

# Instructions to Candidates

## Academic Year 2019-20



It is essential that all students taking any form of assessment with the College in 2019/20 read this document.

Failure to observe any of the instructions within may constitute an offence under the [Regulations on Academic Misconduct](#) or could otherwise count against you.

Students who are not taking formal written examinations this year only need to read Sections 1, 4 and 8 to 12.

Postgraduate Research students on Taught Doctorates only need to read Sections 9, 10 and 11

Students who register to complete assessments during the Summer Vacation Assessment Period must also read the Summer Vacation Assessment Period *Instructions to Candidates*, which are available on the [Exams & Assessments Webpage](#)

### SECTIONS

1. [REGISTRATION FOR COURSES, ASSESSMENTS & EXAMINATIONS](#)
2. [EXAM ACCESS ARRANGEMENTS](#)
3. [THE EXAMINATION TIMETABLE](#)
4. [CANDIDATE NUMBERS](#)
5. [ATTENDANCE AT FORMAL EXAMINATIONS](#)
6. [THE BEGINNING OF THE EXAMINATION](#)
7. [DURING & AFTER THE EXAMINATION](#)
8. [ILLNESS & ABSENCES FROM AN EXAMINATIONS & DEPARTMENTAL ASSESSMENTS](#)
9. [EXTENUATING CIRCUMSTANCES](#)
10. [EXAMINATION WORRIES AND YOUR WELFARE](#)
11. [RELEASE OF ASSESSMENT RESULTS, TRANSCRIPTS AND DEGREE CERTIFICATE](#)
12. [PROGRESSION & AWARD](#)
13. [APPEALS](#)

#### 1. REGISTRATION FOR COURSES, ASSESSMENTS & EXAMINATIONS

- 1.1 Students must normally register each year for courses to the full credit and in the order specified in the [Undergraduate](#) and [Postgraduate Taught](#) Regulations and the regulations for their individual programme of study as stated in the relevant programme specification(s) available at: <https://www.royalholloway.ac.uk/degree-programme-library/> For Undergraduate students this constitutes courses to the value of 120 credits if enrolled on a full-time basis or 60 credits if enrolled on a part-time basis and for postgraduate taught students this constitutes courses to the value of 180 credits if enrolled on a full-time basis but fewer if registered on a part-time basis.
- 1.2 Students who have not progressed and are therefore repeating, resitting or completing a First Sit in courses for a particular stage of their programme should register for courses as agreed with their department/school to enable progression on the programme of study as outlined in the relevant [Undergraduate Regulations](#) and programme specification(s) as relevant.
- 1.3 Undergraduate students who have otherwise progressed may, subject to availability, with the agreement of their department/school and in line with relevant applicable [Undergraduate Regulations](#), be permitted to register to resit courses failed in the previous academic year. You are

strongly advised to read the College Regulations to check whether you are able to resit a course or courses.

- 1.4 Undergraduate students may register for courses up to a value of 60 credits across the entire period of study in subjects outside his/her programme of studies on an extracurricular basis, subject to approval by the student's home department/school and the host department/school. Such courses will **not** contribute to the degree programme but will appear on the transcript of results.
- 1.5 You will be entered for the relevant assessment in all the courses on which you are registered. It is therefore vital that you check your course registrations as early as possible in the academic year, through [Campus Connect](#), and report any errors to your School Office. **Please note that Moodle is not a reliable means of checking your course registrations as this may not contain a complete list of your courses!**
- 1.6 The final College deadlines for students to check and request changes to **all** course registrations, including all extracurricular, resit and repeat courses, are:

<b>Term 1 and Full-Year Courses</b>	<b>Friday 18 October 2019</b>
<b>Term 2 and 3 Courses</b>	<b>Friday 24 January 2020</b>

- 1.7 If you are registered on the wrong course(s) and/or on insufficient or too many credits and you do not rectify the situation by the stated deadlines, you will be entered for the assessments as listed and any courses that are not completed will be awarded a failing mark which will appear in this way on your Diploma Supplement/ final transcript of results. **If you are an Undergraduate student who commenced your first year of study with the College in or after September 2015, such marks will significantly impact on your ability to progress to a subsequent year of study.**
- 1.8 If you inadvertently reregister for courses that you have already taken and passed, these courses will not count and you will be registered on alternative suitable courses. Marks of zero will be recorded and these will appear on your Diploma Supplement/ final transcript of results. **If you are an Undergraduate student who commenced your first year of study with the College in or after September 2015, such marks will significantly impact on your ability to progress to a subsequent year of study and may even result in the termination of your studies.**
- 1.9 Please be aware that once registrations are finalised on **Friday 24 January 2020** there will be no further opportunity to amend registrations, and assessment and examination timetables will be produced based on this information. If course registrations, including resit and extracurricular registrations, are missing you will not be entered for the assessment.
- 1.10 Once your course registrations are finalised on **Friday 24 January 2020** you will be entered for the assessments as listed and the mark you achieve for each course will appear on your Diploma Supplement/ Transcript.
- 1.11 **Deferrals of Assessment (Postgraduate Taught students only):** As indicated students are not permitted to enter for or withdraw from examinations after the final course registration and examination deadline of **Friday 24 January 2020**; however, Postgraduate Taught students may apply for permission to defer any part of the assessment for a course until the next available opportunity due to adequately documented extenuating circumstances or other acceptable cause (for part-time students work commitments may be considered an acceptable cause) as outlined in Section 9. A record of the deferral will be recorded on your final transcript of results.
- 1.12 **Interruptions of Study:** You are permitted to interrupt your studies on medical, financial or other personal grounds during the academic year. Interruptions beginning before the end of Term 2 will incorporate the withdrawal from all courses not fully completed and assessed by the date of interruption. The marks for individual pieces of work completed prior to the interruption start date will be carried forward for inclusion in the year that the course is fully completed. The only exception to this, is where a student is permitted to return from interruption earlier than the equivalent day in the academic year in which they return to study and is therefore retaking the period of study and hence the work completed. Interruptions after the end of Term 2 will only be granted in exceptional

