

Harper & Keele

VETERINARY SCHOOL

Exceptional Circumstances Procedure

Students of the Harper and Keele Veterinary School who encounter significant personal difficulties that affect their ability to study for or complete academic assessment(s) including examinations are encouraged to make these known to the School via the Exceptional Circumstances Procedure. Exceptional Circumstances (ECs) are also known as mitigating or extenuating circumstances and are defined as 'A circumstance that is beyond your control and could not have reasonably been foreseen and acted upon that will prevent you from completing an assessment at or by the specified time or will have a significant negative effect on your performance in that assessment.'

It is the responsibility of students to report exceptional circumstances through the formal process to the Vet School at the earliest possible opportunity and to adhere to the exceptional circumstances submission deadlines. Before submitting an exceptional circumstances claim, students should have made all attempts to work with the School and with student support services at the host institution to ensure that they are able to study.

The process for submission and consideration of ECs is managed via Keele's EC system and Keele's exceptional circumstances regulation [Regulation B.3](#) applies to all students of the Vet School. Vet School students with exceptional circumstances can submit a claim to apply for an extension to a coursework deadline or seek a further attempt at an examination. Claims will be considered by the Vet School EC Panel.

Detailed guidance on the nature of circumstances which would be acceptable, the exceptional circumstances regulation and procedures is available through Keele's [exceptional circumstances](#) webpages and the [Exceptional Circumstances Code of Practice](#). Vet School students can make an EC claim by logging onto Keele eVision using their Keele email, username and password. Students are encouraged to make a claim **as soon as they become aware of the problem and prior to the examination and/or coursework deadline**. Claims may be accepted after the coursework deadline or examination, providing that they are submitted before the meeting of the Examination Board by the published deadline. Most claims for exceptional circumstances should be supported by evidence, however in some circumstances self-certification might be accepted, but only in relation to an absence from a taught session. Self-certification will not be accepted when making a claim for exceptional circumstances when in relation to assessment. Information on the various types of evidence that can be submitted is detailed in the [Exceptional Circumstances Code of Practice](#). For Vet School specific requirements in relation to exception circumstances students should refer to their Student Handbook issued by the Vet School.

Students studying on the BVetMS programme are entitled to seek advice on matters relating to exceptional circumstances claims from Advice and Support at Keele (ASK) by emailing su.ask@keele.ac.uk. Students can also seek support from their Personal Tutor.

The Vet School operates its own EC Panel to consider the EC claims of its students and the Panel makes recommendations to the Vet School Examination Board. The EC panel is

convened the week after the submission deadline for ECs. Membership of the EC Panel will include staff from within the Vet School and a representative from either University may be present as an independent observer. Decisions regarding ECs will ultimately be made by the Examination Board but it will take into consideration recommendations from the EC Panel.

Training for the Vet School EC Panel is provided prior to the first assessment period and a guide for staff members is also available on Keele's [exceptional circumstances](#) webpages.