

Extenuating Circumstances faqs

What are extenuating circumstances (ECs)?

Extenuating circumstances are exceptional events or issues that meet the following criteria:

- i. They are outside your control;
- ii. They last no more than four weeks;
- iii. They might stop you from finishing your work on time.

Can a successful claim for extenuating circumstances improve my marks?

No, a successful claim for extenuating circumstances can make no difference to the mark given to that work.

What a successful claim for extenuating circumstances can be used for?

- i. To get extra time to complete an assessment;
- ii. To remove a 50% 'cap' on an assessment.

When can I make a claim?

Claims can be made up to four weeks before an assessment deadline and up to two weeks after.

Claims made outside of this timeframe will not usually be considered.

When will I find out if my claim has been successful?

Claims are usually processed within three working days.

Please note that at times of highest demand it may take a little longer, but you will be notified if this is likely to be the case.

How will I find out if my claim has been successful?

You will receive an e-mail to your e-mail address.

What my new deadline will be?

You will be set the next Institutional Deadline.

There are three institutional deadlines in each academic year: March, July and November.

Your deadline will be confirmed on the results release at the end of the study block.

How do I submit my work?

This will also be confirmed on the results release at the end of the study block.

Can I submit my work before the deadline?

You can submit your work anytime between the results release and the deadline.

Can I still submit my work even if I've had a claim approved?

Just because you've made a successful claim you don't have to use the extra time. You can still submit your work for the original deadline (including the seven day grace period). If you submit within the grace period with an approved EC in place then your mark will not be capped.

When do I get my marks?

You will get provisional marks within three weeks of the deadline. Your final outcome will be determined at the next scheduled assessment board.

Will I still be able to attend graduation if I have an EC approved?

If you have an EC in place for Study Block 2 work and make the decision to use it then unfortunately you will not be able to attend graduation. This is because the next scheduled assessment board to confirm your marks is held after graduation has taken place.

What evidence do I need?

The evidence must be from an independent source.

The evidence needs to match the circumstances.

The evidence must match the date(s) of the circumstances.

The evidence must be new and cannot be used on multiple claims.

What kind of evidence would be accepted?

For examples please view the Extenuating Circumstances Sample Situations document.

How do I provide my evidence and in what format?

You will be required to upload scanned or photographic evidence.

How long do you keep the evidence?

We will only keep your evidence for a maximum of one year.

What if I do not yet have the supporting evidence?

If you make a claim without evidence, you have up to two weeks to submit your evidence.

Who will know what about my claim?

The details of your claim and the evidence you provide to support will only be seen by the EC team.

Your course team will only be notified that you have made a successful claim for extenuating circumstances. No further details will be divulged to them unless you choose to do so.

What if I do not agree with the decision made about my EC claim?

If you do not agree with the decision made, you may be able to appeal. You can only make an appeal after the marks for the assessment in question have been confirmed as part of the results release at the end of the study block.

Please check the Regulations, Policies and Procedures for Students on the Design School Asia website for further information on appeals.

If you need more support with your EC claim or more support with your circumstances please student.services@designschool.asia

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