circumstances and will not incorporate a withdrawal of courses because by this point students are considered to have been entered for the assessment and this will count as one of the three possible attempts at a course. In such cases you will be given a mark for each of your courses which will be calculated on the work you have completed up until the point of interruption and will be recorded on your Diploma Supplement/ final transcript of results. **Students who cannot attend Term 3 assessments due to short-term illness or personal circumstances should not interrupt but consider if they have grounds to submit extenuating circumstances, as outlined in Section 9.**

- 1.13 **Changes in Mode of Study:** If permitted in the programme specification for your programme of study, you may be allowed to change mode from full-time to part-time (or vice versa) (please see <https://www.royalholloway.ac.uk/degree-programme-library/> for individual programme specifications). Changes in Mode of Study for Undergraduate and Postgraduate Taught students must be completed by the end of Term 1 for part-time to full-time or by the end of Term 2 for full-time to part-time. If a change in mode is agreed, this change will incorporate the addition of required courses or the withdrawal from courses and examinations not fully completed and assessed by the date of the change. Any courses fully completed and assessed by the date of the change will count as one of the three possible attempts at the course. You will be given a mark for such courses, which will be calculated on the work you have completed and recorded on your Diploma Supplement/final transcript of results.
- 1.14 **Changes in Programme of Study:** With agreement from all departments involved you may be permitted to change your programme of study during the academic year. However, if the change in programme requires a change in course registrations, then this will usually only be permitted up to the deadline for changes to Term 1 and Full-Year course registrations - **Friday 18 October 2019**. Changes requested after this date may therefore not be possible immediately and you may either continue on your current programme or interrupt until the end of the academic year and then request the change in programme over the summer, to return in the following academic year on the new programme of study. Please note if you are required to retake the year of study and are carrying any credit forward or retaking any courses, this retake year will count as a second (and final) attempt.

## 2. EXAM ACCESS ARRANGEMENTS

- 2.1 If you have a physical or mental impairment, chronic medical condition or a Specific Learning Difficulty (SpLD) which would count as a disability as defined by the Equality Act 2010 (“a physical or mental impairment which has a long-term and substantial effect on your ability to carry out normal day-to-day activities”), you may be eligible for Exam Access Arrangements such as extra time or an alternative exam room. Please note that “long-term” impairment is one that has lasted or is likely to last for 12 months or more.
- 2.2 Full details regarding Exam Access Arrangements can be found on the [Exams & Assessments Webpage](#).
- 2.3 Students who have a disability as defined in the Equality Act 2010 (a mental or physical impairment which has a substantial and long-term effect on your ability to carry out normal day-to-day activities) and are registered with Disability and Dyslexia Services will only need to apply once to be considered for and allocated Exam Access Arrangements appropriate for their disability or condition. These Exam Access Arrangements will then be carried over from one year to the other for the duration of their study at the College, unless there is a change in their impairment. In this case, they will be responsible for informing the Disability & Dyslexia Services as promptly as possible.
- 2.4 Students with Specific Learning Difficulties who have registered with the Disability & Dyslexia Services will automatically be allocated Exam Access Arrangements in accordance with the recommendations contained in the Educational Psychologist or Specialist Teachers report that they need to provide on registration. These Exam Access Arrangements will be put in place for the duration

of their study at the College, unless there is a change in their circumstances. In this case, they will be responsible for informing the Disability & Dyslexia Services as promptly as possible.

