

BUV OWN PROGRAMMES

EXCEPTIONAL CIRCUMSTANCES POLICY

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DOCUMENT HISTORY

Version	Author	Approved by	Date
1.0	University Compliance, Audit and Quality Assurance		

1. PURPOSE

The purpose of this policy is to provide a fair, transparent, and consistent process for students at British University Vietnam (BUV) who encounter exceptional circumstances that may adversely affect their academic performance. BUV is committed to supporting students facing unforeseen and serious challenges, ensuring that their academic progress is not unduly hindered. This policy upholds academic standards while offering necessary flexibility, in accordance with regulations from the Vietnamese Ministry of Education and Training (MOET).

2. SCOPE

- a. This policy applies only to students enrolled in BUV Own Degree programmes.
- b. This policy is designed to comply with the relevant regulations of the Vietnamese Ministry of Education and Training (MOET). In the event that new MOET regulations come into force and conflict with this policy, the new regulations shall take precedence. BUV will revise this policy accordingly and in a timely manner to maintain alignment.
- c. Students enrolled in partner university programmes should refer to the relevant partner university's appeals and complaints procedures.

3. DEFINITIONS

3.1. Exceptional Circumstances

Exceptional circumstances refer to unforeseen situations beyond a student's control that occur close to assessment deadlines and significantly impact academic performance or participation. Examples include:

Health

- A sudden and serious illness or injury
- A significant worsening of an existing illness

Life Event

- Death of a close friend or family member
- Victim of crime

Personal

- Major disruption to travel on the day of an assessment requiring attendance, which the student could not have done anything about.

Students facing other issues not listed should contact support services.

3.2. Circumstances Not Usually Considered Exceptional

Students should be able to deal with most day-to-day difficulties and work through minor illness or life problems. Because this is expected of them in the world of work, we expect it during the course. The University does not consider the following to constitute Exceptional Circumstances:

Health

- Minor illnesses such as a cough or cold
- Routine medical appointments
- Ongoing medical conditions where there is no change in their condition. For example, a condition for which the students already have a Learning Support Statement.

Life Events (over which the students have control)

- Moving house where this is within control.
- Holidays
- Weddings
- Change of employment where this is within control
- Technical Issues including but not limited to:
 - Devices Breaking
 - Work being lost or corrupted

We expect students to back up their work frequently and provide access to the facility to do so. We also provide options for accessing devices, for more information on laptop loans or on how to back up work, please contact our Digital Services team.

Personal Errors

- Getting assessment information wrong
- Submitting the wrong draft or document
- Not knowing how to submit the assessment

3.3. Abbreviations

Abbreviation	Definition
BUV	British University Vietnam
ASSA	Academic Services and Student Administration
UCAQA	University Compliance, Audit and Quality Assurance
EC	Exceptional Circumstances

4. EXCEPTIONAL CIRCUMSTANCES APPLICATION PROCESS

4.1. Application Deadlines

- a) Students must submit exceptional circumstances applications within 2 weeks of the assessment date or submission deadline (excluding public holidays and university closures).
- b) Late applications will only be considered if there is clear evidence that the student could not submit the application on time.

4.2. Application Process

- a) Students complete the **Exceptional Circumstances Application Form** available at the Student Information Office.
- b) Students must provide:
 - Detailed description of the exceptional circumstances
 - Explanation of how these circumstances affected their study/examination ability
 - Supporting evidence (such as medical certificates, death certificates, police reports, etc.)
- c) The application and evidence must be submitted in hard copy to the Student Information Office, who will acknowledge receipt and forward to the University Compliance, Audit, and Quality Assurance then refer to the Exceptional Circumstances panel for consideration.

4.3. Required Evidence

Students must submit evidence supporting their exceptional circumstances and explain how these events have affected their ability to complete academic work. Claims lacking evidence will not be considered. Any false statements or provided evidence will be addressed according to the Academic Conduct Procedure.

Health

- Evidence from a medical practitioner who is treating the student. This must confirm that they were ill and seen around the time of their assessment.

Life Event

- Evidence of the bereavement and the student's relationship with the deceased.
- If the student is a victim of crime, they will need to provide a police report. An incident number alone is not enough as the police will not discuss the case with us.

Personal

- If the student has experienced unexpected travel disruption, they can evidence this through traffic, news, or weather reports. Students cannot claim for pre-published travel disruption as this is something they could have planned for.

5. REVIEW PROCESS AND DECISIONS

5.1. Exceptional Circumstances Panel

a) The Exceptional Circumstances Committee includes:

- One Department Lead/Programme Leader to be Chair
- One Module Leader
- Student Success Lead
- Representative from the University Compliance, Audit, and Quality Assurance

b) The Panel meets regularly to review cases, typically before the Examination Board date

5.2. Possible Outcomes

When the student has submitted their Exceptional Circumstances Claim, we will assess its eligibility. At this point we will not make any decisions on the exceptionality of their circumstances or the eligibility of the evidence, we will only check to make sure:

- The claim has been submitted no later than two weeks after the assessment hand-in date.
- Accompanied evidence has been submitted relevant to the dates of the incident.

If the claim matches the criteria above it will be referred to the Exceptional Circumstances Panel. They will assess the claim and provide one of the following outcomes, including an explanation about why the decision has been made.

- **Upheld:** The Panel has reviewed the claim and confirmed that it meets the University's definition of Exceptional Circumstances. This decision will be recorded against the students' assessment attempt and may lead to one of the following outcomes:
 - If the student submits their work within one week of the original deadline, and the type of assessment allows for late submission (e.g. coursework), the work will be marked as if it had been submitted on time.
 - If the student was unable to submit or failed the assessment, they may be granted an additional uncapped attempt, provided it is their first attempt and the EC claim is upheld.
 - If the EC applies to a resit attempt, further reassessment will depend on the student's academic profile and the Award Board's decision. The attempt may be capped or uncapped depending on prior attempts and their academic history.
 - In certain cases, the University may not be able to offer a reassessment opportunity. For example:

The student has no remaining reassessment opportunities.

The failed assessment has been condoned.

The student has reached the end of their maximum registration period.

- **Student Action:** The Panel may request more evidence and will give the student a timeframe in which to provide this evidence. If they cannot

provide additional evidence the claim will be assessed based on the evidence already provided.

- **Not Upheld (Rejected):** The Panel may decide not to uphold the claim for several reasons. For example, their circumstances do not meet the University's expectations of exceptionality, or the evidence does not meet the standard of acceptable evidence. Assessments will then be considered at the Examination Board as normal and standard Regulations will apply.

5.3. Outcomes Notification

- a) Students will be notified of the Panel's decision within 5 working days of the meeting.
- b) Notification will include the decision and rationale along with the information about the appeals process (if applicable).

6. CONFIDENTIALITY

- a) All information provided by students regarding exceptional circumstances will be treated confidentially.
- b) Information will only be shared with those directly involved in the review and decision-making process.
- c) All records and evidence will be securely stored according to the university's data protection policy.

Appendix: Related policies, procedures and documents

No	Name of document
1	Exceptional Circumstances Procedure
2	Academic Conduct Procedure