

HE Special Consideration Policy

This document details the policy for all Higher Education programmes.

Before submitting a claim for consideration The London Institute of Banking & Finance recommends that you contact us. Please see Appendix 1 for contact details.

1.0 Definitions

The London Institute of Banking & Finance defines extenuating circumstances as circumstances, normally exceptional and outside the control of the student, which happen unexpectedly on or before an assessment and have prevented the student from performing in assessment at the level expected or required of them.

Special consideration is the term used when The London Institute of Banking & Finance considers cases of extenuating circumstances.

2.0 Policy

- 2.1 Claims relating to examinations must be notified within five working days of the assessment. Claims relating to written assignments must be notified on or before the date of submission.
- 2.2 If a student is aware of an extenuating circumstance which affects their studies prior to the timeframe set out under paragraph 2.1, they must inform The London Institute of Banking & Finance immediately.
- 2.3 If a student does not present their claim within the timeframes set out under paragraphs 2.1 and 2.2 they will be considered as declaring themselves 'fit to sit' the assessment concerned.
- 2.4 Where there are reasonable grounds The London Institute of Banking & Finance may, exceptionally, consider accepting late submissions of special consideration claims.
- 2.5 The London Institute of Banking & Finance will not consider requests for special consideration if the issues / circumstances concerned have previously been addressed through the implementation of special arrangements under The London Institute of Banking & Finance's [Reasonable Adjustments policy](#).
- 2.6 **Likely acceptable extenuating circumstances**

The following is a non-exhaustive list of examples which The London Institute of Banking & Finance accepts as an extenuating circumstance:

- i. Bereavement - death of a close relative / significant other (of a nature which, in an employment context, would have led to an absence in accordance with Compassionate Leave).

- ii. Serious short term illness or accident (of a nature which, in an employment situation, would have led to absence or sick leave) that could not have been addressed in advance through a reasonable adjustment request.
- iii. Long term health condition deteriorating.
- iv. Long term health condition which has reoccurred.
- v. Significant adverse personal / family circumstances.
- vi. Significant disruption at the assessment venue.
- vii. Incorrect information provided to the student.
- viii. Scripts are not presented for marking, where this is not the responsibility of the student.
- ix. Other significant exceptional factors outside the control of the student, for which there is evidence of something that caused a student not to perform to their best ability.

2.7 Unlikely acceptable extenuating circumstances

The following is a non-exhaustive list of circumstances unlikely to be regarded as falling within the relevant definition:

- i. Alleged statement of an extenuating circumstance without evidence (medical or otherwise) to support it.
- ii. Alleged medical circumstances for which appropriate reasonable adjustments have already been made.
- iii. Retrospective evidence - that is evidence that is not in existence at the same time as the extenuating circumstance eg a doctor's note which states that the student was seen (after the illness occurred) and declared they had been ill previously.
- iv. A circumstance that was foreseeable or preventable.
- v. A circumstance which, in a work situation, would be unlikely to lead to absence from work.
- vi. Holidays, regardless of the date of booking.
- vii. Financial issues.
- viii. Issues with personal / workplace electronic devices affecting assessment and studies (eg faulty laptop).
- ix. Poor practice eg no back up of electronic documents.
- x. Late disclosure of circumstances.