- 2.5 Students who are not registered with Disability & Dyslexia Services but have a short or medium-term medical or psychological condition may apply for Exam Access Arrangements **for a single assessment period**. Applications should be submitted as soon as possible so that arrangements can be put in place in good time and where at all possible by **Friday 31 January 2020**. **We cannot guarantee Exam Access Arrangements when applications are made after this date.**
- 2.6 If during the examination period you experience an injury or are diagnosed with a condition for which Exam Access Arrangements might be helpful, you should contact Disability and Dyslexia Services to seek advice and support about whether appropriate arrangements can be put in place and if so, how to apply for these: E-mail; [disability-dyslexia@rhul.ac.uk](mailto:disability-dyslexia@rhul.ac.uk) Tel: 01784 276473
- 2.7 Please note that some Exam Access Arrangements are only available to students who have a disability and/ or a SpLD and are registered with the Disability and Dyslexia Services in adherence with the Equality Act (2010).

Where students with a disability/ SpLD have been given reasonable adjustments during the year, for example, mentoring support, the College is deemed to have taken steps to take account of the student's disability. The exam board will therefore not take a student's condition into account when making decision on course outcomes, progression and/ or classification. Where students are affected by a short-term unforeseen and unpreventable circumstance such as a bout of appendicitis they should submit extenuating circumstances, as outlined in Section 9. Similarly where students experience an unforeseen and unpreventable change to their disability or long term medical condition, which again is not mitigated by the reasonable adjustments that have been put in place, they should submit extenuating circumstances, as outlined in Section 9.

### 3. THE EXAMINATION TIMETABLE

- 3.1 Personalised examination timetables will be published on **Wednesday 25 March 2020**. Students will be e-mailed on the day the timetable is released with further information on how to access their exams timetable. Courses assessed only by coursework, dissertation, and/or practical examination, or courses examined outside the main examination period, will not be listed on the timetable. Information about these will be available from your School.
- 3.2 The main examination period will be from **Tuesday 28 April to Friday 29 May 2020**, although it is possible that departmental and Intercollegiate examinations may be held outside of this period.
- 3.3 When the timetable is published please check carefully that all your formal, written examinations are included and that none of your examinations have been scheduled to run simultaneously. If you do find an error, you must report the problem to Student Administration ([student-services@royalholloway.ac.uk](mailto:student-services@royalholloway.ac.uk); Tel: 01784 276641) as a matter of urgency, and in any case **no later than Friday 27 March 2020**.
- 3.4 For further information on the Examinations Timetable and the College's Timetabling Policy please see the Examination Timetabling Policy on the [Exams & Assessments Webpage](#). As noted in the document, the College appreciates the importance of your examinations and will do what it reasonably can to ensure that the examination schedule is as fair as possible. However, having multiple exams in a short space of time is not regarded as being detrimental to performance in examinations and it is equally important that students have a realistic expectation of what demands their individual examination timetable may make and plan for this in advance in their studies and revision time.

#### 4. CANDIDATE NUMBERS

- 4.1 To enable assessed work to be marked anonymously, all students will be allocated a Candidate Number to be used to identify themselves on all official written examinations and assessed coursework, including dissertations,
- 4.2 Candidate Numbers will be allocated to students once they have enrolled at the beginning of the academic year and can be viewed through the [Campus Connect](#).
- 4.3 It is vital that you do not use your Candidate Number in conjunction with anything that identifies you, such as your name or Student Number. All members of staff who are authorised to see your Candidate Number (and who will not be involved in the marking process) will already be able to look it up, so you should never need to give it to a member of staff.
- 4.4 You are allowed to bring a small piece of paper with only your Candidate Number on it with you to formal written examinations, so that you do not forget this number.

#### 5. ATTENDANCE AT FORMAL EXAMINATIONS

- 5.1 It is a requirement of each course that you complete all elements of the assessment, including coursework and formal examinations, to the satisfaction of the Boards of Examiners.
- 5.2 Formal examinations are held on the Egham Campus of the College.
- 5.3 Formal examinations begin promptly at **09.30** or at **14:00**. **Ensure that you arrive at the Examination Venue at least 20 minutes before the scheduled start of the examination** to allow sufficient time to deposit your belongings and find your seat.
- 5.4 If you arrive late for an examination you must report directly to the Invigilator in the Examination Venue. If you arrive more than half an hour late you may be permitted to complete the examination; however, your work will only be marked at the discretion of the Department Assessment Board. You will not be allowed extra time at the end of an examination to compensate for late arrival.
- 5.5 A map of the Examination Venues can be found on the [Exams & Assessments Webpage](#). You are advised to check where the Examination Venues are **before the day of the examination** and allow plenty of time to travel to campus for the examination.
- 5.6 If you are unable to attend an examination you must inform Student Administration before the scheduled start of the examination. Please see Section 8 below for further details on who to contact and Sections 8 and 9 about the submission of extenuating circumstances in relation to the missed examination.

