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| <b>PROVIDER NAME:</b> CCT College Dublin (CCT)  |                               |                     |
| <b>POLICY AREA:</b> Standard 9: Learning Resource and Student Support   |                               |                     |
| <b>Policy and Procedure Title:</b> Personal Mitigating Circumstances Policy   | <b>Policy Number:</b> CCTP909 | <b>Version:</b> 3.0 |
| <p><b>Policy Statement</b></p> <p>CCT is a Higher Education institution providing academic programmes on a full and part time basis, many of which depend on progression of learners from stage to stage. Learners are expected to attend all classes for which they are enrolled. Regular class attendance and engagement is essential to successful academic achievement. Absences can only be excused in exceptional circumstances, for example illness and/or personal issues such as close family bereavement. Supporting evidence, certification, and/or documentation must be provided in each case, where the learner is absent from class, assessment or examination.</p> <p>The College recognises that there are instances where personal mitigating circumstances impact on a learner's ability to attend class, complete an assessment or examination, may impact on their performance within an assessment or examination or their ability to continue with their studies for a period of time.</p> <p>It is the learner's responsibility to ensure the College is notified of any circumstances that may impact their attendance or participation in programme activities. Failure to do so may impact on the enrolment status of the learner. Where circumstances are impacting on attendance or participation, learners are encouraged to meet with the Head of Student Services.</p> <p>In the instance of a learner not wishing to disclose the personal or sensitive nature of the reason for their absence they are advised to discuss this with their healthcare practitioner to facilitate the provision of a medical certificate or letter that maintains their privacy but also satisfies College requirements.</p> <p>The Head of Student Services can assist learners in accessing general health practitioners and counselling services as may be required.</p> <p>CCT treats all personal and sensitive data confidentially and ensures it is stored securely. Medical certification will be retained until 2 weeks after the Examination Board appeal window closes to allow for the Board to consider any extenuating circumstances as may be necessary, and the student to lodge an appeal in respect of same. Documentation may be retained for a longer period in the case of an ongoing dispute but will also be destroyed 2 weeks post any final point of appeal.</p> |                               |                     |
| <p><b>Definitions and Principles</b></p> <p><b>Personal Mitigating Circumstances</b> are defined as those unexpected / unplanned situations which arise that impact on an individual's ability to fulfil certain obligations or impacts on their performance.</p> <p><b>Deferral</b> is an approved break in a programme of study.</p>  |                               |                     |
| <p><b>Staff Involved</b></p> <p>Dean of Academic Affairs, Dean of School, Heads of Faculty, QA Officer, Faculty staff, Dean for Administration and Finance, Head of Student Services</p>  |                               |                     |



2.3 Where the period of absence includes submission dates for assessments or examination sittings the Faculty Coordinator will advise the learner of the requirements to submit a PMC application to the QA Officer with supporting documentation. The learner will be notified that failure to submit or sit for assessment will result in a mark of 0% and the attempt being recorded for the purpose of maximum number of assessment opportunities, except where PMCs are approved.

Learner / QA Officer

Completed applications for PMC

Learner

- Records of applications from learners

QA Officer

QA Officer

Records of all correspondence, including decision outcomes

QA Officer

Board of Examiners

Minutes of Board of Examiners

2.4 Where a learner misses an assessment or believes their performance in an assessment was impacted by personal mitigating circumstances, at the earliest opportunity, and not later than the first day returning to College after a period of absence, the learner must fill in the Personal Mitigating Circumstances Form, and submit it to the QA Officer with supporting documentation attached (for example medical certification, or any supporting documentation addressing the reason for absence, pertaining to Sick Leave)

2.5 The QA Officer will review the evidence and determine the extent of the impact and the implications of this for the learner. Evidence provided must not be post-dated and must clearly indicate the circumstances applied to the dates against which PMCs are being requested. The QA Officer can determine to approve the application, reject the application, or request additional information.

2.6 The decision of the QA Officer will be communicated to the learner, normally within 5 working days. Where PMCs are accepted, the alternative arrangements will also be notified. Where additional information is sought, the learner is required to provide this within 5 working days. Failure to do so, without explanation, will result in the application being considered withdrawn. The QA Officer may also reject the application.

2.7 Where a PMC application is rejected the learner must be notified of the reasons for this. A future application may be made.

2.8 Where a learner has circumstances which prevent them continuing their studies or have prevented them from doing so unexpectedly, the QA Officer will review the PMC application with a view to granting a deferral.

