Personal Circumstances – Extensions Approval

Version Control

Date	Version	Author	Change from Previous Version
1st August 2022	0.1	CD	First draft
12th September	0.2	CD	Amendment made to table clarifying when the Year Tutor is highest ranked approved

Contents

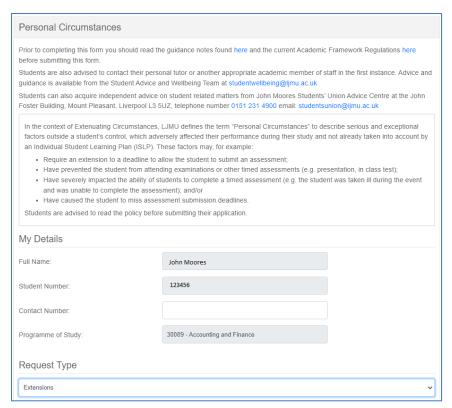## Introduction

For the academic year 2022/23 onwards, requests for extension made within the 'Personal Circumstances Form' ('My LJMU > My Services > Personal Circumstances') will generate various communications to the requestor (student) and the relevant academic staff that may have responsibility for decision making. Responses (approval/rejection) is recorded on system and communication to the student by email, to their LJMU email address.

This document will show the types of communication generated and advise who they are sent to and when, how the requests should be processed (approved or rejected) whilst also explaining how we're able to use information held on other LJMU corporate systems to provide a timely response to the requestor (should the decision maker be unavailable).

Personal Circumstance Form

The Personal Circumstances Form' ('My LJMU > My Services > Personal Circumstances') is available to all active LJMU students. See below for detail on how it should be completed.
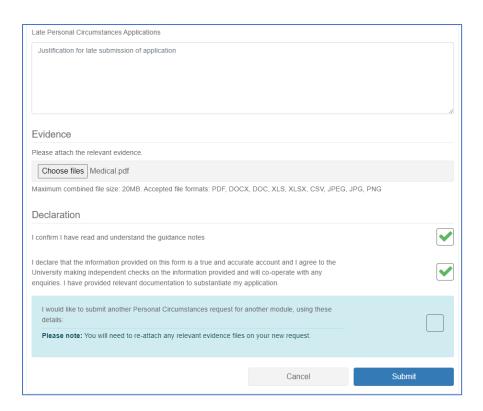

Once the student authenticates and access the Personal Circumstance form; Full Name, Student number and 'Programme of Study' are automatically populated.

The student then selects from the list of values, the 'Request Type' being made.

- The module (taken from the students enrolled modules on the Student Information System) is selected by the student.

- The assessment for which extension is sought is selected

- The assessment date (due date) is recorded by the student. *(**Note** – dates in the pass cannot be entered.)*

- The date the student proposes for submission is recorded in the 'Propose New Submission' field

Late Personal Circumstances Applications

Justification for late submission of application

Evidence

Please attach the relevant evidence.

[Choose files] Medical.pdf

Maximum combined file size: 20MB. Accepted file formats: PDF, DOCX, DOC, XLS, XLSX, CSV, JPEG, JPG, PNG

Declaration

I confirm I have read and understand the guidance notes ✔

I declare that the information provided on this form is a true and accurate account and I agree to the University making independent checks on the information provided and will co-operate with any enquiries. I have provided relevant documentation to substantiate my application. ✔

I would like to submit another Personal Circumstances request for another module, using these details: ☐

Please note: You will need to re-attach any relevant evidence files on your new request.
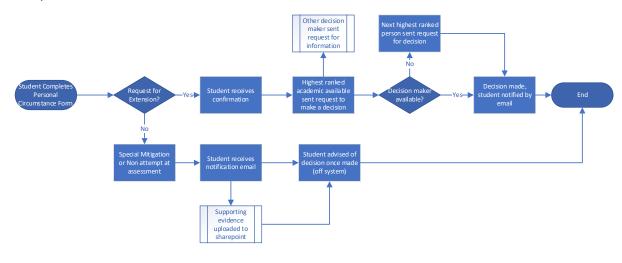
[Cancel] [Submit]

Confirmation is required that - advice was sought, guidance notes have been read and understood and the information is trye and accurate.