#### 6. THE BEGINNING OF THE EXAMINATION

- 6.1 **You are required to bring your College Card with you to each examination.** The photo on your College Card must be clear – if the photo has been damaged you must bring additional official photo ID (passport, UK drivers' license or EU identity card) as well as your College Card.
- 6.2 If sufficient proof of your identity is not provided, you will be asked to complete an identity check at the end of the examination. If the Invigilator has reason to doubt your identity, they may refuse you entry to the examination or hold you back at the end of the examination to perform further checks to establish your identity.
- 6.3 If you wear a headscarf or other garment for religious reasons, you are not expected to remove this during the examination. However, if the garment worn will prevent an invigilator from visually confirming your identity during the examination for example, if a face veil is worn, then please inform the Invigilator at the beginning of the examination, so that arrangements can be made for

the ID check to be completed in a suitable environment at the end of the examination by an appropriate member of staff.

- 6.4 As soon as you arrive at the Examination Venue look on the seating plan posted outside the Venue to find your seat number. Do not attempt to enter the Venue until told to do so by the Invigilator.
- 6.5 Ensure you have **nothing written on any part of your body** before entering the Examination Venue.
- 6.6 Once you have entered the Examination Venue you must not attempt to communicate with another candidate in any way.
- 6.7 Before going to your seat, you must leave any unauthorised items at the edge of the room. If you have any **small valuables**, such as a wallet or mobile phone (switched off), you must ask the invigilator for a plastic bag to put the item(s) in. The item(s) must then remain in the bag, underneath the front corner of your desk for the duration of the exam. If the item is moved to the desk or removed from the bag during the examination, this will be treated as an assessment offence.
- 6.8 Non-valuable items or those containing any academic content, such as revision notes or text books, should not be held in a plastic bags under your desk and must be left outside the exam venue or at the edge of the examination venue. If an item containing academic content is found under your desk, this will be treated as an assessment offence.
- 6.9 **Please note any items left at the edge of the Examination Venue or held under your desk in a bag are left at your own risk. It is therefore recommended that you do not bring any valuables with you to an examination.**
- 6.10 **You must make sure all mobile phone and electrical devices have been switched off** before they are left at the edge of the room or underneath your desk in a plastic bag. If a device causes a disruption during an examination, this may be treated an assessment offence.
- 6.11 The following are examples of items that are unauthorised and must not be left on your person or taken to your seat/desk, unless held in a bag underneath your desk/chair:
  - (a) personal items, such as bags, purses, wallets, credit card holders and keys;
  - (b) outdoor clothing, including coats, hats and scarfs - unless worn for religious reasons (please see 6.3 above);
  - (c) pencil cases, except those which are entirely transparent and clear;
  - (d) mobile telephones, pagers, electronic notebooks, USB devices or other computer or electronic equipment;
  - (e) Headphones, earphones and any other form of in-ear device including ear plugs - unless required due to hearing impairment, for example, hearing aids;
  - (f) 'Smartwatches';
  - (g) Food - you may have a small quantity of sweets or chewing gum but these must be placed in a small, clear plastic bag on your desk;
  - (h) drink, except for soft drinks contained in a clear plastic bottle with all labels removed;
  - (i) written material of any kind - for the only exception to this please see 4.4;
  - (j) paper of any type including scrap paper;
  - (k) electronic or paper dictionaries in any language, unless expressly permitted by the Department Assessment Board (see 6.13 below);
  - (l) calculators, unless authorised and expressly permitted by the Department Assessment Board (see 6.13 and 6.14 below).

**If you are found with any of the above items or any other unauthorised items on your person whilst at your desk or at any point during the examination, or you refuse to hand over any other item when directed to do so by an Invigilator, it will be treated as an assessment offence and investigated in accordance with the [Regulations on Academic Misconduct](#). Similarly should you be found with anything written on your body, attempt to communicate with another candidate or be found with a mobile phone on your person or at your desk (unless this is held in a bag underneath your desk/chair), smartwatch or any other electrical device with you during the**



examination, it will be treated as an assessment offence and investigated in accordance with the [Regulations on Academic Misconduct](#). This applies equally to any assessment, e.g. in-class examination/test that may be held and supervised in a department/ school during the academic year.

- 6.12 You should take to your seat your College Card and any other items that you will require during the examination and which are permitted by the Department Assessment Board. Standard items allowed in all examinations include pens, pencils (an HB pencil is essential for Multiple Choice Question papers), an eraser (without a label), a ruler and other writing or drawing implements. These items should be carried loose or in a transparent bag or transparent pencil case.
- 6.13 Specialist items of stationery, such as calculators and dictionaries, are only allowed in an examination where they have been expressly permitted by the Department Assessment Board and are listed on the front of the examination paper.
- 6.14 Calculators may be permitted in certain examinations. **In such cases it is your responsibility to bring the correct authorised calculator to the exam.**

The types and model of calculator allowed in an examination are set by the department that sets the examination paper. New students will be provided with a suitable calculator at the beginning of their studies. However, if you are a returning student, or you wish to use an alternative calculator to the one provided to you, you should check with your School office which calculators you are allowed to use in particular examinations.

If you are taking examinations in more than one department you will need to check with both departments via your School(s) office which calculators are allowed as there may be cases where a calculator is permitted by one department but not by another.

