



# What to Do When Things Go Wrong

## Procedure Diagrams

### 2020/2021

*VERSION 7 (21-09-20)*



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## Extension Procedure (MoPPs/ Part H/ Section 5)

### A. Grounds for Extension

Permissible causes can be:

- Serious illness;
- Mental shock or trauma;
- Being the victim of a serious crime or accident
- Other mitigating circumstances

**All permissible causes must be supported by evidence.**



### B. Evidence

**Objective & authoritative** evidence can be:

- Original medical certificate from a registered practitioner;
- Death certificate, order of service;
- Crime reference number **and** Police statement;
- Birth certificate of a child;
- BPP Learning Support Agreement;
- Letter from legal representative

### C. Extension Application

Extension Application **received** by the **Programme Leader** **by 12.00 noon on the last working day before the deadline**

Extension Application Conditions:

- extension applications must be in writing and on the prescribed form, available on the **VLE**
- include SRN, name and signature
- specify reason and grounds for extension
- include objective, supportive evidence

### D. Not Acceptable Reasons to Extend the Deadline for Assessment

**Insufficient Grounds for Extension:**

- lack of preparation
- late registration

**An extension application does not meet conditions when:**

- insufficient grounds for extension, as listed in A. above
- rationale does not indicate illness or other good cause beyond student's control
- documentation not submitted on the Extension Form
- application received after deadline
- no evidence provided

**Decision by Programme Leader**

#### Extension **Granted**

The **Programme Leader** is satisfied that the extension application meets the grounds and conditions for an extension (A, B, **and** C above).

A **full-time** student has **up to three calendar days** to submit.

A **part-time** student has **up to five calendar days**.

A module worth **40 credits and above** has up to **five calendar days**.

*Students with active Learning Support Agreements can negotiate alternative extensions to coursework where the **Programme Leader** and the Learning Support Office are satisfied that academic standards are not compromised and the student does not gain unfair advantage.*

#### Extension **Rejected**

The **Programme Leader** determines that the extension application does not meet the grounds and conditions of a legitimate extension of the deadline date for assessments (D above).

The student must submit the assessment by the original published deadline date, or this be classed as **a failed attempt**.

## Deferral Procedure (MoPPs/ Part H/ Section 4)

### A. Reason to Defer

- A student is unfit to enter an examination;
- Or**
- A student's performance in an assessment would be adversely affected



### B. Grounds for Deferral

Permissible causes can be:

- Debilitating illness;
- Mental shock or trauma;
- Being the victim of a serious crime or accident within the past month;
- Other mitigating circumstances



### C. Evidence

**Objective & authoritative** evidence can be:

- Original medical certificate from a registered practitioner;
- Death certificate, order of service;
- Crime reference number **and** Police Statement;
- Birth certificate of a child;
- BPP Learning Support Agreement;
- Letter from legal representative

*For further information on acceptable evidence, please see **Appendix A***

## D. Deferral Application

Deferral Application must be submitted to the **Programme Leader by 12.00 noon the working day before** the date of the examination or assessment. Conditions are as follows:

- deferral applications must be on the prescribed form, available on the **VLE, from the Student Advice and Guidance team and from the Independent Student Advice Team**
- include SRN, name and signature
- specify reason and grounds for deferral
- include full objective, supportive evidence
- where a student seeks to defer one or more but not all of the examination diet for one sitting, evidence justifying the split of examinations. This is to ensure integrity of assessment and mitigate against unfair advantage.

**For circumstances that occur after 12:00 noon the working day preceding the Examination**, students should instead apply for Mitigating Circumstances, with evidence.

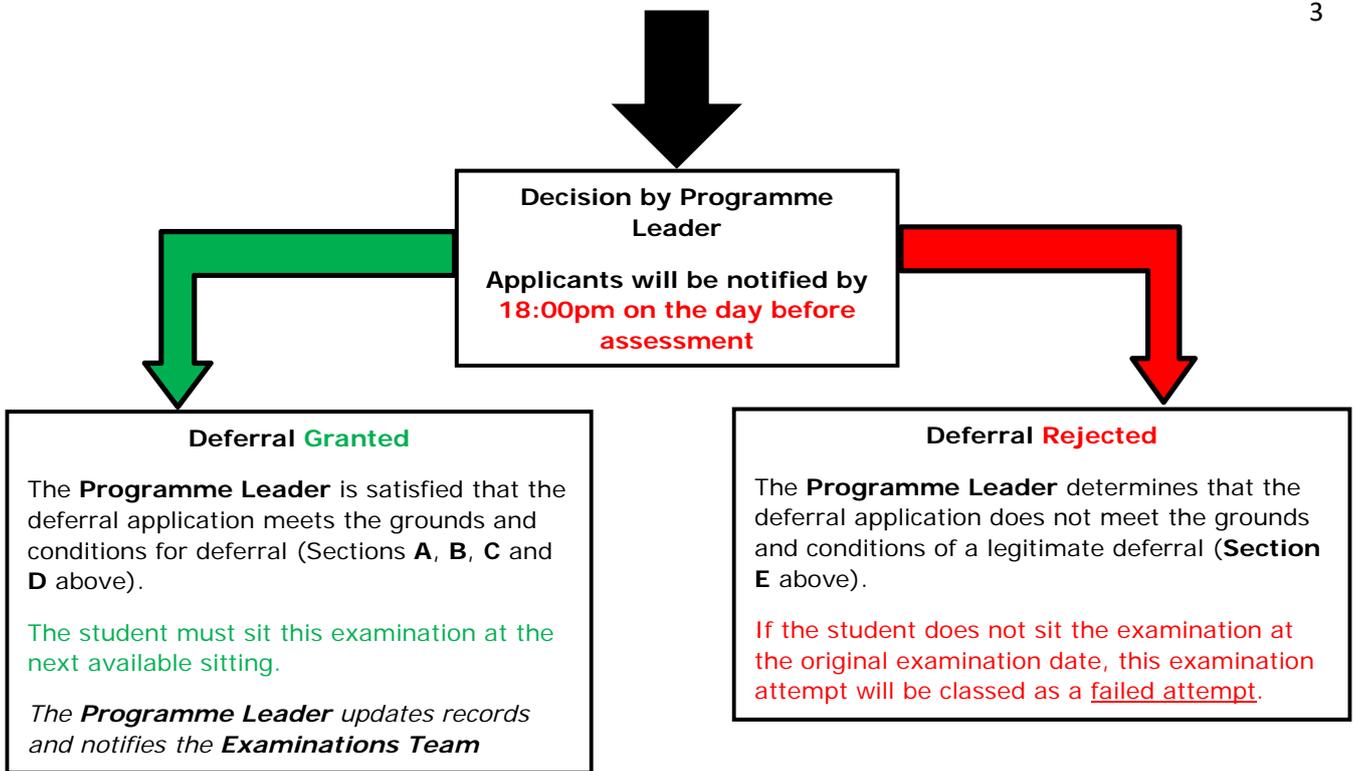
## E. Not Acceptable Reasons to Defer an Examination:

### Insufficient Grounds for Deferral:

- examination nerves or anxiety
- lack of preparation
- computer or other technical failure – *where the technology is not provided by BPP University*
- late registration
- ignorance of the assessment date
- attempt to defer only a part of a two-part assessment
- 'cherry-picking' of examinations scheduled on the same date
- *enduring condition – students with disabilities and learning difficulties should have a Learning Support Agreement at least two months before the date of the examination, which includes recommendations for examination concessions*

### A deferral application does not meet conditions when:

- insufficient grounds for deferral, as listed above
- rationale does not indicate illness or other good cause beyond student's control
- documentation does not cover examination or assessment date
- evidence dated later than missed examination or assessment
- documentation not submitted on the *Deferral Form*
- application received after deadline
- no documentation provided
- no evidence provided



## Mitigating Circumstances and Concessions Procedure (MoPPs/ Part H/ Section 6)

**Mitigating Circumstances** are unforeseeable and unavoidable circumstances that may be deemed to have a detrimental effect on student performance.

Examples include:

- Illness;
- Mental shock or trauma;
- Being the victim of a crime or accident

**A Concession** is the acceptance on the part of an authorised body that mitigating circumstances, supported by objective and authoritative evidence, have affected a student's summative assessment and the voiding of that attempt.

*The granting of a concession will not result in any increase in marks.*

**Objective & authoritative evidence** can be:

- Original medical certificate from a registered practitioner;
- Death certificate, order of service;
- Crime reference number **and** police statement;
- Birth certificate of a child;
- Letter from legal representative

*For further information on acceptable evidence, please see **Appendix A***

### Fit to Sit

- A) Circumstances that occur before 12:00 noon the working day preceding the Examination/ Assessment:** If unfit to sit an examination or submit an assessment due to unforeseen circumstances, students should use the *Deferral of Assessment* or the *Extension of the Deadline Date of Assessment* procedures;
- B) Circumstances that occur after 12:00 noon the working day preceding the Examination:** Students who do not feel fit to sit an examination should apply for a mitigating circumstances concession, with evidence. Students, taken ill during an assessment, are expected to notify the invigilator before leaving the venue to ensure that the time and nature of the illness is noted in the invigilation report. Students will also be required to seek medical attention on the day of the assessment or as close to it as possible if they feel their performance was adversely affected.

### Submission of Mitigating Circumstances Application

#### Grounds

Where a student believes that their assessment has been adversely affected by unforeseen circumstances beyond their control, they may make a mitigating circumstances application:

- if the circumstances prevent the student from undertaking all or part of the assessment task and was not eligible to submit a deferral application;
- if the assessment task is completed but the student believes that the mitigating circumstances significantly and adversely affected the standard of work presented for assessment.

#### Threshold Conditions

Mitigating Circumstances Application submitted to the **Office of Regulation and Compliance (ORC)** **within 10 working days after the assessment took place or was due** and must satisfy the threshold conditions:

- be submitted via the online application site, direct links are available on the **VLE**
- include SRN, name, BPP email address and signature
- clearly identify the unforeseeable and unavoidable mitigating circumstances
- detail the detrimental impact that the mitigating circumstances have had on the assessment performance
- include evidence which is reasonably arguable

### Insufficient Grounds for Mitigating Circumstances

A student who has signed a 'Fit to Sit' Declaration may not submit a Mitigating Circumstances Application unless it can be proven by objective and authoritative evidence that:

- (1) they were affected by unforeseen circumstances beyond their control after signing the fit to sit declaration but before the end of the examination; or**
- (2) the student is subsequently diagnosed as having been suffering from a condition at the time of the assessment of which, for a reason supported by evidence, they were unaware at the time; or**
- (3) at the time of signing the fit to sit declaration the student was suffering from a condition which impaired their ability to make a rational judgement as to their ability to take the assessment.**

