

## COVID-19 Response

### Mitigating Circumstances Guidance for Students

*Updated: 12<sup>th</sup> November*

#### INTRODUCTION

This guidance was developed by teaching and professional services staff and Birkbeck Students' Union representatives. This guidance should be read in conjunction with the Mitigating Circumstances Policy and Procedure.

The College recognises Coronavirus (COVID-19) is resulting in a great deal of ongoing stress and disruption to all our lives. We will be working to try to ensure that your academic progression and achievement is not disadvantaged by the current crisis. For 2020/21 we publish this guidance to accompany the Mitigating Circumstances Policy and Procedure. This will support a no-detriment approach if your assessments have been affected by COVID-19.

If you have suffered significant personal or family illness, bereavement or serious personal, emotional or financial challenges as a result of COVID-19 or other unforeseen circumstances unrelated to COVID-19, then you may wish to submit a claim for Mitigating Circumstances. Claims should be submitted if these factors have impacted on your ability to submit the assessment or on your ability to perform well on the assessment.

#### MITIGATING CIRCUMSTANCES

##### Submission of a Claim

We now have an online process to receive mitigating circumstances claims. You can submit a mitigating circumstances claim at any point in advance of an assessment and up to 14 days after the assessment submission date. It is important that you submit claims in this timeframe. View the step-by-step process below.

##### When to submit a claim

You should consider submitting a mitigating circumstances claim if your circumstances have affected your ability to submit your assessment, submit your assessment on time or have impacted negatively on your performance.

##### COVID-19 Acceptable Grounds

The Birkbeck Mitigating Circumstances Policy and Guidance remains applicable but with the following amendments in relation to COVID-19 that are applicable during this period.

- Documentary evidence will be required for claims made during the 2020/21 academic year.
- If you are having difficulties obtaining evidence, you are encouraged to get in touch with your Department as soon as possible for advice.
- The Department Mitigating Circumstances Panel may exercise discretion to suspend the need for formal evidence required for claims if, in the opinion of the Panel, there are legitimate reasons why it is not possible for the student to obtain evidence. Such claims

may be related to, but are not limited to:

- bereavement
- claims that would normally require you to submit medical evidence (e.g. hospitalisation)
- The addition of the following examples as acceptable grounds for claims.

***Examples of circumstances beyond the reasonable control of the student:***

N.B. this list is not exhaustive.

- Bereavement due to COVID-19
- Hospitalisation due to contracting COVID-19
- Self-isolation due to having COVID-19 or COVID-19 like symptoms
- Financial impacts due to furlough, loss of work or redundancy
- Difficulties in completing work because of limited access to a computer, internet or quiet study space
- Reduced capacity to study due to having to home-school, children/or caring for vulnerable relatives etc.
- Taking on extra work in employment to cover staff absences/ extra shifts as a key worker
- Deterioration of existing mental ill health conditions or development of such conditions

**Consideration of Claims**

Departments will consider your claims through the Sub Board of Examiners and mitigating circumstances panels. You will be notified of the outcome of your claim at the earliest opportunity after an exam board has made a decision. Please be assured you will be offered the maximum support, given the unprecedented international situation and whilst maintaining academic standards.

Exam boards will make a decision on the appropriate mitigation for you in line with the mitigating circumstances policy. The following are the most likely outcomes for accepted claims.

- If you are claiming for a late submission and your claim is accepted, then your assessment submission will not be penalised for late submission.
- If you are claiming for non-submission and your claim is accepted you will be either permitted to be given a module mark based on an already completed assessment (i.e. marks from non-affected assessments will be used to decide the module result) or offered the opportunity to be reassessed without penalty.
- If you are a finalist and your claim is accepted, if your weighted average is within 2.00 % of a borderline, you may be considered for award of the higher classification.

**QUERIES**

If you have any questions regarding the Mitigating Circumstances please raise a query via [ASK](#).

