convey the outcome to the student within **three working days** of receipt of the decision from the Chair of the Board of Examiners.

15.9 Where an Academic Appeal has been not upheld, the Academy shall provide the student with a Completion of Procedures Letter.

15.10 Where an Academic Appeal has been upheld, the Academy shall provide the student with an outcome letter.

15.11 A Completion of Procedures Letter shall be issued if requested by the student.

15.12 Where the Academy Director decides to convene an Academic Appeal Panel, an Academic Appeal Hearing will take place within **30 working days** of the date of the decision.

15.13 The student will be provided with detailed guidance on the Appeal Hearing Procedure.

## 16. Academic Appeal Process Part II (Academic Appeal Hearing)

16.1 The Appeal will be considered by a panel of five members (“Academic Appeal Panel”). Academic Appeal Panel membership will be decided by the Academy Director and will normally comprise of members of the Board of Examiners.

16.2 A decision may be reached by a majority vote. The Academy will ensure that the student and the Panel are sent an invitation and all appropriate information at least **ten working days** before the date of the Academic Appeal Hearing.

16.3 The student is entitled to submit additional relevant documentary evidence or a statement in support of their Academic Appeal. The student must submit any such evidence or documentation at least **five working days** before the date of the Academic Appeal Hearing.

16.4 Late evidence may be submitted only with the consent of the Academy Director.

16.5 Final evidence will be circulated to the student and the Academic Appeal Panel **four working days** before the date of the Academic Appeal Hearing.

16.6 If the student is unable to attend the Academic Appeal Hearing, the Chair may take the decision to proceed with the student in absentia and on the information already supplied to the Academic Appeal Panel.

16.7 If a documented acceptable reason for absence is received the Appeal Hearing date may be re-arranged, at the discretion of the Chair. The student is entitled to be accompanied to the Academic Appeal Hearing by one other person. This person may be a friend, partner, parent, Students' Union representative or any other person not acting in a legal capacity. The Academy does not permit students to be legally represented at Academic Appeal Hearings except in exceptional circumstances. For the avoidance of doubt, the definition of exceptional circumstances in this context is a matter for determination by the Academy.

16.8 The student must inform the Academy Director or nominee of the name and capacity of any person accompanying them to the Appeal Hearing at least **four working days** before the date of the Academic Appeal Hearing. The Panel may reach any of the following three decisions:

- a. the Academic Appeal is rejected; or
- b. the Academic Appeal is upheld and the Board of Examiners will be asked to reconvene to reconsider its decision along with any additional recommendation made by the Panel; or
- c. there is evidence which raises doubts about the competence of, or the standards and / or procedures applied by, the Board of Examiners. In such cases, the Panel will submit a recommendation to the Academic Board recommending, following advice from competent examiners, that the Academic Board annul the original decision of the Board of Examiners, substituting it with a decision of its own and request that the Academic Board authorise a full and proper investigation into the conduct of the Board of Examiners.

16.9 The Academic Appeal Hearing shall follow a pre-planned agenda.

16.10 The Secretary to the Panel will notify the student of the Panel's decision, with reasons, within **five working days** of the date of the Academic Appeal Hearing.

16.11 The outcome of an Academic Appeal Hearing will be recorded on the student's' file and will only be shared with those persons necessary to progress the outcome of the Academic Appeal Hearing or help support a satisfactory outcome.

16.12 Notes of the Academic Appeal Hearing will be produced and circulated to Panel members only.

16.13 If the Board of Examiners is required to be reconvened, it will meet within **30 working days** of the decision of the Academic Appeal Panel.

16.14 The decision of the Academic Appeal Panel and any associated decision by the Board of Examiners shall be final.

16.15 There is no further right of appeal against these decisions.

## Appendix 1 – Circumstances and Evidence

The following table provides guidance on circumstances and supporting evidence for the submission of R4Rs and Academic Appeals. This list is not exhaustive and students are strongly advised to seek guidance from their School Office. Please see Appendix 2 for standards of evidence.