All calculators used in examinations must be approved for use by being labelled with the relevant department label. **Any calculators that do not have the correct label will not be allowed in the Examination Venue and will be confiscated. You may therefore have to write the examination without the use of a calculator.**

- 6.15 Once you have been permitted to enter the Examination Venue, find your seat, sit down and place your College Card facing upwards at the corner of your desk. Do not turn over the question paper or begin writing until told to do so by the Invigilator. If you have trouble finding your seat, or suspect that another candidate has mistakenly taken your seat, you must raise your hand and seek the advice of the Invigilator. Do not simply take another empty seat.
- 6.16 Announcements will be made by the Invigilator(s) at the beginning, end and, on occasion, during the examination. You should be alert to any announcements because the Invigilators will be communicating important information. If you have difficulty in hearing the Invigilator at any point you should raise your hand and ask them to repeat the announcement.

## 7. DURING & AFTER THE EXAMINATION

- 7.1 You must write all your answers and rough work **legibly in ink** (ballpoint, rollerball or similar type of pen) in the answer booklet(s) provided, or directly on the question paper if told to do so on the question paper.
- 7.2 **Please note examiners will make every reasonable effort to read examination scripts, but portions of script which are illegible will not be marked in line with College Policy in this regard and will receive no marks.** If you feel you have poor handwriting you should seek support from Disability and Dyslexia Services prior to the examination period to improve your writing.
- 7.3 **The use of scrap paper is not permitted.** The answer booklet should be used for all rough work and this should be crossed through on completion of the question. Extra answer booklets are available

on request from the Invigilator, who must first be satisfied that you have completed the answer booklet(s) already provided

- 7.4 If you have used more than one answer booklet, you should ensure these are securely fastened together with a treasury tag which will be provided by the Invigilator.
- 7.5 If at any time you wish to attract the attention of the Invigilator, for example to go to the toilet, you should raise your hand: **Do not leave your desk without the Invigilator's permission.**
- 7.6 **You will not be permitted to leave the Examination Venue during the first half hour or the last half hour of the examination.** You may leave at other times only with the permission of the Invigilator. Once you leave the Examination Venue unsupervised, you will not be re-admitted. If you stay until the end of the examination, you must remain in your seat until told you may leave by the Invigilator.
- 7.7 When you leave the Examination Venue, take with you only those items that you brought in at the beginning. All question papers, answer booklets (used or unused) and other materials provided for use in the examination remain the property of the College and must be left behind.
- 7.8 When you leave, do so quietly, bearing in mind that other examinations may still be in progress in the room or at other sites nearby.
- 7.9 You should inform the Invigilator if you are feeling unwell during an examination and are unable to proceed with the assessment. **However, please note that once you have left the Examination Venue you will not be permitted to resume the exam.** It is not necessary to divulge the exact nature of your illness to the Invigilator, simply that you wish to leave the exam. The invigilator will not pass this information to the School Progression and Awards board. In this case you will need to submit an online [Extenuating Circumstances Application Form](#) and indicate clearly that evidence will be supplied by a medical practitioner.

You must see a medical practitioner immediately, or as soon as possible, after leaving the Examination Venue and while you are still feeling unwell. If you are not assessed by a medical practitioner within an appropriate time period after leaving the Examination Venue and while you are still unwell, then any evidence attesting to your condition from a medical practitioner who sees you later in the day or the day after when you are recovered, will not be accepted. Please note that even if you are seen by a medical practitioner in an appropriate time period, acceptance of the extenuating circumstances is still at the discretion of the Extenuating Circumstances Committee.

Wellbeing services within the College and the Clarence Medical Health Centre do not directly provide documents to students to support a submission for extenuating circumstances.

If you require documentation from any of the College Wellbeing services you should contact [Student Advisory & Wellbeing Services](#) who will collate all relevant interactions with their services into one document. You will need to give your consent for this information to be shared with the Extenuating Circumstances Committee by completing an [evidence consent form](#).

If you are registered as a patient with the [Clarence Medical Centre](#) and you wish to request medical evidence you should contact them [directly](#). You will need to provide them with consent for them to share records with the Extenuating Circumstances Committee. They can only provide evidence of issues you have sought medical treatment for and which were unforeseeable and unpreventable.