- xi. Poor time management, including increased workload.
 - xii. Jury service.
 - xiii. Transport issues unless satisfactory evidence can be provided.
- 2.8 If the student's examination or assessment performance (including assessed coursework) has been affected due to the student breaking the law or consuming alcohol or any other non-prescribed drugs, The London Institute of Banking & Finance will reserve the right not to consider their application for special consideration.
- 2.9 If there are issues at the examination, it is the personal responsibility of the student intending to make a claim under paragraph 2.6 to report in detail and ask the assessment invigilator to record the difficulty encountered. This should be done at the end of the examination and before leaving the venue.
- 2.10 A claim submitted under paragraph 2.6 must be provided on a [Special Consideration form](#) and supported by independent evidence. For example:
- Death certificate
 - Medical / health certificate (with relevant date to the assessment)
 - Letter of support / explanation from a Line Manager / HR at place of employment.
- 2.11 All completed claim forms and supporting evidence must be submitted within five working days of notification of the claim.
- 2.12 All supporting documentation must be in English, legible, dated, include the student's full name and be on headed paper as appropriate.
- 2.13 All evidence must be valid and include specific dates for the period stated within the student's application and support the circumstances detailed within the claim form.
- 2.14 When providing copies of evidence to support a claim the document(s) must be certified and include contact details of the certifier.
- 2.15 The London Institute of Banking & Finance is not responsible for obtaining evidence and will not pay any costs in obtaining evidence to support a claim, but will provide advice on its requirements.
- 2.16 Any information supplied by the student in respect of an application for special consideration will, as far as possible, be treated as confidential.
- 2.17 All outcomes for special consideration will be decided by the Concessionary Board and, where appropriate, reported to the relevant Assessment Board.
- 2.18 When deciding upon the outcome of an application for special consideration, the Concessionary Board will, in addition to making a judgement upon the individual merits of the case under review with reference to the supporting evidence / documentation provided, take into account the outcome of previous claims of a similar nature. This action maintains the consistency and fairness of The London Institute of Banking & Finance's assessment procedures.
- 2.19 If the Concessionary Board decides there is a case to answer, one of the following outcomes will be actioned to ensure that the student is not disadvantaged. Please note that this list is not exhaustive and applications are considered on a case by case basis

- Discount assessment attempt and sit / submit at the next available opportunity.
 - Extend deadline for submission of coursework. This will normally be up to a maximum of two weeks from the date of submission.
 - Refer to Vice Principal for extension to programme registration.
- 2.20 The actions listed in 2.19 are usually free of charge to the student, though the Concessionary Board reserves the right to apply a charge where appropriate.
- 2.21 Student's will be notified whether their claim has been accepted or rejected within five working days of the Concessionary Board considering their case.
- 2.21 The London Institute of Banking & Finance will not make a special consideration that affects the integrity of the qualification or disadvantages other students.
- 2.22 If, at any time, The London Institute of Banking & Finance finds that an application for special circumstances was fraudulent, it will consider this to be malpractice and will investigate according to the Code of Practice for Quality Assurance (Chapter 9: [Malpractice](#)).
- 2.23 The London Institute of Banking & Finance reserves the right to withdraw any grade awarded made as a result of the special consideration applied in such circumstances, subject to the outcome of a malpractice investigation. The outcome of the investigations undertaken by The London Institute of Banking & Finance may be shared with any interested parties.

3.0 Appealing a decision

- 3.1 The student has a right to appeal against a special consideration decision made by The London Institute of Banking & Finance if they believe that the process has not been followed properly. For more detail, see Chapter 10: [Student Complaints and Academic Appeals](#) of the Code of Practice for Quality Assurance.

4.0 Quality assurance, monitoring and review

- 4.1 The policy and procedures are formally approved by The London Institute of Banking & Finance's Academic Standards and Quality Committee.
- 4.2 The policy and procedures are subject to regular review and approval.
- 4.3 All records of special consideration applications and their outcomes are maintained by The London Institute of Banking & Finance for a period of at least five years.
- 4.4 The policy and procedures have been developed to comply with all relevant legislation.

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Appendix 1 – Contact Details

Undergraduate Level

- a) Part-time students: - Student and Customer Services team, Tel: +44 (0)1227 818609, Email: customerservices@libf.ac.uk.
- b) Full-time students - Full-time Programmes team, Tel: +44 (0) 20 7337 6295, Email ftp@edu.libf.ac.uk.

Postgraduate Level

Postgraduate Programmes, Tel: +44 (0) 207 337 6290, Email: masters@libf.ac.uk.