**Further Reading**

A full list of College Policy and Regulations can be found at:

<http://www.bbk.ac.uk/registry/policies/policies-2020-21>

**Registry Services**

**October 2020**

## Step-by-step instructions to submit a mitigating circumstance claim

### 1. Make a new claim

- Go to [My Birkbeck](#), where you can start a new claim via the My Records menu option and selecting “My mitigating circumstances”.



- Selecting this menu takes you to a screen where the student can list their modules.

## MITIGATING CIRCUMSTANCES

Birkbeck recognises that the academic year 2019/0 may be disrupted in various ways by the situation related to coronavirus. We have developed the mitigating circumstances process to be as flexible as possible this year.

- All Mitigating Circumstances claims are to be made through My Birkbeck.
- We are continuing the additional acceptable reasons for mitigating circumstances due to the impact of Covid-19 that were introduced in Spring 2020.
- The deadline for submission of claims remains as per the normal mitigating circumstances policy at the latest 14 days after the assessment deadline. Please do not submit a mitigating circumstance claim after this date.
- The deadline for submission of claims remains as per the normal mitigating circumstances policy at the latest 14 days after the assessment deadline. Please do not submit a mitigating circumstance claim after this date. Should you wish any mitigating circumstances to be considered beyond this deadline then these need to be submitted for consideration through the [taught appeals procedure](#).
- Acceptance of mitigating circumstances claims is at the discretion of the College only.
- All information submitted as a claim of mitigating circumstances will be treated as confidential.

Academic year	Course title	Module code	Name	<input type="checkbox"/>
2019/0	MSc Management	MOMN011H7 AAA	Research Methods in Management (Postgraduate)	<input type="checkbox"/>
2019/0	MSc Management	MOMN061H7 AAA	Digital Creativity and New Media Management	<input type="checkbox"/>
2019/0	MSc Management	MOMN040H7 AAA	Perspectives on Organization	<input type="checkbox"/>

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- To make a new mitigating circumstances claim, select individual, multiple or all modules and select 'Start a new claim':

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Academic year	Course title	Module code	Name	<input type="checkbox"/>
2019/0	MSc Management	MOMN011H7 AAA	Research Methods in Management (Postgraduate)	<input checked="" type="checkbox"/>
2019/0	MSc Management	MOMN061H7 AAA	Digital Creativity and New Media Management	<input type="checkbox"/>
2019/0	MSc Management	MOMN040H7 AAA	Perspectives on Organization	<input checked="" type="checkbox"/>

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- Review and select the reason for the claim, whether coronavirus was a major factor for making the claim and if so, what. You must also enter description of reasons for the claim and then select 'Submit claim' to start the claim:


### NEW CLAIM

In order to complete the claim you **MUST** provide supporting reasons for the circumstances under which you are making this claim for the course modules listed.

After submitting your claim, you will receive an ASK where you will be able to attach all supporting documents as evidence to help us process your claim effectively.

Student Code	Academic Year	Module Code	Module Name	Dept Code
13171836	2019/0	MOMN011H7 AAA	Research Methods in Management (Postgraduate)	BUMN
13171836	2019/0	MOMN040H7 AAA	Perspectives on Organization	BUMN

Please provide details of the circumstances that have significantly affected your performance for each course module listed. Limit of 4000 characters.


\* What is the claim for? Late submission 

Is the major impacting factor coronavirus?  No  Yes

If yes, how has coronavirus impacted you? Increased caring responsibilities


\* Reasons 

Dear Sir/Madam,  
 I am sorry to say that due to the extended personal duties for my family I have was unable to completed the above mentioned modules on time and



**Explain how your circumstances have affected your work or studies.**

*Please focus your explanation on the period of time in which you were undertaking the piece of assessment. A major factor in determining the validity and impact of your claim will be a review of the connection between the date(s) of the mitigating circumstances concerned and the date of your assessment. Instructions for attaching supporting evidence will be given on the next page.*


Submit claim
Cancel

- You will see a confirmation message with the ASK number (in bold) and can either make another claim or return to the home page. You will receive an email (this will be an ASK email template).

