

Exceptional Circumstances

What are they and how to apply for them

A brief guide for students

March 2024

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1 Introduction

The University has a policy in place for students who are experiencing unexpected, short-term problems that are affecting their ability to study or undertake assessment. The Exceptional Circumstances Policy was introduced on 1 September 2019.

2 What are exceptional circumstances

We consider exceptional circumstances:

- To be personal circumstances that are out of the control of the student; and
- That the student could not reasonably have prevented or accommodated

and

- They must have had a significant and demonstratively negative effect on the student's ability to study or undertake an assessment.

Additionally, the timing of the circumstances must be relevant to the affected assessments and/or period of study. All elements must be met in order to substantiate a claim for exceptional circumstances.

3 What if I miss a deadline without exceptional circumstances?

If you miss an assessment deadline without approval for an extension you will receive a mark of 0% for that assessment.

4 How do I apply for them?

If you are applying for an extension, please use the Exceptional Circumstances Application Form which can be accessed from the [website](#). You need to make your application through Student Information. You can log in with your student number and password that you use for Moodle. You should do this as soon as the circumstances become apparent to you and preferably before the assessment deadline although you can make a claim up to 48 hours after the start of the deadline. We will normally expect you to provide evidence to support your application within 10 working days of the

original claim. If you think that it may take longer than 10 working days to provide your evidence, please explain why on your application. Remember that your application cannot be processed until you provide evidence of your circumstances. Claims that do not contain supporting evidence after 10 working days are unlikely to be considered unless the Student Information and Resolution Team have agreed to a short extension. If you experience any difficulties submitting your application via the portal, please contact the Student Investigation and Resolution Team on sirt@brookes.ac.uk. Please note that if you are requesting an extension for a deadline assessment via Type C, it is an application and therefore it is not guaranteed. If an extension is granted, the length of the extension is determined by the panel. You should continue to work on your assessment if you can and submit it as soon as you can. The following is a guide that will aid you answering the questions:

No	Questions	Explanation
1	What are you requesting?	<p>There are 3 options:</p> <ul style="list-style-type: none"> • Type A – 24 hours extension • Type B – up to 3 days extension • Type C – more than 3 days extension <p>Read the guidance and click 'I understand'.</p>
2	Please choose an option for what you are requesting.	Request an extension to coursework or other deadlines
3	Affected Assessments	Click – My Assessment is not listed
4	Assessment Details	<p>For the Certificate of Credit in Commissioning and Purchasing for Public Care, the module code is WFPC7004.</p> <p>For Care Purchasing & Brokerage, the module code is WFPC5001.</p> <p>For the Certificate in Principles of Commissioning, the module code is WFPC4001.</p> <p>For TMDP courses:</p> <ul style="list-style-type: none"> • Module 1: WFPC7001 An Introduction to Managing Practice Quality • Module 2: WFPC7002 Evidencing Performance and Quality • Module 3: WFPC7003 Leading and managing for Quality

No	Questions	Explanation
		<p>For MMDP courses:</p> <ul style="list-style-type: none"> • Module 1: WFPC7011 -Developing as a Leader • Module 2; WFPC7012 -Shaping Social Care • Module 3: WFPC7013 Delivering Better Outcomes <p>For MHTMTP courses:</p> <ul style="list-style-type: none"> • Module 1: WFPC7020 - Leading and Managing for Quality Outcomes in Mental Health Services • Module 2 - WFPC7021 - Promoting and Embedding Quality Improvement and Evidence-Informed • Module 3 - WFPC7022 - Leading Developments and Change in Mental Health Services <p>For Upon – Developing as a Leader the module code is WFPC7011.</p>
5	When were you/will you be, affected by these exceptional circumstances?	Click on the submission date on the calendar
6	Please enter details of the exceptional circumstances, explain what occurred when and how it affected your work.	Explain the situation stating why it was out of your control. Ensure that you explain how long you will need and why.
7	Upload your Evidence	Your evidence can be a letter from your line manager on headed paper or from a medical professional. More information can be found here .
8	Have you completed the form to the fullest extent possible?	Only select "No" if you are going to submit evidence at a later stage via the Submit Evidence form .

Once you have filled out all the sections and uploaded your evidence, click SUBMIT.

A copy of your form will be sent to your [Brookes email account](#). Your OBU email address will be Student Number@brookes.ac.uk and the same password as Moodle. All communication, including the decision about your application will be communicated to your Brookes email account. Therefore we suggest that you check that inbox regularly or set up an [automatic forward](#) to an account that you do look at regularly.

5 What if I need more help or advice?

This brief guide does not cover all the information relating to exceptional circumstances and is an introduction to cover a few of the more important things you need to know. You can read advice and guidance about the Exceptional Circumstances policy here. <https://www.brookes.ac.uk/students/your-studies/exceptional-circumstances/>

If you have any questions, please speak to your Academic Adviser or contact the IPC Programme Administrator on ipc_courses@brookes.ac.uk.

6 Leaving the course

If you are thinking of withdrawing, please do not make a hasty decision. Sleep on it; go and talk to someone - your Academic Adviser, another tutor, your line manager or another student. Remember that there are often alternatives to leaving and your tutor will be willing to discuss these with you before you make your final decision. Please note that IPC will not refund your course fees once you have started the course.