**In all other cases it is your responsibility to submit evidence to the Extenuating Circumstances Committee. In all cases it is also your responsibility to submit an online [Extenuating Circumstances Application Form](#) with details of the assessments affected and the impact of the illness on your performance.**



## 8. ILLNESS & ABSENCES FROM EXAMINATIONS & DEPARTMENTAL ASSESSMENTS

- 8.1 If you are unwell on the day of an examination or other assessment you must make a decision as to whether you feel well enough to complete the assessment. If you decide you are not well enough to attend, or are prevented from attending due to other extenuating circumstances, you should follow the guidance below and in Section 9 on reporting your absence and submitting extenuating circumstances.
- 8.2 The College reserves the right to prevent a student from sitting an examination or assessment if by doing so it poses an undue risk to the student or other members of the College. This would be applied, for example, in the case of infectious illnesses to stop the spread of the illness to other students or members of staff.
- 8.3 If you are unable to attend a formal examination due to illness or any other extenuating circumstance, you should, where possible, e-mail [studentservices@royalholloway.ac.uk](mailto:studentservices@royalholloway.ac.uk) before the scheduled start of the examination with your Name, Student ID and confirmation of the examination you are unable to attend and why. Notification will be forwarded to your Department(s) so they are aware of your non-attendance but please note **this notification will not constitute formal submission of extenuating circumstances. If you wish to submit extenuating circumstance you can do so** by filling in the online [Extenuating Circumstances Application Form](#) and providing appropriate evidence for consideration by the Extenuating Circumstances Committee as outlined in Section 9 and in the [Extenuating Circumstances – Guidance for Students](#).
- 8.4 If you miss an examination or fail to submit a piece of assessed coursework without acceptable cause, you will be given an outcome of zero for that assessment, which may lead to a failing grade for the course as a whole. See Section 9 below if you miss an examination or fail to submit a piece of assessed coursework through acceptable cause for which you can provide adequate documentation.

## 9. EXTENUATING CIRCUMSTANCES

- 9.1 The [Extenuating Circumstances – Guidance for Students](#) defines extenuating circumstances as circumstances which are **outside a student's control** and which may temporarily prevent a student from undertaking an assessment or have a **marked/ significant detrimental/adverse impact** on their ability to undertake assessment by coursework or examination to the standard normally expected. This means that such circumstances rarely occur and they are outside your control as they are:
- Unforeseeable - you would not have prior knowledge of the event (e.g. you cannot foresee that you will be involved in a car accident);
  - Unpreventable – you could not reasonably do anything in your power to prevent such an event (e.g. you cannot reasonably prevent a burst appendix.)

The circumstances would be expected to have had a serious impact on your performance in assessed work, e.g., may cause you to fail an exam which, based on other marks already obtained for the course or on marks obtained for coursework and examinations in other courses, you would otherwise have been able to pass, or may prevent you from actually taking an examination or completing other assessment (e.g. group or oral presentation).

- 9.2 You may also experience challenging long-term personal circumstances that impact on your ability to study, e.g. long-term illness of a parent where you have some caring responsibilities. In such cases you should consider discussing with your department and with College professional services whether it would be more beneficial to change to part-time study or interrupt your studies until these circumstances have eased and/ or what support can be put in place to help you. Such

circumstances may not necessarily be considered to be extenuating circumstances as they are not temporary and are not unforeseeable, that is, you know about them well ahead of the assessment.

- 9.3 If you experience circumstances that you believe meet the criteria in [Extenuating Circumstances – Guidance for Students](#) in that they are **outside your control**, unforeseeable and unpreventable and which either temporarily prevent you from undertaking an assessment or have had a **marked/significant detrimental/adverse impact** on your ability to undertake assessment by coursework or examination to the standard normally expected at any point during the academic year or during the examination period, it is your responsibility to submit an [Extenuating Circumstances Application Form](#) to the Extenuating Circumstances Committee and provide the appropriate evidence.
- 9.4 The [Extenuating Circumstances – Guidance for Students](#) includes detailed information on who must be informed, what are considered acceptable extenuating circumstances, what must be submitted (including what evidence is required), the process for the consideration of extenuating circumstances and what options are available to the boards of examiners. Students wishing to submit extenuating circumstances **are expected to read the guidance carefully**. It is a student's responsibility to clearly identify on the form which assessments and courses are deemed to have been impacted. The Extenuating Circumstances Committee will not consider your Extenuating Circumstances application for courses or assessments that are not listed on the application form.
- 9.5 As outlined in the [Extenuating Circumstances – Guidance for Students](#) it is recommended that you submit your request and evidence as soon as possible but before the deadlines below. Please note that you cannot appeal after your results are released on the grounds that you did not submit extenuating circumstances as you were unsure whether they would affect your performance or if you feel that your circumstances are very private or confidential. Deadlines for the submission of extenuating circumstances are set as follows:

#### **UNDERGRADUATE STUDENT DEADLINE:**

1. For Term 1 Courses and January departmental exams/in class tests – **12:00 Midday Friday 31 January 2020**
2. Final Deadline - **12:00 midday Tuesday 2 June 2020**

*Please note that the final deadline applies to all work completed and assessments taken during the main academic year; September to June – the deadline for submission of Extenuating Circumstances for Summer Vacation Assessments are listed in the Summer Vacation Assessment Period Instructions to Candidates, which are available on the [Exams & Assessments Webpage](#).*

#### **POSTGRADUATE TAUGHT STUDENT DEADLINE:**

1. For Term 1 Courses and January Examinations – **12:00 Midday Friday 31 January 2020**
2. For Term 2 and 3 assessments and exams completed during the formal exam period in April and May – **12:00 Midday Friday 26 June 2020**
3. Final Deadline for assessments completed after the end of Term 3. For example examinations taken during the Summer Vacation Assessment period and Dissertations **12:00 Midday Friday 18 September 2020**

*Please note that these deadlines apply to all work completed and assessments taken during the main academic year which is September to September for Postgraduate Taught Students – the deadline for submission of Extenuating Circumstances for Summer Vacation Assessments is the final*

deadline indicated above and is also outlined in the Summer Vacation Assessment Period Instructions to Candidates, which are available on the [Exams & Assessments Webpage](#).

