

# Extenuating circumstances

## policy Guide for students

### 1. What are Extenuating Circumstances?

Extenuating circumstances are serious, unforeseen circumstances beyond your control which prevented you from meeting the requirements of your programme which might include:

- Missing an examination or test
- Failing to submit all or any part of continuous assessments by the due date
- Performing below your ability in work submitted or examinations attended
- Circumstances that persisted throughout the trimester or a substantial part of it that affected your performance.

Extenuating circumstances may include:

- Involvement in an accident
- Victim of crime
- An acute illness or serious on-going medical condition
- Ongoing life-threatening illness of a close family member or partner
- Bereavement of a close family member or partner
- Acute or on-going serious personal/emotional circumstances
- Domestic upheaval at the time of the assessment (e.g. fire, burglary, eviction)

The following are examples of what may not normally be considered grounds for extenuating circumstances and any applications citing any of the following are unlikely to be considered by the Programme Examination Board:

- Typical symptoms associated with exam stress (e.g. anxiety, sleeping disturbances etc)
- Minor illnesses such as a common cold
- Relationship difficulties
- Financial difficulties
- Holidays during the academic year
- Accommodation issues
- Commuting issues
- Misreading the examination timetable
- Paid employment or voluntary work
- IT and/or computer failure
- Multiple assessments in a short time
- Failure to plan study schedule
- Sporting commitments
- Weddings/social events
- Registration for multiple programmes

Please note: the above examples are not definitive and are intended only as a guide. In all cases, the Programme Examination Board has ultimate authority to use its discretion, taking into account the full circumstances of a particular case.

## 2. How do I make an Application?

Before you make an application, it is important that you seek guidance and support. Those who provide student support include members of academic staff, Programme Director, Programme Manager and the Programme Office.

To progress the matter, you must complete the Application Form for Extenuating Circumstances – contact the Programme Manager and ensure that you are completing the most recent version of the IoB Application form.

The Extenuating Circumstances Application form is divided into six sections, A to F, (see below).

**Section A – Personal Information** General personal information required: name, student number, contact number, e-mail address, programme, stage (BFS only).

**Section B – Requested Action** In this section, you must state which specific consideration you wish the Programme Examination Board to take into account in determining your final grade. You must also list the module code/s and title/s.

Take great care that you specify the module codes correctly. The considerations you may seek are: 1. Request that particular circumstances be taken into account in determining your final grade, OR 2. Request permission to complete outstanding component/s of a module without penalty.

Please list the modules and the outcome per module you are requesting and ensure that the correct module codes are given.

On page 2 of the Application Form the following details are required:

1. Indicate the impact of the circumstances on your work and relevant dates.
2. Provide details of assessments missed, dates etc (if applicable).
3. Confirm whether or not you have contacted the relevant Module Coordinator and/or Programme Director and list any action that they suggested.

**Section C – Nature of your Extenuating Circumstances** This provides you with the opportunity to express the nature of your extenuating circumstances and the impact you perceive these to have had on your ability to fulfil your assessment requirements. You must describe as clearly as possible the circumstances which have affected you and the extent to which you have been affected. You need to be candid because the better the understanding that those reading the form develop of your circumstances, the more appropriate will be the outcome for you. You can be assured that confidentiality is maintained and the people will read your application form only on a “need to know” basis.

You will also need to indicate, using the categories available, which type of circumstances best reflect your situation.

**Section D – Evidence supporting your application** When submitting an application, you must provide verifiable written confirmation that supports your application for extenuating circumstances, the purpose of which is to help IoB understand and verify the nature of the circumstances which have affected you. This evidence must express an opinion as to the extent to which your performance or ability to perform has been affected. If any of the circumstances are sensitive, you should discuss with the person providing the evidence the need to express the impact of the circumstances along with necessary information regarding the incident/situation.

Please note:

- Evidence must relate to the specific application for extenuating circumstances being made.
- You may not use a family member to provide evidence.
- The documentation provided must be consistent with the application in terms of matters such as dates, circumstances etc. The Programme Examination Board/Programme Board Sub-Committee reserves the right to reject any application in cases where there are serious discrepancies between the documentation and the application.
- The Programme Examination Board/Programme Board Sub-Committee reserves the right to verify and seek further details on this documentation.