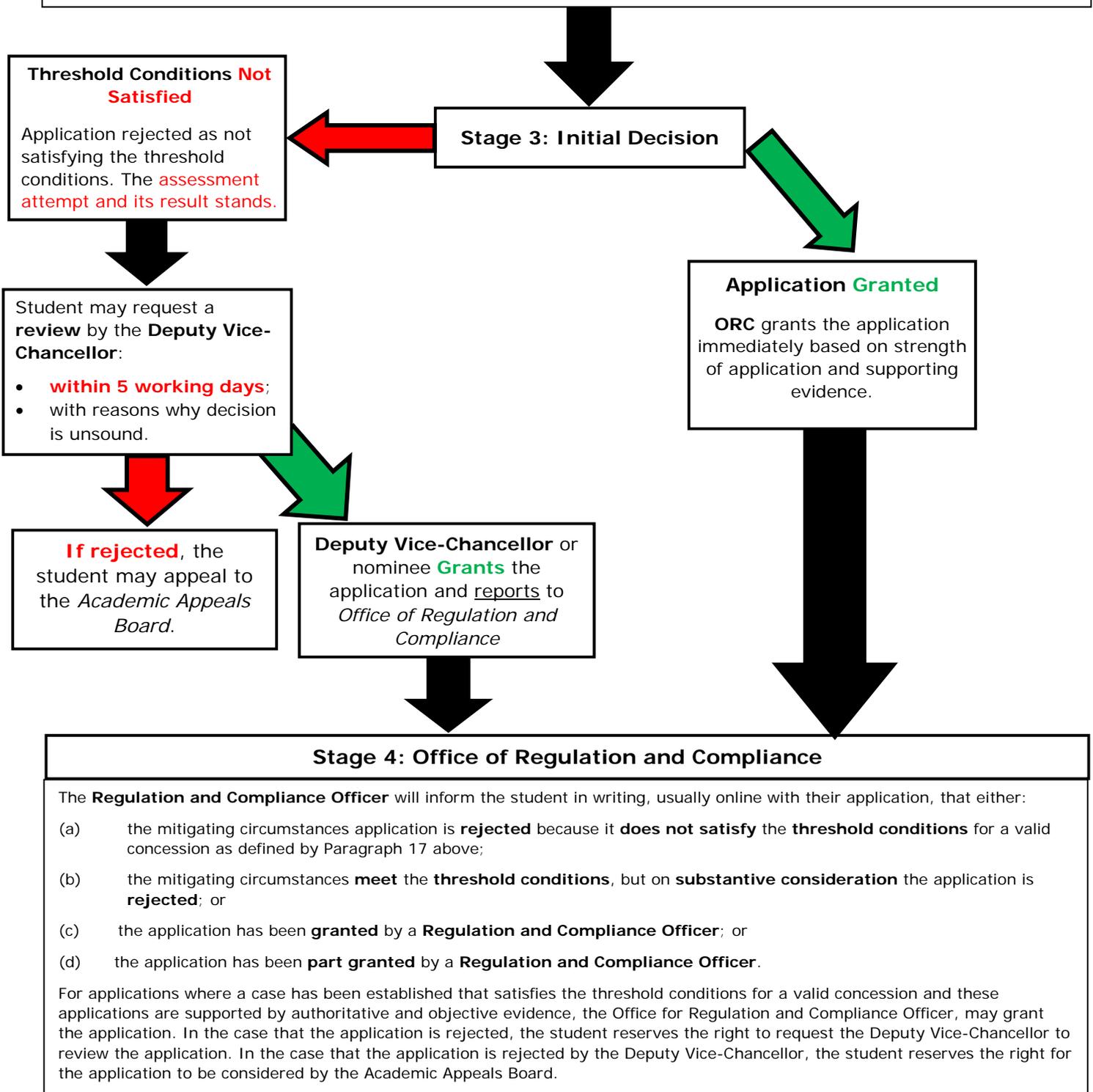
*For further information on acceptable and unacceptable circumstances, please see **Appendix A**.*

## Stage 2: Initial Consideration

The online system issues an acknowledgement of receipt and, normally, **within 10 working days**, ORC will determine whether the application presents a case that satisfies the threshold conditions for valid mitigating circumstances/concession.

### Conditions:

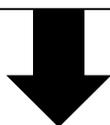
- be submitted via the online application site, direct links are available on the **VLE**
- clearly identifies the unforeseeable and unavoidable mitigating circumstances and their impact on assessment performance; and,
- received within time limits; and,
- includes evidence which demonstrates how the mitigating circumstances are connected to the assessment.



## Stage 6: Mitigating Circumstances Decisions

**The Regulation and Compliance Officer will conclude that:**

- a) evidence does not support the concessions application, and the students' results are to be processed as normal; or
- b) evidence supports mitigating circumstances and a concession voiding the assessment attempt with the student offered the opportunity to sit the assessment again at the next available opportunity; or
- c) evidence supports mitigating circumstances and a concession voiding the assessment attempt and allowing the student re-sit attempt at the assessment be processed in place of the voided attempt; or
- d) evidence supports mitigating circumstances and a concession accepting the assessment attempt as a valid 'in time' attempt; or
- e) evidence supports mitigating circumstances and a concession accepting the student for progression to the next stage of the programme and the student be offered the opportunity to sit the assessment again at the next available opportunity.

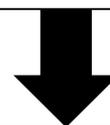


The **Regulation and Compliance Officer** writes to the applicant **within 10 working days** with the decision.

If the application is **rejected**, the student has the right to avail themselves of the Academic Appeals Procedure.

When an appeal is lodged against the decision of the *Regulation and Compliance Officer*, if any fresh evidence is submitted, an explanation as to why it was not part of the original mitigating circumstances application should be produced.

Where a student has a Mitigating Circumstances application granted, however, subsequently discovers that they would have passed the assessment, this will not be a valid ground for appeals.



The **Office of Regulation and Compliance** submits a confidential report on the concessions applications and decisions (but no details of the mitigating circumstances) to the relevant *Board of Examiners* and an annual report is sent to the *Education and Standards Committee*.

**Coursework\*:** If the application is **successful**, the student may select their desired outcome when completing the form:

- To have the assessment disregarded, and to take it again at the next available sitting;  
Or
- To have the assessment considered as being received on time.

*\*Please note: if the application is granted, the coursework will be marked and you will retain the mark awarded. The mark will not be removed should you fail the assessment.*

**Written assessment:** If the application is **successful**, the student's original assessment attempt will be disregarded, and the student will take it again at the next available sitting.

## Academic Malpractice Procedures (MoPPs/ Part H/ Section 10)

*Academic Malpractice is divided into two levels*

### Academic Misconduct

*"any act, or attempted act, leading to circumstances whereby a student might gain an unpermitted or unfair advantage in an assessment or in the determination of results, whether by advantaging themselves or by advantaging or disadvantaging another or others. . ."*

#### Forms of Academic Misconduct

- Plagiarism
- Collusion
- Fabrication
- Impersonation
- Contract Cheating
- Misrepresentation
- Unauthorised Possession or Reference
- Bribery/ intimidation
- Breach of the Rubrics of Assessment
- False Attribution

OR

### Poor Academic Practice

*"an inept or inadvertent breach of the conventions or regulations of academic practice, committed through a defensible ignorance of those conventions and regulations, where no distinguishable advantage may be or has been accrued to the student, and where there is no discernible intention to deceive"*

Addressed through correction & education by **Programme Leader**.

