



Version Control					
Updated document to be sent to: students, lecturers and internal staff including Director of Studies (DoS) and Internal Quality Assurance Board (IQAB).					
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Instructions for document users

All IDEA Leadership and Management Institute students, lecturers and other internal staff can access revised and approved documents related to the ILMI Policies and Procedures from Canvas LMS link: <https://ideaed.instructure.com/courses/55>

Continuous Improvement

Procedures are meant to be 'living' documents that need to be applied, executed and maintained. If the procedure does not reflect the current, correct work practice, it needs to be updated. Please contact us on: +356 2145 6310

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Aim and Scope of Document

In general terms, the Extenuating Circumstances Regulation is intended to support the student if s/he experiences exceptional, unforeseeable, short-term circumstances which affect their ability to study or take assessments.

The purpose of this document is to provide details related to Extenuating Circumstances and regulations affiliated with them. It provides information for staff and students to ensure that adequate support is provided to meet student needs, regardless of their place or mode of study, race, age or gender and to provide the best opportunity for student success.

This regulation applies to all IDEA Leadership and Management Institute students enrolled in all ILMI courses and to academic and administrative staff involved in providing and managing student support.

Definition

Extenuating circumstances are defined as significant factors which are beyond the student's control, which they could not have reasonably foreseen or prevented, and which would substantially impact on their ability to attend lectures, contribute to the online discussions and/or complete or submit an assessment on time.

1. General Regulations

- 1.1 The student has an individual responsibility to manage their learning by attending lectures and meeting submission deadlines for their assignments.
- 1.2 If a student is unable to complete assessments to the best of their ability, unable to attend lectures or unable to meet a submission deadline due to serious circumstances beyond their control, it is possible to make a request to the Programme Manager for consideration of an extension of assessment deadlines under the extenuating circumstance clause.
- 1.3 All extenuating circumstances requests will be considered by the Programme Manager who forwards requests to the Director of Studies who makes final approval decisions.
- 1.4 The information that students provide under this process will be treated confidentially.

2. Grounds

- 2.1 The grounds on which extenuating circumstances can normally be requested are limited to significant factors which would have detrimentally affected a student's academic performance, such as, serious illness or the bereavement of a close family member or personal friend, normally leading up to, or at the time of assessment.
- 2.2 A student may not normally request extenuating circumstances on the grounds that their academic performance has been detrimentally affected by family, financial or other lifestyle problems. Furthermore, a student may not normally make a claim for extenuation for circumstances within their own control.
- 2.3 If the student is uncertain whether his/her claim might be legitimate, they are requested to discuss this with relevant lecturer or a member of staff - the Programme Manager.
- 2.4 ILMI appreciates that IT issues are different for Distance Learning Students. Therefore, claims from students or Distance Learning courses which are based on IT or computer problems, will be considered by the Programme Manager case by case.

3. A Non-Exhaustive List of Examples of Acceptable and Non-Acceptable Extenuating Circumstances

3.1 Examples of Acceptable Claims for Extenuating Circumstances

The following are commonly accepted grounds for extenuation:

- Personal accident or injury of a significant nature.
- Serious ill health.
- Bereavement due to the loss of a close family member - a parent, grandparent, guardian, sibling, son, daughter or a close personal friend. Claims relating to extended family members will not normally be accepted.
- Victim of crime.
- Unforeseen transport difficulties which could not have been avoided.
- Unforeseen work commitments, not applicable to full-time students.
- Unexpected pregnancy complications.

3.2 Examples of Non-Acceptable Claims for Extenuating Circumstances

The following is a non-exhaustive list of commonly rejected claims for Extenuating Circumstances:

- Minor illness i.e. cold.
- Moving house.
- Family events i.e. weddings and holidays.
- Routine medical appointments.
- Poor time-management
 - Not allowing sufficient time to travel to undertake assessments or submit coursework; and/or
 - Not allowing sufficient time to complete and submit multiple assessments with similar deadlines.
- Poor practice i.e. failure to back up work.
- Change of employment, where this was within your control.
- Misreading of assessment due dates.
- Normal exam stress or anxiety experienced during revision or during the assessment period.

4. Acceptable Evidence

4.1 All claims made under the Extenuating Circumstances Regulation must be supported by independent, reliable documentary evidence of inability to comply with the assessment requirements or to attend teaching or undertake required study.

The burden of proof to support a claim lies with the student at all times.

4.2 Examples of acceptable evidence - the list is not exhaustive:

- Doctor's letter or certificate which confirms student's illness and clearly identifies that the time period for which student was unwell corresponds to the assessment period in which student is claiming;
Hospital admission and discharge letter, to confirm time spent in hospital;
- Death certificate / Funeral Director's Letter;
- Any supporting statements issued by a Lecturer must be provided on a Supporting Statement Proforma (PDF) or be sent directly from the author's e-mail address;
- Police report, a crime reference number on its own will not be sufficient;
- A supporting statement from student's employer if the circumstances relates to an unexpected increase in workload or unexpected employment circumstances i.e. deployment. A supporting statement issued by employer must be provided on a Supporting Statement Proforma (PDF - on letterhead) or come directly from the author's e-mail address; and
- News report to confirm unforeseen transport difficulties.

4.3 All evidence must be contemporaneous to the assessment period in which the student is claiming.

4.4 Evidence to corroborate illness must be provided by a medical practitioner.

4.5 Evidence must be accompanied by a certified translation if written in a language other than English or Maltese. It is the student's responsibility to have the evidence independently translated and to bear any costs incurred.

5. Non-Acceptable Evidence

5.1 Examples of evidence which is not acceptable:

- Self-certification of your own circumstances;
- Evidence which is not supplied by an independent party;
- Evidence of a medical condition for which a doctor did not see or diagnose in person (ILMI will not accept doctor's letters provided by on-line GP services such as Push Doctor);
- Extracts of numerous emails merged into single documents;
- Evidence in a language other than English or Maltese;
- Crime reference number without a supplementary Police report;
- Screenshots from mobile devices showing restricted information; and
- Illegible evidence i.e. faded wording, cropped, missing information, undated, poorly scanned evidence.

5.2 If student submits no evidence then the claim will be rejected.

5.3 If student submits some but not all of the evidence within the required timeframe, then the claim will be considered on the evidence provided.

5.4 The Programme Manager cannot obtain evidence on student's behalf.

6. Supporting Documents

- Grievance Policy (regulations) Document. 008
- Disciplinary Procedure Document. 009
- Assessment Policy Document. 011

IDEA Group was founded in 2005 as IDEA Management Consulting Services offering advisory services in the field of business development, change management and human resources as well as corporate training.

Today, Idea Group offers a wide range of management, research, training and education services. The Group's centric idea remains keeping clients at the centre of our service.

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