

Mitigating Circumstances Guidance for Students

Updated: 14 January 2021

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.

- No documentary evidence is required for **any** claims.
- 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:

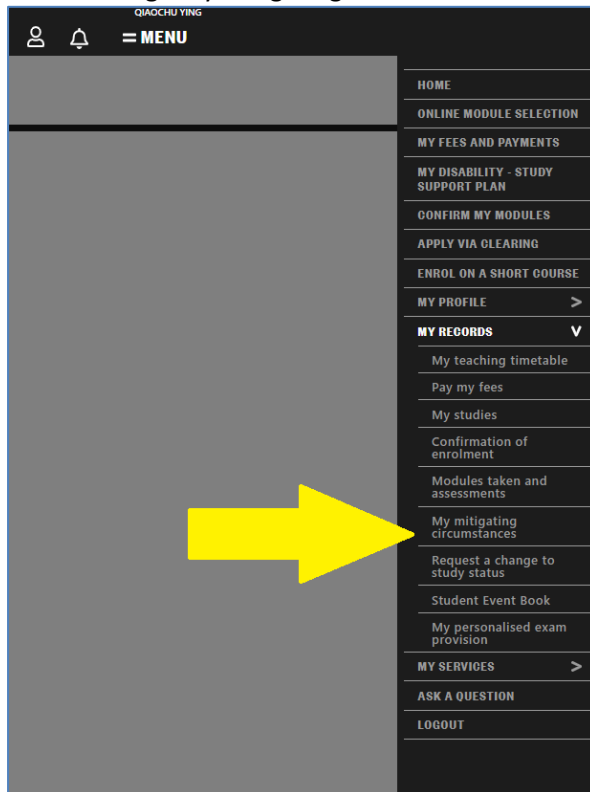
<http://www.bbk.ac.uk/registry/policies/policies-2020-21>

Registry Services
January 2021

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' button:

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- 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 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 a description of reasons for the claim and click on 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 |
|--------------|---------------|---------------|---|-----------|
| ██████ | 2019/0 | MOMN011H7 AAA | Research Methods in Management (Postgraduate) | BUMN |
| | 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? 


Is the major impacting factor coronavirus? No Yes

If yes, how has coronavirus impacted you?

* Reasons 

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.



- 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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| 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). Click on 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 |
|--------------|----------|----------------|--------|--------|
| [REDACTED] | | 21-Oct-2020 | 30626 | OPEN |

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Claim modules

| Academic year | Module code | Occurrence | 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.

[REDACTED]

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](#)

- Ensure that the upload button is then clicked 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 notification when your claim is reviewed. You can view the progress of your claim by clicking on 'My mitigating circumstances' in My Birkbeck.