### **POSTGRADUATE RESEARCH STUDENTS ON TAUGHT DOCTORATE PROGRAMMES DEADLINE:**

For students undertaking taught components of a Postdoctoral Research Degree, your department will notify you of the deadline for submission of extenuating circumstances for taught components.

### **POSTGRADUATE RESEARCH STUDENTS**

Please contact the [Doctoral School](#) for further advice if you wish to submit extenuating circumstances as a Postgraduate Research Student.

## **10. EXAMINATION WORRIES AND YOUR WELFARE**

Advice on revision and managing stress is available from a variety of sources in the College. You may wish to contact somebody in your Department/School; otherwise you can contact the Advice and Support Centre in the Students' Union (E-mail: [advice@su.rhul.ac.uk](mailto:advice@su.rhul.ac.uk) Tel: 01784 276700), or Student Advisory & Wellbeing (E-mail: [wellbeing@royalholloway.ac.uk](mailto:wellbeing@royalholloway.ac.uk) or Tel: 01784 276757)

## **11. RELEASE OF ASSESSMENT RESULTS, TRANSCRIPTS AND DEGREE CERTIFICATES**

11.1 Final course marks, progression decisions and award classifications must be approved by the School Progression and Awards Board before they are released to students.

### **11.2 Undergraduate Results**

The expected dates for the release of results are:

- \* **Final Course Unit Marks, Progression Decisions and Classifications of Award for Finalist Students:** Tuesday 30 June 2020 - On [Campus Connect](#).

Students will be e-mailed once the results are available to view on [Campus Connect](#).

### **11.3 Postgraduate Taught Results**

Classifications, progression decisions and final course marks will be displayed on [Campus Connect](#) once the programme of study has finished and 1 week after the School Progression and Awards Board which approves the results. Students will be e-mailed once the results for a programme are available to view.

The PGT School Progression and Awards Board schedule can be found on the [Postgraduate Taught Results Webpages](#). The results schedule followed will depend on your programme of study so please contact your department/ school for further information.

### **11.4 Diploma Supplements & Transcripts**

A Diploma Supplement or a Transcript of Results (for non-award programmes) will be sent to all students who have successfully completed their studies within 1 month of the full results being approved. The documents will be sent to your forwarding addresses as recorded on [Campus Connect](#) at the point that the results are released.

Recorded on the Diploma Supplement/ Transcript will be the overall final mark achieved for all attempts at courses for which you have been entered for assessment. For Undergraduate students first attempts at courses for which you were offered a resit/ repeat/ first sit/ first sit for retake will show on your Diploma Supplement/Transcript as well as the overall mark for the next attempt at the course. For Postgraduate Taught students first attempts at courses for which you were offered a resit/uncapped resit/ repeat/ deferral of assessment will show on your Diploma Supplement/Transcript as well as the overall mark for the next attempt at the course

Marks are also recorded for any courses undertaken on an extracurricular basis or that were audited.

If you require additional Diploma Supplements, Transcripts of results or Proof of Study letters, these can be requested through the [Exams & Assessments Webpage](#).

#### 11.5 Interim Transcript of Results

For current students, an interim transcript of results can be accessed via [Campus Connect](#). This shows the overall marks for all courses for which you have been entered for assessment and where the final course mark has been approved. For current academic year registrations this will show as 'In Progress' on the interim transcript. For Undergraduate students this will also include marks for your original attempt at courses where you have been granted a First Sit or First Sit for Retake/ Resit. For Postgraduate Taught students this will include deferrals of assessment.

#### 11.6 Award Certificates

##### **UNDERGRADUATE CERTIFICATES FOR UNIVERSITY OF LONDON AWARDS**

Undergraduate certificates for Bachelors and Integrated Masters degrees of the University of London will be available for collection on the day of your Graduation Ceremony in July. Uncollected certificates will be dispatched to your forwarding address, as recorded on [Campus Connect](#) at the point of award by the University of London. It is therefore essential that you use Campus Connect to keep your address up-to-date at all times and for several months after completing your studies. If you have not received your certificate within six months of receiving your individual notification of results from the College, you should contact the Diploma Production Office at Senate House (E-mail: [diploma.enquiries@london.ac.uk](mailto:diploma.enquiries@london.ac.uk))

##### **POSTGRADUATE CERTIFICATES FOR UNIVERSITY OF LONDON AWARDS**

Certificates for Master's degrees of the University of London will be produced and dispatched by the University of London. Certificates will be dispatched to your forwarding addresses, as recorded on [Campus Connect](#) at the point of award. It is therefore essential that you use Campus Connect to keep your addresses up-to-date at all times and for several months after completing your studies.

