**UNIVERSITY OF SOUTH WALES**

**PRIFYSGOL DE CYMRU**

**STUDENT CASEWORK UNIT**

**PROCEDURES FOR DEALING**

**WITH EXTENUATING CIRCUMSTANCES AT**

**REVIEW STAGE**

**2019/20**

**Student emails to RFR EC**

**File in** [**enquiries**](file:///P%3A%5C7.%20Extenuating%20Circumstances%5C1.%20Cases%5C2019-20%5C1%20Enquiries)

**Respond with** [**appropriate letter**](file:///P%3A%5C10.%20Regulations%2C%20Procedures%20and%20Forms%5C6.%20Extenuating%20Circumstances%5CTemplate%20letters%20RFR)

**Do not log in tracker**

**No Evidence**

**OR Appeal requires additional evidence**

**OR Appeal beyond deadline**

**Respond with appropriate letter**

**Remains in potential until evidence received:**

**Student submits RFR EC form. Save to** [**Potential**](file:///P%3A%5C7.%20Extenuating%20Circumstances%5C1.%20Cases%5C2019-20%5C2%20Potential)

**Is there Evidence?**

**Request is valid**

**Send to AZO for EC Panel review via SP (10 days)**

**Update** [**tracker**](file:///P%3A%5C7.%20Extenuating%20Circumstances%5C1.%20Cases%5C2019-20%5CEC%20RFR%20tracker%202019-20.xlsx)

[**Notify student**](file:///%5C%5Cstaff-serv1%5CParalegal%5C10.%20Regulations%2C%20Procedures%20and%20Forms%5C6.%20Extenuating%20Circumstances%5CTemplate%20letters%20RFR)

**Obtain copy of:**

 **original EC, evidence and screenshot of outcome as on AZO from Advice Zone to ensure evidence with RFR-EC is new**

**No, or inadequate evidence by deadline goes into** [**inadmissible**](file:///P%3A%5C7.%20Extenuating%20Circumstances%5C1.%20Cases%5C2019-20%5C4%20Inadmissible)

**Move** [**tracker**](file:///P%3A%5C7.%20Extenuating%20Circumstances%5C1.%20Cases%5C2019-20%5CEC%20RFR%20tracker%202019-20.xlsx) **details onto inadmissible tab**

**Evidence received**

**File in** [**Potential**](file:///P%3A%5C7.%20Extenuating%20Circumstances%5C1.%20Cases%5C2019-20%5C2%20Potential) **Refer to SRO re investigation**

**Log in** [**tracker**](file:///P%3A%5C7.%20Extenuating%20Circumstances%5C1.%20Cases%5C2019-20%5CEC%20RFR%20tracker%202019-20.xlsx) **as potential**

**Graduating?**

graduation@southwales.ac.uk

**If the student’s appeal will not change the number of credits they will have obtained (e.g. they are querying a mark) they may be able to graduate, where there is the potential that the number of credits awarded will change the student should not be allowed to cross the stage.**

**Tier 4?**

HOenquiries@southwales.ac.uk

**If the student is Tier 4 you must be mindful if they are discontinued or exited that their visa may be curtailed. If in doubt, always advise Tier 4 Officer (Sam)**

AZO must respond within 10 days

**Send** [**outcome letter to student**](file:///P%3A%5C10.%20Regulations%2C%20Procedures%20and%20Forms%5C6.%20Extenuating%20Circumstances%5CTemplate%20letters%20RFR) **, notify faculty and update Q+ (if appropriate)**

**NB refer** [**communication plan**](file:///P%3A%5C10.%20Regulations%2C%20Procedures%20and%20Forms%5CCommunication%20Plans%5C2019-2020) **– consider if appropriate to contact Graduation or Tier 4 or** [**Key contacts for partner institutions**](file:///P%3A%5CSCU%20Administration%5CCollaborative%20Partners)