Advantage is removed, e.g. by voiding assessment.

*Repeated incidents may be treated as academic misconduct.*

## Criteria and Aggravating Circumstances

### A. Criteria

- Premeditation;
- Intention;
- Recklessness;
- Negligence;
- Circumstances (e.g. reputational damage to BPP)

### B. Aggravating Factors

- Previous offence;
- Group action;
- Financial gain;
- Attempt to conceal/ dispose of evidence;
- Failure to respond to warnings;
- Offending under the influence of alcohol/ drugs;
- Intimidation;
- Abuse of a position of trust;
- Studying towards a programme accredited by a professional body, e.g. **BPTC & LPC/** Membership of a professional body

**Stage 1**  
**Suspected Academic Misconduct**

**1. BPP member of staff suspecting academic misconduct:**

- (a) clarifies nature of suspected misconduct
- (b) identifies evidence
- (c) submits a report to the **School Academic Malpractice Decision Maker (SAMDM)**, nominated by the **Dean of School**



**2. Within 20 working days, the SAMDM will investigate the case and:**

- (a) Dismiss the case and inform the student
- (b) Refer the case to **ORC** for an *Academic Misconduct Hearing* if a student denies all or some of the allegation(s).
- (c) If a student makes full admissions, their history of academic malpractice will be taken into account when determining if the case amounts to poor academic practice or if the case proceeds to an *Academic Misconduct Hearing*. If this is a student's first case of poor academic practice, a caution will be issued by the **SAMDM**.



**3. If the case is referred to ORC, notification will be sent to the student within 5 working days:**

- (a) Upon receipt, student must complete and return the Case Management Form, evidence from the School, and any additional evidence **within 5 working days**.
- (b) The completed Case Management Form will be the basis upon which the appointed **Chair** of the *Academic Misconduct Panel* will decide whether to conduct the hearing.



**4. ORC will inform the student of the decision made by the Chair and if an Academic Misconduct Panel is decided, ORC will give the student a minimum of 10 working days' notice of the hearing date.**



**Academic Misconduct Panel**

**The Academic Misconduct Panel:**

- a) Is comprised of
  - i. A **Chair** - a senior academic from another programme
  - ii. A senior member from the programme to which the alleged violation refers
  - iii. A senior academic from another programme.
- b) Is responsible for:
  - establishing whether the allegation is proven;
  - determining relevant mitigating circumstances;
  - deciding on a penalty.
- c) student can be accompanied by an **observer** – e.g. fellow student, BPP Students Association Officer, President of the Students' Association, translator, an aid
- d) where admissibility of evidence is in doubt, the **Chair** can make a final decision.
- e) if the student does not attend the hearing without good cause, the **Panel** can reach a decision on the evidence.



**Academic Misconduct Panel shall find that:**

- (a) No misconduct has been committed, and recommend that the case be dismissed and the student's results be processed as normal; or,
- (b) No misconduct has been committed but that there has been poor academic practice and decide on remedy; or,
- (c) Misconduct has been committed, consider any mitigating circumstances and decide on penalty.

The **Chair** writes to the student **within 5 working days** with the decision, the penalty(ies) and the student's right to appeal under the *Academic Appeals Procedure*. Alternatively, the **Chair** may decide to inform the student of the **Panel's** decision at the conclusion of the hearing

The **Dean of Academic Quality** informs the **Chair** of the relevant *Board of Examiners*, the **Director of Programme** and the **Programme Leader**.

**A student may not graduate until the investigation into academic misconduct is concluded, nor be conferred an award until the appeals process has been finalised. Awards will be finalised at the next congregation.**

### Academic Misconduct Penalties

- (a) activity with educational benefit;
- (b) proportionate penalty to negate assessment advantage;
- (c) written warning in student's file;
- (d) voiding the attempt for the assessment or entire module with the right to take the voided assessment attempt again;
- (e) assigning a mark of zero to the item of assessment or entire module, with the right to re-take the assessment for a capped mark at the pass mark;
- (f) where a module is not core, assigning a mark of zero to the module without right to re-take, but with the option to take an alternative module for a capped mark;
- (g) where the malpractice gives rise to concern about the integrity of the assessment of a student's previous module(s), those module(s) may be investigated for malpractice. If malpractice is established, the module results will be voided and the student may re-sit for a capped mark.
- (h) termination of the student's registration, with re-admission at the discretion of the **Dean of School**;
- (i) reporting to the professional body.

### Penalty Considerations

*Academic Misconduct Penalties are influenced by:*

- (a) Infringement or Violation – considerations of educational benefit, integrity of assessment processes and awards, reputational damage to the University;
- (b) **Dean of Academic Quality's** advice on previous practice;
- (c) Criteria in A above (p.7);
- (d) Aggravating factors in B above (p.7);
- (e) Mitigating circumstances – e.g. admission of the offence and co-operation with the investigation.

## Student Appeals Procedure (*MoPPs/ Part K/ Section 3*)

Student submits permissible appeal against:

- Result of an investigation or action under the Regulations; or,
- **Unconfirmed** result of an assessment; or,
- **Unconfirmed** result of a stage of programme.



### Grounds of Appeal

Must be under one or more of the following grounds of appeal (with supporting/objective evidence):

- Administrative or procedural error; or,
- Decision manifestly unreasonable; or,
- New evidence arising.



### Stages of Appeal

#### Stage 1: Lodging an Appeal

Appeals submitted to **ORC** **within 20 working days** from:

- publication of **unconfirmed** results; or,
- decision being appealed.

If beyond limitation period, **ORC** or *Academic Appeals Board (AAB)* can consider if the applicant's mental or physical condition precluded submission and has discretion when an appeal can be heard.