- Medical evidence (if necessary should be attached

The student is able to submit multiple requests, for other modules using already provided details

Request and Decision Maker – Process Flow

Student Completes Personal Circumstance Form → Request for Extension? → Yes → Student receives confirmation → Highest ranked academic available sent request to make a decision → Other decision maker sent request for information → Decision maker available? → Yes → Decision made, student notified by email → End

Decision maker available? → No → Next highest ranked person sent request for decision → Decision made, student notified by email

Request for Extension? → No → Special Mitigation or Non attempt at assessment → Student receives notification email → Student advised of decision once made (off system) → End

Student receives notification email → Supporting evidence uploaded to sharepoint → Student advised of decision once made (off system)
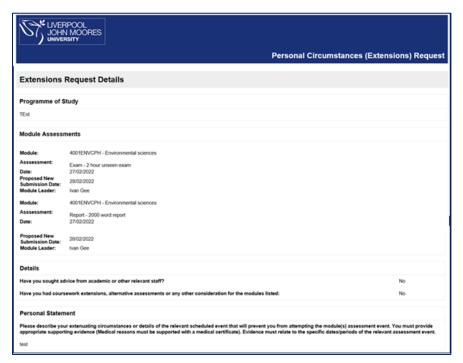
Decision Maker – Ranking Order

The students request for extension will be forwarded to the highest ranking decision maker based on information held in the Student Information System (SIS) and Course Loop. See order below.

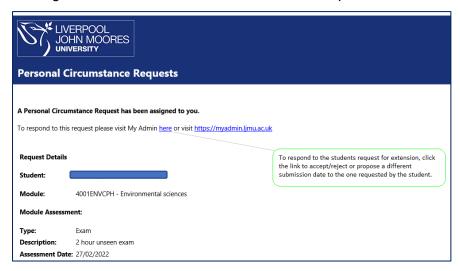| Rank	Role	Note
1	Year Tutor (YT)	Does your programme have a YT management structure? Click here. Only schools/programmes that have requested Year Tutors are responsible for approving/rejecting extension will be assigned the requests. Otherwise it is the next highest ranked approved
2	Module Leader (ML)	As defined in Course Loop
3	Programme Leader (PL)	As defined in Course Loop
4	Personal Tutor (PT)	If both ML and PL are unavailable to respond to the request before the submission deadline, the PT is required to make a decision
5	Assistant Academic Registrar (AAR)	If there is no YT structure and the roles ranked 2,3 & 4 are unavailable to make a decision on the request, this be forwarded to the AAR.

Communications

Confirmation of Submission – Student

When a student submits a request for extension, the details captured on the personal circumstance form are confirmed to the student's LJMU email address. See example below.

Extension Assignment/Decision Making

The highest ranked decision maker will be sent requests.

Once the request is received, the highest ranked approver will receive a notification should click the link to make a decision.

After 48 hours, if a decision is not made on the student's request, it will be forwarded to the next level of sign off

**Only schools/programmes that have requested Year Tutors are responsible for approving/rejecting extension will be assigned the requests. Otherwise, it is the next highest ranked approved

Notification of Extension Request

If the student's programme has requested a 'Year Tutor' appovals, the module leader, programme leader and personal tutor will receive a notification that an extension has been requested <u>for information only</u>.

When the module leader is the highest ranked, both the programme leader and personal tutor will also receive the request <u>for information only</u>. See example below.
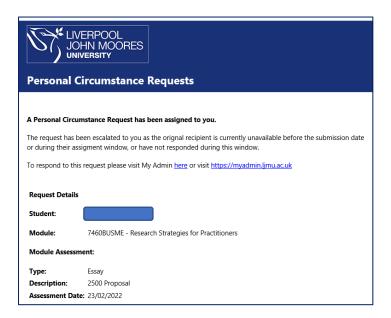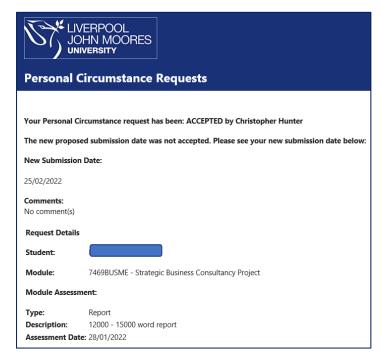

The detail of the request can be viewed by clicking the links as displayed in the email and as shown in the screenshot.

Extension Decision – Escalated

The next highest ranked person will be assigned the extension request to make a decision if any of the following are true.

- A decision has not been made within 48 hours
- The submission date is <u>less than</u> 48 hours after extension request is made
- The highest ranked person is unavailable during the first 48 hours of the extension request being received (due to annual leave). This is made possible by linking to annual leave recorded in **Staff Infobase**.

Extension Request Outcome – Student

Once a decision has been made, the student receives a response. This may also include a new submission date than the one requested by the student.

Special Mitigation or Non Attempt at Assessment

If a student submits a request for Special Mitigation or Non attempt at Assessment, they receive an email with confirmation of the request details. Any supporting documents or attachments uploaded as part of the submission are saved in the relevant SharePoint location.