## 2. Submit your evidence

- You should now submit your documentary evidence.

- To submit documentary evidence, follow the same process as for submitting the claim initially: go to [My Birkbeck](#), go to the My Records menu option and select 'My mitigating circumstances'. You will now see your existing claims together with any unclaimed modules.

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- Acceptance of mitigating circumstances claims is at the discretion of the College only.
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Academic year	Course title	Module code	Name	<input type="checkbox"/>
2019/0	MSc Management	MOMN061H7 AAA	Digital Creativity and New Media Management	<input type="checkbox"/>

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[Start a new claim](#)

These are claims you have made

Claim Nr	Date submitted	Ask Nr	Status	Academic year	Module code	Occurrence	Name
110	16-Oct-2020	30617	CLOSED	2019/0	BUMN017H7	AAA	Marketing Communications
110	16-Oct-2020	30617	CLOSED	2019/0	BUMN055H7	AAA	Public Relations
110	16-Oct-2020	30617	CLOSED	2019/0	BUMN061D7	AAA	MSc Dissertation
121	19-Oct-2020	30618	OPEN	2019/0	BUMN085H7	AAA	Principles of Marketing
122	19-Oct-2020	30619	OPEN	2019/0	MOMN001H7	AAA	The Creative Industries: Theory and Contexts
123	19-Oct-2020	30620	CLOSED	2019/0	MOMN010H7	AAA	Principles of Organization and Management
142	21-Oct-2020	30626	OPEN	2019/0	MOMN011H7	AAA	Research Methods in Management (Postgraduate)

- The claimed modules have a Claim number (e.g. 142) and associated ASK number (e.g. 30626). Select the Claim number to view more details.

## MITIGATING CIRCUMSTANCES CLAIM DETAILS

**YOUR EXISTING CLAIM**

Staff reason for decision

Claim details

Student code	Claim Nr	Date submitted	Ask Nr	Status
13171836	142	21-Oct-2020	30626	OPEN

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Claim modules

Academic year	Module code	Occurence	Name
2019/0	MOMN011H7	AAA	Research Methods in Management (Postgraduate)
2019/0	MOMN040H7	AAA	Perspectives on Organization

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Students' reasons

Claiming for: Late submission

Was the major impacting factor coronavirus?: Yes

How was coronavirus was a major impact factor?: Increased caring responsibilities

Free-from text reasons:


Dear Sir/Madam,

I am sorry to say that due to the extended personal duties for my family I have was unable to completed the above mentioned modules on time and therefore wish to make this claim.

Yours sincerely,

Test user.

[Back](#)



- Clicking on the ASK number will take you directly to the ASK.
- Click on 'Update Ask'.

I've started taking this but the doctor said it might take a few weeks to work. I've been finding it really hard to catch up with the work I missed or revise for my exams as the medication has made me feel drowsy. I've included a letter from my doctor.

Thanks,  
Ms Ying

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Support info ▼

This ask query is assigned to School administrator (Management) for resolution. No one has yet accepted it. [← Back](#)

[Update Ask](#)
[Cancel Ask](#)
[Reassign](#)
[Change Ask Category](#)

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Qiaochu Ying - 13171836 (STUDENT) ▼

- Ensure that the upload button is then selected to complete the upload.

Support info

Update Ask Back to Query detail Submit

You can provide information about this query by adding details in the text box below or uploading documentation.  
You can make this visible to the enquirer using the drop-down below.

\* Notify enquirer and make this visible to them? Yes

You can attach up-to 5 documents (total max size 10MB)...

Choose File | No file chosen

Upload

Microsoft Word Document.docx

Jpeg Image.jpg

Dear claims team,

As requested please find attached to this ASK in relation to my claim the following supporting evidences.  
If you require further information, please get in touch.

Thanks,  
Test user

- You will receive a notification when your claim is reviewed. You can view the progress of your claim by selecting 'My mitigating circumstances' in My Birkbeck.