**Conditions:**

- appeals must be made via the online application site, direct links available on the VLE
- SRN, name and signature
- the result or decision being appealed against
- ground(s) for appeal
- full objective, supportive evidence (copies)
- list of independent and authoritative person(s) who can provide relevant information
- for examination/ assessment appeals, explanation with evidence as to why the concessions procedure had not been followed

A stay of action occurs from the lodging of the appeal (evidenced by an acknowledgement from **ORC**) i.e. student continues on the programme as normal. All decisions by *Exam Board* are in abeyance.



#### Stage 2: Initial Consideration

The **ORC** will determine, normally **within 10 working days** of receipt of the written application for appeal, whether the information presented by the student has produced a case that satisfies the threshold conditions for a valid appeal.

**Conditions:**

- a) in writing, and on the prescribed form, and with the correct content; and,
- b) correct grounds of appeal; and,
- c) received within time limits; and,
- d) on the balance of probability an arguable case under the *GARs/ Part K/ Section 3/ Paragraph 2*.

The **ORC** will inform the applicant of outcome in writing normally **within 10 working days** (with reasoning).

If rejected, the applicant has the right to request a re-consideration of the decision by the **Deputy Vice-Chancellor** **within 5 working days**.

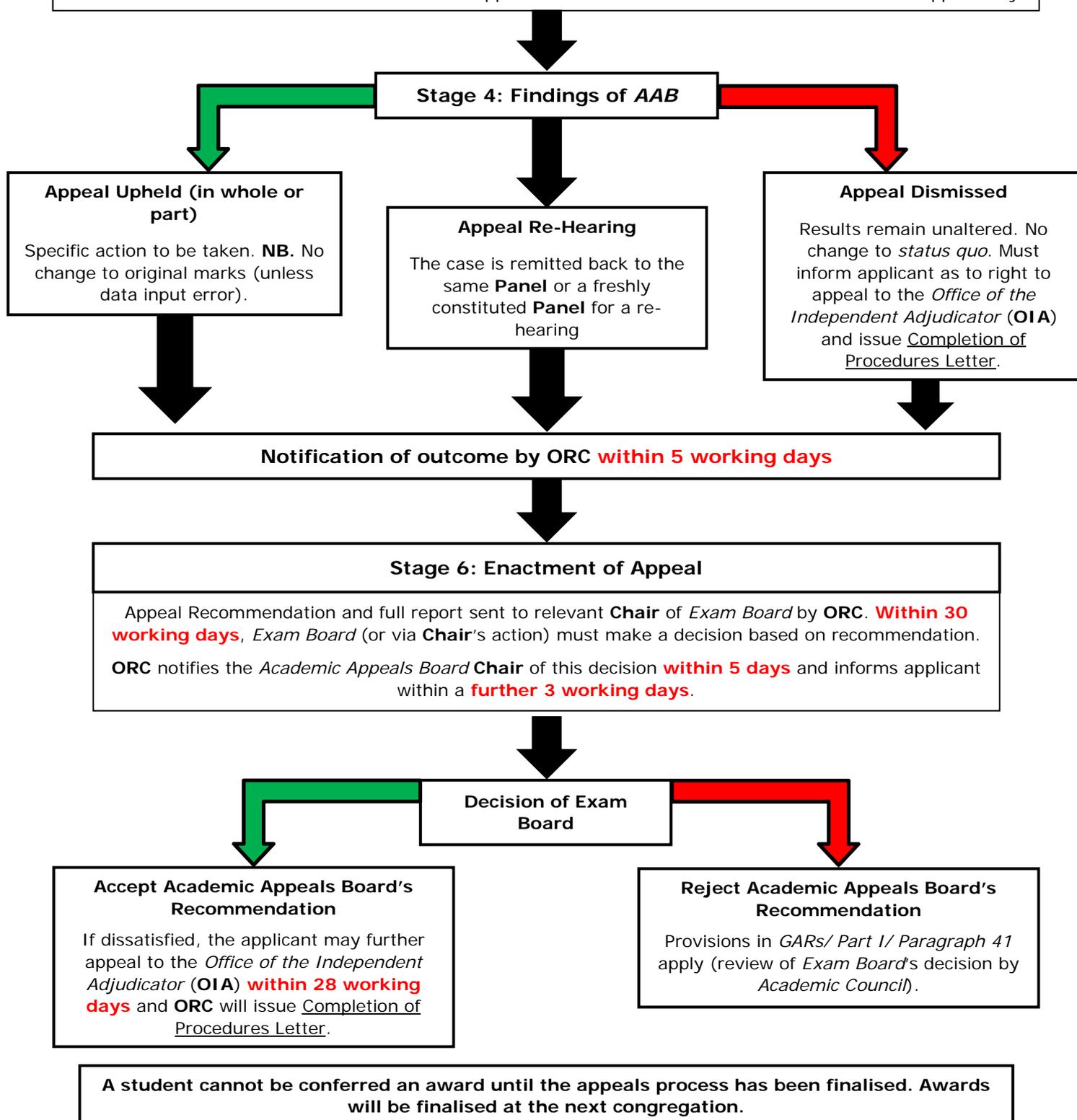


### Stage 3: Consideration of Appeal - Academic Appeals Board

The *Academic Appeals Board* will give consideration to:

- The grounds of appeals proven;
- Affected the result;
- Reparative action (if needed).

The *Academic Appeals Board* will consider the candidate's case and review that case against the relevant evidence and by reference to the candidate's registration and/or assessment number without reference to their name. The *Academic Appeals Board* may also decide that further information or evidence is required in order for the Board to make a decision on the outcome and that the application will be reconsidered at the next available opportunity.



## Student Complaints Procedure (MoPPs/ Part K/ Section 2)

### Complaints

A **complaint** is the notification by a student to the University of their dissatisfaction with an aspect of service or treatment that they have received from the University. A complaint should usually include an indication as to what resolution is being sought.

Complaints relate to:

- (a) an act or omission concerning the administration or operation of a regulatory procedure or service provided by the University, e.g. fitness to practice issues not relating to academic judgement;
- (b) the delivery or administration of the programme, e.g. quality of teaching;
- (c) the conduct of a member of the academic or support staff, e.g. discrimination;
- (d) the conduct of another student, and
- (e) subject to the exclusions below, any other matter concerning the operation of the University which adversely and unfairly affects the student, and which is under the University's control.