Only evidence from one of the following qualified professionals will be accepted:

- Registered medical practitioner/health professional
- Member of an Garda Síochána
- Registered counsellor/psychotherapist
- Psychologist

Any evidence must be on headed paper and must be legible, stamped and dated.

IoB takes very seriously the issue of fraudulent applications. Should the Programme Examination Board/Programme Board Sub-Committee discover that an application is supported by forged or incorrect evidence, the matter may be referred to IoB's disciplinary process.

Section E – Student Declaration You must sign and date the application form.

Section F – Received by IoB Programme Office It is recommended that you retain a copy of the application and supporting documentation for your records as supporting documentation is non-returnable.

### **3. What are the next steps?**

You must submit the original signed application form and evidence to the IoB Programme Office. It is your responsibility to take photocopies if you wish to keep a copy of your application form.

The IoB Programme Office may refuse to accept applications using the incorrect version of the Extenuating Circumstances Application Form<sup>4</sup>, incomplete or late applications.

#### **When must I submit my application?**

All applications for extenuating circumstances must be submitted as close as possible to the time the circumstances occurred and must be submitted within the following timeframes:

1. For in-trimester assessments, within 10 working days of the date of the assessment deadline
2. For end-of-trimester examinations, within 5 working days of the end of the IoB examination period.

You should note that in the case of end-of-trimester 1 examinations, IOB re-opens in early January – you are advised to check dates for submission of applications with the Programme Office. In very exceptional circumstances, it may not be possible to meet this deadline. In these circumstances you should contact the Programme Manager as soon as is practicable for advice.

#### **What happens after I submit my application?**

Your form will be reviewed by the Programme Examination Board/Programme Board SubCommittee (delegated committee) which will reach a decision as to whether or not your particular circumstances will be taken into account when considering your academic performance.

### Who makes the decision?

The Programme Examination Board/ Programme Board Sub-Committee makes the decision about your extenuating circumstances.

### What are the possible outcomes?

If your application for extenuating circumstances is accepted, one of the following outcomes will apply:

**Outcome 1** If you asked that your special circumstances be taken into account by the Programme Examination Board/Programme Board Sub-Committee in determining your final grade for the module(s), this will have been taken into account when submitting a final grade for your module.

You will not be given details of the decisions made and the grade changes made (if any).

**Outcome 2** If you are granted the opportunity to have specific components of a module assessed on a further occasion without academic penalty, you will be awarded an IX grade for that module.

You must contact the Module Coordinator for details on how to complete the assessment for the module. Your result will not be capped. You must complete the assessment component/s or complete some equivalent assessment(s), set by the Module Coordinator within a period prescribed by the Module Coordinator, *but no later than two trimesters of the initial module attempt.*

Useful links:

- Extenuating Circumstances Policy: [iob.ie/extenuatingpolicy/](http://iob.ie/extenuatingpolicy/)
- Extenuating Circumstances Application Form: [iob.ie/extcirapplicationform/](http://iob.ie/extcirapplicationform/)

### 5. Other useful Policies and Procedures

- IOB Policy on Late Submission of Coursework – [iob.ie/info/student-info#examsand-regulations](http://iob.ie/info/student-info#examsand-regulations)
- IOB Policy on Leave of Absence – [iob.ie/info/student-info#exams-and-regulations](http://iob.ie/info/student-info#exams-and-regulations)
- Information on how to withdraw from a module – [iob.ie/info/student-info#examsand-regulations](http://iob.ie/info/student-info#examsand-regulations)

## Data Protection Notice

About this data protection notice This is a statement of the practices of The Institute of Bankers in Ireland, 1 North Wall Quay, Dublin 1 (trading as IOB) ('IOB', 'we', 'us', 'our') in connection with the capture of personal data on this form and the steps taken by IOB to respect your privacy.

IOB is a Data Controller and is committed to protecting your rights and any personal information which you provide to IOB will be treated with the highest standards of security and confidentiality, in accordance with Irish and European Data Protection legislation.