Circumstance	Examples	Guidance
<p><b>Short term injury or illness (less than 7 calendar days)</b></p>	<p>The Academy's self-certification form completed in full. This form is completed online and is available from the course website.</p> <p>Letters from doctors stating that the student informed them that they were unwell at a point in the past and which do not make a medical diagnosis will not be accepted.</p>	<p>Self-certification is permitted in the following circumstances: where a student contracts a self-limiting illness up to seven calendar days before an examination, individual presentation, or other assessment under timed or other assessment conditions, and has not attempted the assessment or presented themselves at the assessment venue.</p> <p>Self-certification will not be accepted for coursework submissions.</p> <p>Self-certification must be made using the Academy's form. Before self-certifying, students are advised to consider how they will manage an additional assessment and associated workload during the next assessment opportunity.</p> <p>Self-certification will be accepted in situations where there is a sudden deterioration in a long-standing medical condition or disability for which the student already has Individual Requirements in place.</p>
<p><b>Illness or injury (over 7 calendar days)</b></p>	<p>An original medical certificate which must be a confirmed diagnosis by a registered medical practitioner and be specific about the nature of the</p>	<p>This may include sudden deterioration in a long-standing medical condition or disability for which the student</p>

	illness and the likely impact it has had upon the student.	has Individual Requirements in place.  Minor illnesses such as colds, sore throats, headaches, digestive problems, etc. do not normally constitute extenuating circumstances.
<b>Hospitalisation</b>	An original medical certificate / letter from the relevant hospital confirming the nature and severity of the circumstances and the dates of hospitalisation. It would be helpful if this letter could also confirm the likely period of impact on the student's ability to undertake formal assessment and / or study	
<b>Acute personal / emotional circumstances (over 7 calendar days)</b>	An original medical certificate / letter from an appropriate medical professional or counsellor.	
<b>Serious illness or death of a close family member or close friend</b>	An original medical certificate / letter from an appropriate medical professional or a copy of a death certificate of a letter from the family doctor or a Coroner's Report. This may be accompanied, if necessary, by formal documentation confirming relationship with the deceased.  A letter or note on headed paper confirming the date of the funeral, or a copy of a funeral service.	
<b>Funeral not covered by the circumstances above</b>	A letter or note on headed paper confirming the date of the funeral, or a copy of a funeral service.	
<b>Crime victim</b>	Where the impact of the crime has resulted in the student suffering serious injury, illness or hospitalisation lasting more than seven days, or has required other support (e.g. counselling or other mental health or wellbeing support), then the extenuating circumstances may fall within	

	one of the other categories in this table.	
<b>Legal or regulatory proceedings</b>	Documentary evidence from the court or a solicitor	
<b>Jury service</b>	Documentary evidence from the court	
<b>A material administrative error or a mistake / irregularity in the conduct of an assessment event</b>	Appropriate documentary evidence such as a copy of an email which reports issues to Academy staff	Where there has been a material administrative error (e.g. the student has attempted the wrong exam paper), or irregularity (e.g. disruption from other students, or construction or landscaping), then the student should notify the invigilator during or immediately after the assessment event or Academy staff immediately after the event so that the issue can be documented.

The following table gives examples of matters that would not normally be accepted for consideration in an R4R or Academic Appeal, in line with circumstances which are not considered extenuating under the Notification of Extenuating Circumstances Policy and Process. This list is not exhaustive and students are advised to seek guidance from their School Office.