### Exclusions

Complaints do **not** relate to:

- (a) Appeals against admission decisions, which are dealt with by the Admissions Appeals and Complaints Regulations;
- (b) Appeals against academic progress decisions, which are dealt with by the provisions for appeal against an academic progress decision;
- (c) Appeals against the decisions of *Board of Examiners* which are dealt with by the University's Academic Appeal Regulations;
- (d) Allegations of cheating which are dealt with by the University's Academic Malpractice Regulations;
- (e) Student attendance or disciplinary issues raised by the University which are dealt with by the University's Student Discipline Policy;
- (f) An issue subject to court or tribunal proceedings and those proceedings have concluded, or the matter is the subject of court or tribunal procedures that have not been stayed; and
- (g) An issue concerning a student employment matter.

### Timeframe

- (1) An *Informal Complaint* should be made **as close as** possible to the issue occurring;
- (2) A *Formal Complaint* should be made as soon as possible after the informal procedures have been exhausted and **no later than 40 calendar days** of the occurrence which is the subject of the complaint.

### Informal Complaint

An *Informal Complaint* should be raised as soon as possible, and as most appropriate to the urgency and circumstances, with:

- (a) the person concerned; or,
- (b) the **Student Advice & Guidance Team**; or
- (c) the student's personal tutor; or
- (d) the **Module Leader**; or
- (e) the **Programme Leader** or **Deputy Programme Leader**; or
- (f) the **Head of Programmes**.

**NOT** at *Staff Student Liaison Committees* in relation to specific individuals.

The **person** to whom the complaint is made will seek to resolve the matter informally, normally **within 15 working days** of the complaint being made.

They may consult other members of staff or students.

*In exceptional circumstances*, where a complaint exposes disciplinary matters, the student may be advised to lodge a *Formal Complaint*.



**Matter Resolved to the satisfaction of the student**



**Matter Unresolved to the satisfaction of the student**



### Formal Complaint

**Grounds:**

- (a) the student is not satisfied that the matter has been resolved by the informal process;
- (b) the student is asked to lodge a *Formal Complaint* because of the possibility of disciplinary action being taken against a member of staff or student;
- (c) because of the serious nature of the complaint, the student elects to make a *Formal Complaint* without first making an *Informal Complaint*.

**Application:**

*Formal Complaints* must:

- be made in writing and on the prescribed form, and submitted to the *Office of Regulation and Compliance (ORC)*;
- detail what informal attempts have been made to resolve it;
- contain any supporting evidence and/ or documentation;
- specify the remedy that is being sought.

### Formal Complaint Procedure

- 1) **ORC** acknowledges receipt of the complaint **within 5 working days**;
- 2) A member of the **ORC** or a senior University officer, appointed by **ORC**, who has no material interest in the outcome of the complaint, investigates the complaint. They may make further enquiries, call witnesses or request additional documentation.
- 3) **ORC** informs the student of the outcome of the investigation **within 28 working days**.

### Outcome

The outcomes of a complaint may include the complaint being:

- (a) **upheld in whole with a statement as to the remedy**;
- (b) **upheld in part with a statement as to the remedy and an explanation regarding those parts dismissed**;
- (c) **dismissed with a statement as to the reasons**.



**Matter Resolved to the satisfaction of the student.**  
**ORC informs relevant University officers**

**Matter Unresolved to the satisfaction of the student**



### Appeal against the Outcome of a Formal Complaint

#### Permissible Grounds for Appeal:

- (a) there were **procedural irregularities** in the investigation of the formal complaint; or
- (b) **new evidence** can be presented which could not reasonably have been available to the investigator of the *Formal Complaint*.

*Please note that where the appeal does not satisfy at least one of the above grounds and is rejected, **ORC** shall issue a Completion of Procedures Letter.*

#### Appeal Application:

The appeal must be sent to the **Vice-Chancellor** **within 10 working days** of the notification of the outcome of the *Formal Complaint* and must specify:

- (1) the grounds on which the complaint should be reviewed;
- (2) the resolution that the student seeks.

*Please note that appeals made **outside the 10 working day** timeframe will only be considered if there are good reasons for not complying, which are supported by objective and authoritative evidence.*

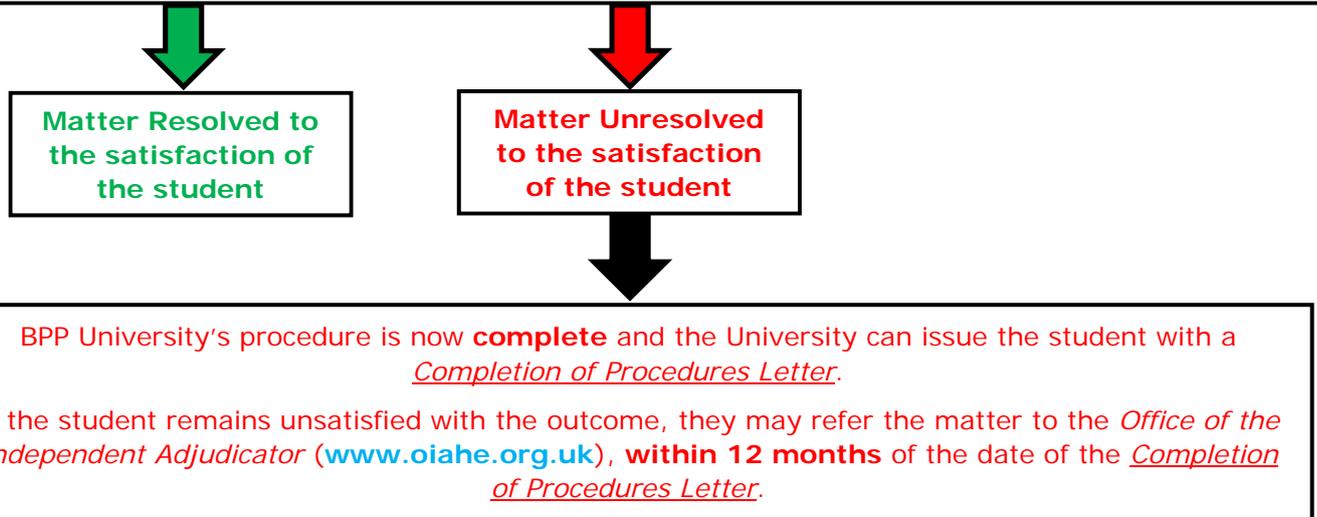
**The Vice-Chancellor**

- 1) Reviews the *Formal Complaint*, and
- 2) Notifies the student of the outcome of the review **within 28 working days**.

