**COMMUNICATION PLAN: Extenuating Circumstances/Interruption of Studies**

**REVIEW**

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| **Activity** | **Person responsible** | **To be informed** | **Information to be provided** |
| Submission of request for review | Student | Student Casework Unit | Extenuating Circumstances/Interruption of Studies - Request for Review FormSupporting evidence |
| Confirmation of whether there are grounds for a review | Head of Student Casework (or nominee) | Student | Letter confirming outcome of consideration of whether there is a *prima facie* caseCompletion of Procedures letter |
| Provision of original claim documentation to:Head of Student Casework (or nominee)Provision of Documentation to:Extenuating Circumstances Panel | Advice Zone Manager (or nominee)Head of Student Casework (or nominee)Advice Zone Manager (or nominee) | Head of Student Casework (or nominee)Extenuating Circumstances PanelAdvice Zone Manager (or nominee) | Original Extenuating Circumstances/ Interruption of Studies Form Supporting evidenceOriginal outcome emailExtenuating Circumstances/Interruption of Studies - Request for Review FormSupporting evidenceOriginal Extenuating Circumstances/ Interruption of Studies Form Supporting evidenceOutcome email |
| Communication of the outcome internally from:Head of Student Casework (or nominee)Extenuating Circumstances Panel | Head of Student Casework (or nominee)Advice Zone Manager (or nominee) | Faculty contact/ Advice Zone Manager/ RWCMD contact/ Student Administration team contact/ partner college contactSCU/Faculty contact/ RWCMD contact/ Student Administration team contact/ partner college contact | Outcome letterRequest for review outcome form Copy of the Review Panel outcome letter and minutes of the meeting |
| Communication of the outcome to the student | Head of Student Casework (or nominee) | Student | Outcome letter |

**OFFICE OF THE INDEPENDENT ADJUDICATOR**

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| **Activity** | **Person responsible** | **To be informed** | **Information to be provided** |
| Providing the case file to the OIA | Head of Student Casework (or nominee) | OIA case handler | As requested by the OIA – normally the full case file |
| Informing staff that a case has been taken to the OIA | Head of Student Casework (or nominee) | Dean of faculty (or nominee)/principal of college (or nominee)/faculty contact | Email confirming the case has been allocated to an OIA case handler |
| Informing staff of the outcome of the OIA’s decision | Head of Student Casework (or nominee) | Dean of faculty (or nominee)/principal of college (or nominee)/faculty contact | Copy of the OIA’s final report |
| Providing redacted reports to the Students’ Union | Senior Registry Officer (Student Casework) | Chief Executive, Students’ UnionPresident, Students’ Union | A copy of redacted OIA reports |