

Extenuating circumstances for applicants policy

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Ownership	Head of Admissions
Policy contact	Admissions Policy and Fair Access Manager
Approval	Academic Development Committee / Academic Board
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1 Introduction

- 1.1 Goldsmiths is committed to operating a fair and transparent admission service and part of this is to ensure that all applicants who are admitted to our programmes demonstrate the potential to complete and succeed on the programme. Goldsmiths recognises that life events may sometimes impact upon academic performance and that the qualification achieved may not be a true reflection of academic potential. This policy details what procedures a request for extenuating circumstances will go through.
- 1.2 The policies and procedures set out in this document underpin the relevant section of the overarching Goldsmiths Admissions Policy which all staff and applicants are expected to follow. All Admissions policies can be found on the Goldsmiths website: www.gold.ac.uk/gam

2 Scope of this policy

- 2.1 This policy is for both undergraduate and postgraduate applicants however those coming on to programmes with statutory requirements such as teacher training must still meet any requirements set out by the regulatory body for that programme and Goldsmiths is unable to waive any of these requirements.
- 2.2 Goldsmiths defines extenuating circumstances for applicants as an unexpected or unavoidable event or illness which may have had a significant and adverse effect upon the final qualification received. All cases will be considered on an individual basis and be treated sympathetically.
- 2.3 Goldsmiths will consider all requests for extenuating circumstances but outcomes will differ depending on a number of factors. Where appropriate extenuating circumstances should in the first instance be requested from the awarding body (for example an A Level may be awarded by Edexcel) to enable a concession to be made directly to the qualification grade. Goldsmiths will not routinely make a second concession where one has already been granted but each request will be considered on an individual basis.

3 The application process

- 3.1 Requests for consideration should be submitted by email to admissionsconfidential@gold.ac.uk. Requests will ideally include an explanation direct from the applicant plus supporting evidence from an official source such as a teacher or doctor or other relevant professional contact. Goldsmiths will request further information if necessary.
- 3.2 Where possible requests should be lodged as close as possible to the date of assessment and before the results are published. Requests can still be submitted after results have been published as each case will be considered individually.
- 3.3 Where the assessment was completed more than a year ago supporting evidence should be submitted where possible but applicants should not be deterred from bringing relevant circumstances to our attention where evidence is not available.
- 3.4 The explanation from the applicant and any supporting documentation will need to demonstrate how the event was unpreventable; the duration of the circumstance; and what significant negative impact it had on a particular assessment which led to lower than expected grades.
- 3.5 Official documentation can include an official letter or email from a school or college; a letter from a medical practitioner; a police or medical report; a letter from some other officially recognised organisation. The documentation should comment on how the applicant's performance may have been impacted by a particular circumstance.
- 3.6 The applicant will be responsible for paying any costs associated with obtaining the required evidence.

4 Consideration of requests and possible outcomes

- 4.1 When a request is received, the information will be assessed by an Admissions Manager or delegate and any further information requested within 14 days. The Admissions Manager will consult with the academic Admissions Tutor where it is appropriate to do so.
- 4.2 Providing a programme is not oversubscribed, once all the information requested has been submitted, it will be reviewed together with all parts of the application. The outcome will be based on a number of factors including the strength of the original application, the circumstances around the event or incident, and whether the event or incident enabled sufficient learning time to prepare the applicant to commence university level study.

- 4.3 A decision might be to confirm the place, to refuse the place, or to transfer the offer to a more appropriate programme or the following year if the qualification is to be retaken. Applicants are encouraged to submit a request for consideration as close as possible to the exam/assessment date and will receive a decision once exam results have been released.
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5 Confidentiality

- 5.1 Goldsmiths will at all times operate procedures in accordance with GDPR legislation and have procedures in place to protect the applicant's privacy. All documentary evidence will be kept separate from the application. The information will only be used for the purpose of making a decision on the application and will only be looked at by relevant admissions staff and the programme admissions tutor. All correspondence must be emailed to admissionsconfidential@gold.ac.uk.
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6 Right to appeal

- 6.1 Applicants who are dissatisfied with the outcome of the request for the consideration of extenuating circumstances have the right of appeal where appropriate, following the published Feedback, Appeals and Complaints (pre-enrolment) Policy.
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7 Related policies

- 7.1 The Admissions Office has a number of related policies and procedure documents to aid in the fair and transparent handling of all applications and to provide the best experience to applicants. These include:
- Admissions policy
 - Fitness to study policy and procedure
 - Feedback, Appeals and Complaints (pre-enrolment) Policy
- 7.2 All policies and regulations can be found on the Goldsmiths website: www.gold.ac.uk/gam/