**Outcome**

The **Vice-Chancellor**, or nominee, may as a result of his/her investigation:

- (a) **confirm the outcome of the *Formal Complaint*; or**
- (b) **substitute his/her own decision for that of the original investigator; or**
- (c) **order a new investigation.**



## Appendix A - BPP Mitigating Circumstances & Deferrals Evidence Guidance

*Mitigating Circumstances* are defined as unforeseeable and unavoidable circumstances that have a detrimental effect on academic performance, while *Deferrals* are sought when a student is either unfit to enter an examination or assessment or their performance in the examination or assessment would be significantly and adversely affected (*MoPPs/ Part H/ Section 4, Paragraphs 9-15 & Section 6, Paragraph 2*). This Guidance is aligned with the BPP University *MoPPs/ Part H/ Sections 4 & 6*.

All *Mitigating Circumstances* applications must be submitted online via [www.bpp.com/login](http://www.bpp.com/login), whilst *Deferral* applications are submitted using the prescribed form available on the *Virtual Learning Environment (VLE)*.

### 1) General Evidence Requirements

**Evidence** submitted as part of a *Mitigating Circumstances/Deferral* claim must be **authoritative, objective, proximate and relevant** to the assessment for which the concession is being sought. It is the student's responsibility to submit evidence along with this form and to pay for any costs incurred obtaining evidence.

Acceptable evidence should be:

- i. Original, signed documentation from an appropriate official (e.g. a registered medical practitioner, hospital consultant, solicitor, police officer) giving details of:
  - Circumstance
  - Duration
  - Impact
- ii. Supplied on official headed paper.
- iii. Signed and **dated** by the author.
- iv. Written in English or a certified translation. If a translation is submitted, the original must also be provided.

### Evidence Notes

- i. E-mail correspondence may be acceptable if the e-mail has been sent by the author from the official domain name of the author's organisation, and should include the author's formal email signature with physical address and telephone details. *E-mail as a format of evidence will always be accepted in cases regarding blind or visually impaired students.*
- ii. If the evidence is in e-mail format, full 'header' details should be included, i.e. the senders' name and email address, date sent, address sent to, and subject line.
- iii. If accompanied with evidence, an unaltered scanned copy should be sent as an e-mail attachment (preferably in .PDF format).
- iv. If **international evidence** is provided, the certicator must be licensed to practise in the country in question and the same rules on evidence apply.
- v. All evidence must be proximate and relevant to the assessment for which the concession is sought and clearly evidence how the student's academic performance has been adversely affected by unforeseeable and unavoidable circumstances.

**BPP University** reserves the right to check the authenticity of all documentation submitted as part of a *Mitigating Circumstances/Deferral* claim. It is a serious offence to supply fraudulent documentation and may lead to disciplinary action.

## 2) Categories of Evidence

The following table sets out the different categories in which disrupting circumstances could apply and the types of valid evidence which will be required to support each claim:

Circumstance	Evidence Required	Unacceptable Evidence
Medical grounds	An original medical certificate or letter from a registered medical practitioner confirming the <b>nature and time</b> of the illness.	<ul style="list-style-type: none"> <li>• Hospital or other medical appointment letters, unless accompanied by a medical report;</li> <li>• Self-certification of illness from either the student or a close relative, without supporting medical documentation;</li> <li>• Medical evidence from alternative/homeopathic practitioners unless they are on the below list of recognised practitioners*;</li> <li>• Prescription forms.</li> </ul>
Death or serious illness of a relative	Death certificate, or an original medical certificate, or letter from a registered medical practitioner confirming the <b>nature and time</b> of the illness.†	<ul style="list-style-type: none"> <li>• Evidence not clearly linked to the student or the close family member in question.</li> </ul>
Significant change in personal circumstance (e.g. <i>crime, housing, divorce</i> )	An official correspondence from a relevant professional such as a: <ul style="list-style-type: none"> <li>• Solicitor</li> <li>• Police or fire officer</li> <li>• Court or tribunal officer</li> <li>• Social worker</li> <li>• Local government officer</li> <li>• Bank/building society official</li> </ul>	<ul style="list-style-type: none"> <li>• Anecdotal evidence without supporting documentary confirmation;</li> <li>• Photographs or media extracts relating to events which are not accompanied by clear evidence of their relevance to the student or the assessment in question;</li> <li>• Statements from friends, relatives or other associates stating whether a student has been a victim of crime;</li> <li>• Crime reference numbers alone without separate, independent confirmation of the reported incident;</li> <li>• Any evidence that is <b>not clearly contemporaneous</b> with the learning and teaching activities or assessment in question.</li> </ul>

### †Note on Bereavement

Bereavement is a traumatic experience and has a significant impact on people. It can be classified as Post Traumatic Stress Disorder (PTSD) and how it manifests is not a linear process. If you have been affected by a death of someone other than a partner, parent, child or close family member, the University sensitively requires you to explain the relationship to the deceased and the impact upon your studies. Please seek advice from your Personal Tutor to understand how bereavement affects you upon application.