The privacy notice explains the following:

- What information do we collect about you?
- The purpose for collecting your personal data
- The legal bases for collecting your personal data
- Are you required to provide the information?
- How we store and secure personal data
- Details of third parties with whom we share personal data
- What are your rights?
- Contact

## What information do we collect about you?

The data we collect from you will be used by IOB only in accordance with the purposes outlined in this privacy notice. We will collect your data in the following manner:

Some of the information collected through this form may be classified as special category or sensitive personal data e.g. health data.

In order to provide our services to you we collect contact details, other identifying information and information regarding the reason for your extenuating circumstances request together with supporting documentation where relevant or employer signature and employer information when you fill out this application form.

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The data collected in this form will be used by relevant departments in IOB on a 'need to know' basis.

## The purpose for collecting your data

The data we collect about you will be used to assess your application for Extenuating Circumstances as detailed in section B, C and D of this form. We will also use your data to communicate our decision to you and deal with any queries where relevant.

## The legal basis for collecting your data

We process your personal data on the following legal bases:

- We rely on your explicit consent as our legal basis for processing data provided on this form.
- The processing of your information may be necessary for the performance of the education contract between IOB and you.
- The processing is necessary for the purposes of our legitimate interests or the legitimate interests of a third party to whom we provide your personal data. We will not process your personal data for these purposes if our or the third party's legitimate interests should be overridden by your own interests or fundamental rights and freedoms. The legitimate interests pursued in this regard consist of:
  - conducting our business in a meaningful and lawful manner;
  - dealing with any disputes that may arise;
  - providing information relating to you to your employer, where they have a legitimate interest in obtaining that information.
- The processing is necessary for compliance with our legal obligations.

## Are you required to provide the information?

We require you to complete the mandatory fields identified in this form for the purposes outlined above. If you do not provide us with the information required in these fields, we may be unable to fully assess your application to take extenuating circumstances into account.



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## How we store and secure your data:

Any data we collect from you will be stored confidentially and securely. IOB is committed to ensuring all accesses to, uses of, and processing of Institute data is performed in a secure manner. In addition to the normal standards of confidentiality, we also carefully control access to sensitive data e.g. health data within IOB so that it is only available to people who 'need to know.'

In keeping with the data protection principles, we will only store your data for as long as is necessary to provide our services to you and for such a period of time after this as is necessary to comply with our obligations under applicable law and, if relevant, to deal with any claim or dispute that may arise in connection with our relationship with you.

For the purposes described here we will store your data (and supporting documentation, eg health data) for the duration of your studies and three years in-line with UCD's record retention policy.

When we store your personal data on our systems the data will be stored either on IOB's secure IT platforms within the EEA which are also subject to European data protection requirements.

## Details of third parties with whom we share personal data

IOB will share your data with third parties where necessary for purposes of the processing outlined here.

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We may share your information with our trusted service providers (e.g. IT support, auditors, legal advisors, and other professional advisors).

## What are your rights?

You have the following rights, in certain circumstances and subject to applicable exemptions:

- You are entitled to ask for a copy of the personal data, which IOB holds about you.
- The right to have any inaccuracies in your personal data amended.
- The right to object to the processing of your personal data.
- The right to have the personal data that we hold about you erased.
- The right to restrict the processing of your personal data.
- The right to receive your personal data, which you provided to us, in a structured, commonly used and machine-readable format or to require us to transmit that data to another controller.
- Where processing is based on consent, you have the right to withdraw your consent at any time.

## Contact

If you have any queries relating to the processing of your personal data for the purposes outlined above or you wish to make a request in relation to your rights you can contact the Institute's Data Protection Officer using the contact details below.

If you are unhappy with the way in which your personal data has been processed you may in the first instance contact the Institute's Data Protection Officer using the contact details below.

IOB has a Data Protection Officer who can be contacted through [dataprotection@iob.ie](mailto:dataprotection@iob.ie) or by writing to:

The Data Protection Officer,

IOB,

IFSC,

1 North Wall Quay,



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Dublin 1.

If you remain dissatisfied, then you have the right to apply directly to the Data Protection Commission for a decision. The Data Protection Commission can be contacted at:

Data Protection Commission

Canal House

Station Road

Portarlinton

R32 AP23

Co. Laois

[dataprotection.ie](https://www.dataprotection.ie)