<b>Circumstance</b>	<b>Guidance</b>
<b>Failure to read the examination timetable or assessment deadlines or assessment requirements properly</b>	Students are responsible for ensuring they read and understand examination timetables, assessment deadlines and assessment requirements, seeking clarification as appropriate.
<b>Pressure of assessments, assessment deadlines, and / or exam stress</b>	Many students experience a degree of pressure and / or anxiety before and during assessments. These circumstances are not considered extenuating unless a medical diagnosis of illness has been made and evidence can be provided. Where a medical diagnosis has been made, the student can submit a Notification of Extenuating Circumstances application with appropriate evidence.
<b>Deactivation as a result of non-payment of Academy fees or debts to the Academy</b>	An NEC submission will not be considered where a student has lost access to their student account and other Academy facilities following the deactivation of their student record due to outstanding debts to the Academy.
<b>Minor illnesses (e.g. coughs, colds, sore throats, etc.)</b>	
<b>Self-induced conditions (e.g. hangovers)</b>	
<b>Religious festivals</b>	The Academy respects the rights and religious views of its students and will make every attempt to schedule exams avoiding holy days, but this is not always possible.  Religious festivals do not therefore constitute extenuating circumstances.
<b>Personal disruptions which could have been anticipated (e.g. holidays)</b>	Students are expected to plan around assessment dates and deadlines. The Academy publishes the examination period and term dates in advance on the course website.
<b>Accommodation disturbances (e.g. moving house, housemate disagreements)</b>	Accommodation disturbances do not generally constitute extenuating circumstances.
<b>Transport issues</b>	Students are expected to plan their travel, including contingency time for moderate delays, to ensure timely arrival at the

	assessment venue (20 minutes before the published exam start time). However, significant, unavoidable delays or cancellations may constitute extenuating circumstances.
<b>IT and / or computer failure / and / or failure to save work properly</b>	Students are responsible for saving and backing up all electronic work. Loss or corruption of files or failure to save work properly do not constitute extenuating circumstances
<b>Assessment and deadline schedules</b>	Deadlines and examinations scheduled close together are unlikely to constitute extenuating circumstances. Examination period dates are published in advance on the Learning Management System (LMS)
<b>Reluctance to disclose circumstances for any reason (e.g. describing oneself as a “private person”)</b>	<p>The Academy can only consider circumstances if they are disclosed in accordance with this policy. The Academy recognises there may be instances in which students are unwilling to disclose their circumstances online due to their highly sensitive nature. In such cases, it is important that the student discloses these circumstances to the Chief Examiner and that a confidential written record of any discussion is retained on the student’s file for reference (rather than the online system) should it be required in a Request for Reconsideration or Academic Appeal investigation.</p> <p>Where students fail to notify the Academy of circumstances which may impede their academic performance, they must be aware that this nondisclosure may affect any future application for Request for Reconsideration or Academic Appeal if the Academy deems that the late disclosure and the evidence provided could have previously been made available .</p>
<b>Criminal conviction</b>	Investigation of a criminal offence or subsequent sentence does not constitute extenuating circumstances. Court proceedings dates are often known well in advance, and it is expected that students involved in such proceedings plan their studies around relevant dates, unless the student is required to attend court on the day of an examination or assessment submission deadline.

## Appendix 2 – Standards of Evidence

1. All claims made under this Process must be supported by independent reliable documentary evidence which evidences a student's inability to comply with the assessment requirements or to attend teaching or to undertake required study, except in the circumstances specifically pertaining to self-certification in the Notification of Extenuating Circumstances Policy and Process.
2. The burden of proof lies with the student at all times.
3. The Academy reserves the right to take such steps as deemed necessary to verify evidence submitted without prior notification. Where the Academy is unable to authenticate the material to its satisfaction, the application may be unsuccessful.
4. Evidence presented to support either a Request for Reconsideration and / or Academic Appeal must meet the following standards and should be:
  - a. Written by appropriately qualified professionals who are independent of the student. These include, for example suitably qualified medical practitioners and other professionals;
  - b. On headed paper, and signed and dated by the author. Evidence presented by email may be acceptable if the email has been sent by the author from the official domain name of the author's organisation. Extracts of numerous emails merged into single documents are not acceptable as evidence;
  - c. Confirmation that the circumstances were witnessed on the relevant and not reported retrospectively (i.e. a medical note in which the date of the illness predates the date of the appointment is not acceptable evidence).
  - d. In English. It is the student's responsibility to provide supporting documentation and any translation should be undertaken by an accredited translator.
  - e. Original. Scanned copies of original documents will be accepted for upload to the online Appeals Portal. However, original hard copies may be requested at any time.
  - f. Unaltered by the student. Documentation that has been amended for any reason will be deemed inadmissible by the Academy. If there is evidence that a student has fraudulently presented documentation to the Academy, the matter will be considered under the Student Code of Behaviour.