In view of the large numbers of students being awarded degrees across the University, you may have to wait several months before you receive your certificate. If you have not received your certificate within six months of receiving your individual notification of results from the College, you should contact the Diploma Production Office at Senate House (E-mail: [diploma.enquiries@london.ac.uk](mailto:diploma.enquiries@london.ac.uk))

##### **ROYAL HOLLOWAY AND BEDFORD NEW COLLEGE CERTIFICATES**

Certificates for Bachelor's and Master's degrees, certificates and diplomas of Royal Holloway and Bedford New College are produced and dispatched by the College. If you have not received your certificate within six months of receiving your results please contact Student Administration ([studentservices@rhul.ac.uk](mailto:studentservices@rhul.ac.uk)).

Degree certificates will not be produced for any student who has an academic debt with the College or the University of London.

## 12. PROGRESSION & AWARD

- 12.1 The criteria for students to progress from one stage of a programme to the next and for the award of the programme are specified in the [Undergraduate](#) and [Postgraduate Taught](#) Regulations and the regulations for their individual programme of study as stated in the relevant programme specification(s) available at: <https://www.royalholloway.ac.uk/degree-programme-library/>. **Please note that the regulations are reviewed annually and students are subject to the regulations that are in force when they enrol each academic year. In some cases changes may only apply to students who first registered in a particular year of study. This will be made explicit in the regulations where relevant. You should therefore read the regulations carefully to ensure that you are fully aware of progression and award requirements that apply to you.**
- 12.2 Students who fail to progress to the next year of study, or fail to graduate, will be informed of the decision of the School Progression and Award Board through [Campus Connect](#) at the same time that course unit marks are released. Information will be provided at this time in relation to the opportunities for resitting, repeating or taking First Sits in courses (only for undergraduate students), or notification will be provided that registration with the College has been discontinued due to academic failure.
- 12.3 Students are usually only permitted 2 attempts at a course or year of study so failure at the second attempt will result in discontinuation of your studies with the College.
- 12.4 **Undergraduate Summer Resits:** First and second year undergraduate students who fail to progress to the subsequent year may, in accordance with strict criteria, be offered a resit during the Summer Vacation Assessment Period (see [Undergraduate Regulations](#)). Please note the School Progression and Award Board will normally only permit such resits or resubmissions in courses constituting a maximum of 30 credits. If you have failed to progress you should not assume that you will be offered the opportunity to take a resit during this period. Formal Examinations will be held between **Tuesday 25 August 2020** and **Friday 04 September 2020**, it is your responsibility to ensure you register to take the resit opportunity offered to you during this period. Further information, including the Summer Vacation Assessment Period *Instructions to Candidates* can be found on the [Exams & Assessments Webpage](#). Summer Vacation Assessment results will be released to students prior to the start of the new academic year.
- 12.5 Undergraduate students who are granted a 'First Sit' or 'First Sit for Repeat/ Resit' due to extenuating circumstances will normally be expected to complete or resubmit the assessment during the Summer Vacation Assessment Period. Formal Examinations will be held between **Tuesday 25 August 2020** and **Friday 04 September 2020**.
- 12.6 **Postgraduate Summer Resits:** Postgraduate students who have failed taught course(s) prior to the submission of their dissertation or final project may be offered a resit during the Summer Vacation Assessment Period. Please note the School Progression and Award Board will normally only permit such resits or resubmissions in courses constituting a maximum of 40 credits. Formal Examinations will be held between **Tuesday 25 August 2020** and **Friday 04 September 2020**. Further information, including the Summer Vacation Assessment Period *Instructions to Candidates* can be found on the [Exams & Assessments Webpage](#). Summer Vacation Assessment results will be released to students with their final results in the autumn.

## 13. APPEALS

- 13.1 If you have any queries regarding the decision of the Boards of Examiners, you should contact your School in the first instance.
- 13.2 Some students may have circumstances which cannot be resolved by their School/Department and an appeal may be considered if there are permitted grounds. In such cases you should contact the

Student Services Centre, the Students' Union and/ or consult the [Appeals Webpage](#) for full details on the permitted grounds for appeal, evidence required, the appeals process and the deadline.

- 13.3 If you wish to appeal, you must submit a completed [Appeals Form](#) and supporting documentation within **15 working days** of the results being formally released through the [Campus Connect](#). For Undergraduate students whose results are released on 30 June 2020 the deadline will be Tuesday 21 July 2020, at 17:00. For Postgraduate taught students the deadline for appeals will be 15 working days from the date on which the results are released through [Campus Connect](#).