### 3) \*Recognised Medical Practitioners

BPP University recognises medical certification from UK-based practitioners that are recognised by the following bodies:

Regulatory Body	Recognised Professions
British Association for Counselling and Psychotherapy (BACP) <sup>1</sup>	<ul style="list-style-type: none"> <li>• Counsellors</li> <li>• Psychotherapists</li> </ul>
General Chiropractic Council (GCC) <sup>2</sup>	<ul style="list-style-type: none"> <li>• Chiropractors</li> </ul>
General Dental Council (GDC) <sup>3</sup>	<ul style="list-style-type: none"> <li>• Dentists</li> <li>• Dental nurses, technicians, hygienists and therapists</li> <li>• Clinical dental technicians</li> <li>• Orthodontic therapists</li> </ul>
General Medical Council (GMC) <sup>4</sup>	<ul style="list-style-type: none"> <li>• Doctors</li> </ul>
General Optical Council (GOC) <sup>5</sup>	<ul style="list-style-type: none"> <li>• Optometrists</li> <li>• Dispensing opticians</li> <li>• Student opticians</li> <li>• Optical businesses</li> </ul>
General Osteopathic Council (GOsC) <sup>6</sup>	<ul style="list-style-type: none"> <li>• Osteopaths</li> </ul>
General Pharmaceutical Council (GPhC) <sup>7</sup>	<ul style="list-style-type: none"> <li>• Pharmacists</li> </ul>
Health and Care Professions Council (HCPC) <sup>8</sup>	<ul style="list-style-type: none"> <li>• Art therapists</li> <li>• Biomedical Scientists</li> <li>• Chiropodists/ podiatrists</li> <li>• Clinical Scientists</li> <li>• Dieticians</li> <li>• Hearing Aid dispensers</li> <li>• Occupational therapists</li> <li>• Operating department practitioners</li> <li>• Orthoptists</li> <li>• Paramedics</li> <li>• Physiotherapists</li> <li>• Practitioner psychologists</li> <li>• Prosthetists/orthotists</li> <li>• Radiographers</li> <li>• Speech and language therapists</li> <li>• Social Workers in England</li> </ul>
Nursing and Midwifery Council (NMC) <sup>9</sup>	<ul style="list-style-type: none"> <li>• Nurses</li> <li>• Midwives</li> </ul>

<sup>1</sup> BACP registered practitioners can be searched [here](#).

<sup>2</sup> GCC registered practitioners can be searched [here](#).

<sup>3</sup> GDC registered practitioners can be searched [here](#).

<sup>4</sup> GMC registered practitioners can be searched [here](#).

<sup>5</sup> GOC registered practitioners can be searched [here](#).

<sup>6</sup> GOsC registered practitioners can be searched [here](#).

<sup>7</sup> GPhC registered practitioners can be searched [here](#).

<sup>8</sup> HCPC registered practitioners can be searched [here](#).

<sup>9</sup> NMC registered practitioners can be searched [here](#).

#### 4) Unacceptable Circumstances for Mitigation/Deferral

Students are expected to plan their work so that they can meet assessment deadlines at the same time as other obligations which they may have inside and outside of the University. BPP University will not consider *Mitigating Circumstances/Deferral* claims under the following circumstances:

Unacceptable Circumstances	Further Notes
Holidays, sporting commitments, moving house and events that were planned or could reasonably have been expected.	
Assessments that are scheduled close together or on the same day.	
Misreading the assessment timetable or other misunderstanding of the requirements for assessment including not adhering to the guidelines concerning permitted assessment materials.	
Inadequate planning or time management.	
Failure, loss or theft of a computer or printer that prevents submission of work on time	Students should back up work regularly and not leave completion so late that they cannot find another computer or printer.
Consequences of employment, paid or unpaid, including work experience.	Note: for part time students, evidence of a sudden, significant and unexpected increase in workload at the time of the assessment or of an unavoidable work commitment that prevents the student from preparing for or attending the assessment may be acceptable
Receiving unfavourable results of an assessment.	
Ignorance of the Mitigating Circumstances/Deferral procedure.	The University's regulatory framework is available to all students on the BPP website, on the <i>Students' Association</i> website, and on the <i>Academic Registry</i> tab of the student intranet.
Minor disruption in an examination room during the course of an assessment	Major disruption in an examination room should be discussed with the <i>Programme Leader</i> before submitting a <i>Mitigating Circumstances</i> application.
Last-minute or careless travel arrangements	However, a <b>major</b> transport network disruption on the day of the examination will be considered and must be evidenced by official correspondence and confirmation from the transport provider.
Pregnancy	Pregnancy is not considered to be an illness. However, events may arise during pregnancy that may constitute <i>Mitigating Circumstances</i> and these will be considered on an individual basis.

### 5) Disability or Long-Term Medical Conditions

Pre-existing disability and/or learning difficulty, including medical conditions (unless it has suddenly deteriorated), are **not** usually considered as valid grounds for *Mitigating Circumstances* or *Deferrals* claims in themselves since these are known beforehand and can be addressed by means of a *Learning Support Agreement* or special arrangements including enhanced pastoral support. If a student is already registered with the *Learning Support Office* but their circumstances have changed, they should contact that *Office* as soon as possible to ensure that the correct adjustments are in place for them.

### 6) Fit to Sit Declaration

BPP University operates a 'Fit to Sit' policy which means that if a student submits coursework or sits an assessment, they have deemed themselves fit to do so. It is the responsibility of the student to determine whether they are fit to participate in assessment. Being 'fit' generally means that the student is not aware of any impediment, physical, emotional or otherwise, which could affect their performance. Therefore, if the student is feeling unwell because of medical or personal difficulties in the run-up to the assessment, they should not attend, but take the course of action applicable to their circumstances, for example, use of the *Deferral of Examination* procedure or *Extension of Deadline Date for Assessment procedure (MoPPs/Part H/Sections 4 & 5)*.

A student who has signed a fit to sit declaration may not submit a *Mitigating Circumstances/Deferral* application unless:

- i. they are affected by unforeseen circumstances beyond their control after signing the declaration but before the end of the examination, or
- ii. they were suffering from a condition of which they were unaware of at the time; or
- iii. they were suffering from a condition which impaired their ability to make a rational judgement as to their ability to sit or submit the assessment. In all of these cases, students must provide objective and authoritative evidence of their condition (*MoPPs/Part H/Section 6/Paragraph 6*).