2.8 Approval of a PMC can result in:

- Extension of submission date, without penalty
- Assessment attempt reinstated, and further examination date agreed
- Alternative assessment arrangements agreed
- Accommodations approved to enable assessment completion
- The circumstances being brought to the attention of the Board of Examiners and the individuals performance being reviewed in the context of the PMC application being approved.
- Approval of a deferral period

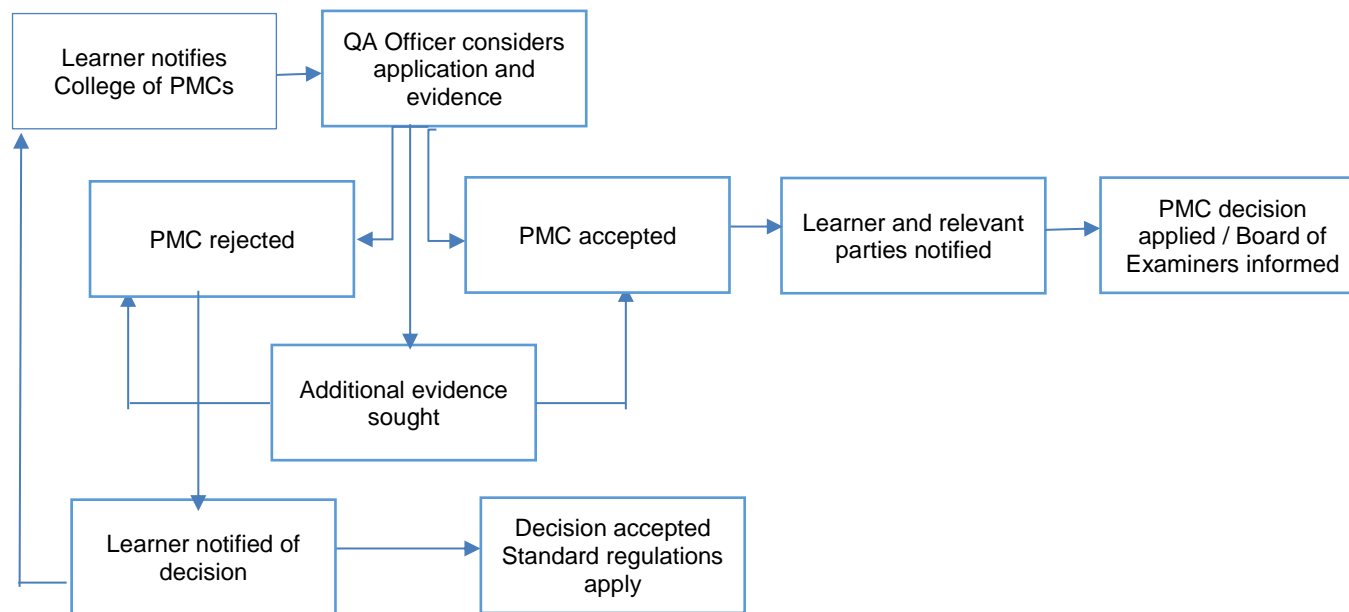
2.9 In normal circumstances the learner will be required to complete an assessment. In circumstances where a learner completed an assessment but felt it was impacted by PMCs the Board of Examiners will review the case and determine evidence of impact. In exceptional circumstances, where a learner has not completed an assessment and will not be in a position to do so, the case will be brought to the attention of the Board of Examiners to determine appropriate actions. Where a deferral is approved, all assessments are deferred.

2.10 Learners retain the right to appeal the decision of the Board of Examiners as per the Review, Recheck and Appeal Policy.

2.11 When a deferral is offered, the learner is advised of the conditions of the deferral and is required to sign to confirm their understanding.

Figure 1 provides a diagrammatic explanation of the PMC process

**Figure 1: Process for Consideration of Personal Mitigating Circumstances (PMC) Applications**



| <b>Monitoring</b>  |   |  |
|--|---|--|
| <b>Monitor (Job Title)</b>   | <b>Frequency</b>  | <b>Monitoring Method(s)</b>  |
| QA Officer<br>Academic Council<br>Heads of Faculty / Programme<br>Leader | Ongoing reviews each semester<br>As scheduled<br>Annual review for full academic year | - Summary reports of PMC applications per programme / module<br>- Board of Examiners Report<br>- Review of PMC applications by programme and module and decisions reached by BOE |

## POLICY CONTROL SHEET

|                        |  |
|------------------------|--|
| Policy Title           | Learner Sick Leave, Holidays and Breaks  |
| Responsible Officer(s) | Dean for Administration and Finance, Dean of Academic Affairs, Faculty Coordinator, QA Officer, Heads of Faculty |
| Issuance Date          | August 2018  |
| Effective Date         | August 2018  |
| Last Review Date       | January 2018   |
| Supersedes             | Version 2.0  |
| Next Review Date       | August 2019  |
| Designated Reviewer(s) | QA Officer Dean of Academic Affairs  |
| Scope                  | Internal staff (full and part time); Learners  |

### Revision History

| Revision   | Approval Date | Revision Description  | Originator             | Approved By                          |
|------------|---------------|---|------------------------|--------------------------------------|
| New Policy | March 2015    | New QA system   | Senior Management Team | Head of Academics, College Registrar |
| 2.0        | August 2017   | Amendments to role titles and addition of greater clarification of expectations and compliance. | Senior Management Team | Academic Council                     |
| 3.0        | January 2018  | Revised to remove overlap and confusion with attendance policy. Addition of diagram of process. | QA Committee           | Academic Council                     |

### References upon which the Policy section is based

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| CCT Policy area | Learning Resources and Student Support |
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| Statutory & System Wide Basis | The Department of Justice & Equality, Irish Naturalisation and Immigration Service Requirements    |
| Related CCT Policies / Forms  | CCTF111 Personal Mitigating Circumstances Form<br>CCTP905 Attendance, Punctuality and Leave Policy |