

Extenuating Circumstances Process – William College

(Managed by Bath Spa University)

1. Initial Support – William College Wellbeing Team

Students experiencing circumstances that may impact their academic performance are first directed to the Wellbeing Team at William College.

- The Wellbeing Team will review the student's situation and any available supporting evidence.
- If appropriate, the student is advised to submit an Extenuating Circumstances (EC) claim through BSU's MyServices portal.

2. Submission of EC Request

All William College students have access to MyServices using their Bath Spa University (BSU) email ID.

To submit an EC claim, students must:

- Provide a clear explanation of their circumstances.
- Upload relevant supporting documentation (e.g. medical certificates, bereavement evidence, travel disruptions, legal matters).
- Specify the assessment(s) affected.

3. Acknowledgment of Submission

- Upon submission, MyServices sends an automated confirmation email to the student.
- The current turnaround time for responses is five working days, unless otherwise indicated on the system.
- Students are also informed of the panel date during which their case will be reviewed.

4. EC Panel Review - BSU

The BSU Student Information Team is responsible for reviewing all EC claims submitted by WC students.

Each case is evaluated based on:

- The severity and relevance of the situation.
- The validity and sufficiency of the supporting evidence.
- The timeliness of the submission.

If additional information is needed, students are contacted directly through MyServices. The review is conducted by a panel including academic and support staff trained in EC policy.

5. Notification of Outcome

Students are notified of the panel's decision through:

- Their BSU email address and the personal email on record.
- A notification on the MyServices platform.

Possible outcomes include:

- Approved with deferral (e.g., new deadline or resit opportunity).
- Rejected, if the evidence is insufficient or the claim is ineligible.
- A request for additional information, if the claim is unclear or incomplete.

6. Notification to William College

For partner institutions such as WC, outcome details are shared with relevant staff via a dedicated inbox (ecs@williamcollege.com) to ensure appropriate follow-up and internal support.

7. Appeals Process

If a student disagrees with the outcome, they may have the right to appeal the decision:

- Appeals must be submitted within the designated timeframe.
- Additional supporting evidence may be required as part of the appeal process.