**YES**

**File in** [**Potential**](file:///P%3A%5C7.%20Extenuating%20Circumstances%5C1.%20Cases%5C2019-20%5C2%20Potential) **Refer to SRO re investigation**

**Log in** [**tracker**](file:///P%3A%5C7.%20Extenuating%20Circumstances%5C1.%20Cases%5C2019-20%5CEC%20RFR%20tracker%202019-20.xlsx) **as potential**

|  |  |
| --- | --- |
| **RFR EC** |  |
| 1. When a RFR EC claim is submitted to the SCU you must ensure that:
* the student has completed the form appropriately and provided relevant supporting evidence. *NB check carefully as a common error is to complete and submit the guidance form which is not then signed*
 |  |
| 1. Check with Advice Zone for copy of original EC claim, evidence and screenshot of outcome as advised to student via AZO

(set up a file in EC on SP and send a link to the relevant AZ team leader so they can drop info securely)*You need this information to check if new evidence has been provided for the RFR also to check date – is it within 10 days? At the end of this process, you will also need the original outcome information for the outcome or COP letter.* |
| 1. If the student has not completed the form correctly or has not provided new or relevant supporting evidence for the RFR, then a letter should be sent to the student requesting that they provide what is missing.
 |  |
| 1. If the student has exceeded the time limit of **10 working days** following the EC decision being advised, then an out of time letter should be sent to them. The student must be given an opportunity to inform the SCU of any exceptional reasons why the RFR is late, which must be accompanied by supporting evidence, or the student may request a Completion of Procedures (CoP) letter.
 |  |
| 1. If the student has provided a correctly completed form with supporting evidence, within the 10 working day deadline, the student should be sent an acknowledgement letter, which will confirm receipt of their appeal.
 |  |
| 1. The RFR EC form and supporting evidence should be saved in the relevant SP folder (see above) under the name of the student and the details logged on the Appeals Tracker. **The file should be saved as follows:**

**(APP-1920-xx) Surname, First name- Faculty/Dept**  |  |
| 1. You must send the form and documentation to the relevant AZ contact including the template response form for review by the EC Panel. A deadline for return should also be completed which is **10 working days** from the student submitting the completed RFR.
 |  |
| 1. If no response has been received from the EC Panel via AZ on the 9th working day, then a request or update should be emailed to them asking if there is going to be a delay and a rational if this is the case. (*or pick up the phone*)
 |  |
| 1. The AZ team leader should then return a completed response form, which will be checked by the Senior Registry Officer/Registry Officer. If the form is not completed correctly this must be sent back to the AZ team leader for completion with a reminder of the deadline.
 |  |
| 1. Once a correctly completed response form has been received, then the Registry Officer will write to the student with the outcome.
 |  |
| 1. Once the student has received their appeal outcome letter, a copy of the letter should also be sent to the Faculty contact and the outcome details added to the student’s record on Quercus as a Student Casework note.
 |  |
| 1. If at any point during the investigating the SCU are informed that the student wishes to withdraw their RFR EC request, the SCU must receive written confirmation of this from the student.
 |  |
| 1. If the SCU are informed by the AZ that there will be a delay in the outcome to the appeal being provided, then the student should be sent sent a holding letter on the day the outcome was due and then every **2 weeks** after detailing the rationale for the delay. Each holding letter must be amended accordingly.
 |  |
| 1. The outcome should address:
* each issue raised in the RFR EC request
* all supporting evidence
* all required outcomes raised in the complaint are addressed
* it is written in the third person, i.e. Mr Smith, not the complainant
* the outcomes appear reasonable
* the recommendations are appropriate
* there are no typographical errors
* the outcome is professionally presented and written in intelligible language.
* If declined, a COP should be issued
 |  |
| 1. The Tracker must be updated with the outcome of the RFR EC request including any change to the end of year outcome. Also update the folder name to include whether the case was upheld, partially upheld or declined.
 |  |