UNIVERSITY OF THE COMMONWEALTH CARIBBEAN
Fostering Leadership & Innovation

Exceptional Circumstances (EC) Procedure
August 2009, Last Revised March 2023

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Extracted from the Examinations Policy

University of the Commonwealth Caribbean Policy Approval and Revision Form	
Policy/Procedure Title:	Exceptional Circumstances (EC) Procedure
Policy/Procedure Number:	AAE-08-2019
Date Developed/Revised:	August 2009, revised October 2022, March 2023
Date Approved by Academic Council:	
Date Approved by UCC President:	
Date of Next Revision:	March 2025
Contact:	Examinations Manager
Appendices:	▪ Alternate Form ▪ Online Proctoring Service Form
Related Policies/Procedures:	▪ Examination Policy ▪ Assessment Strategy
Position(s) Responsible for Adherence to Policy:	Programme Coordinator, Lecturer, Student Financial Services, Department of Student Support, Examinations Unit, Heads of Department (HOD), Campus Managers, Registrar, Dean, and Associate Vice President of Academic Affairs (AVPAA).
APPROVED BY: **UCC Academic Council** Name: Dr. Yvonne Dawkins, Associate Vice President For Academic Affairs **Signature:** **Date:**	**APPROVED BY:** **UCC President** Name: Dr. Haldane Davies, University President **Signature:** **Date:**

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Purpose- Where exceptional circumstances arise, that affect the student's physical well-being during an examination, the student may be granted permission to sit an alternative exam. Where the student chooses to continue the exam he/she must take full responsibility for the result.

Scope- The procedure does not change a grade but will allow a student to complete their assessment the following semester, given the evidence provided.

Responsible Authority- Programme Coordinator, Lecturer, Student Financial Services, Department of Student Support, Examinations Unit, Heads of Department (HOD), Campus Managers, Registrar, Dean, and Associate Vice President of Academic Affairs (AVPAA).

Procedure
Exceptional Circumstances (EC) - Are immediate (with short-term or long-term consequences), sudden and/or unforeseen events or circumstances which are beyond the control of the students and which can be proved to have significantly and adversely impacted a student's ability to study or to complete one or more assessment(s).

In these cases the student may be assigned an Incomplete "I" grade on submission of the appropriate document(s) doctor's report, death certificate, letter from employer etc, to the Campus Manager / Programme Coordinator before the date of the scheduled assessment or within three (3) days of the date of the specific assessment.

Exceptional Circumstances EC Criteria
EC must meet the following criteria:
- **Non-academic** – Problems with the management of the degree programme or with academic staff should be dealt with via the Student Complaints Procedure.
- **Out of the student's control-** The student could not reasonably have done anything to prevent the EC from happening.
- **Impact-** The circumstances had a negative impact on the student's ability to prepare for or sit an assessment. This must be recorded on the (Alternate Form or Online Proctoring Service Form) supported by Doctor's report, death certificate, letter from Police, employer etc.
- **Relevant-** Occurred at the time of the assessment or in the period immediately leading up to the assessment.

EC Application

- The student will submit a request before the scheduled assessment, or by the date specified by completing the application form (Alternate Examination Form or Online Proctoring Service Form) with supporting evidence and pay relevant fee (if applicable).
- Alternate Examination Form or Online Proctoring Service Form should be submitted to the Campus Manager, the Senior Programme Coordinator or HOD for approval.
- The request must be submitted before the date of the assessment, or by the date specified.
- The request for EC will be considered by the Head of Department in collaboration with the lecturer, and Academic Council for decisions with respect to coursework and in class tests, and if required the Examinations Committee.

Exceptional Circumstances and Evidences

Exceptional Circumstance		
(Explain your circumstance which must be supported by Doctor's report, death certificate, letter from Police, employer etc.)		
Circumstance	**Details**	**Evidence**
National Event / disasters	▪ Key involvement in a national event	▪ Letter from organisers
Physical Accident	▪ Major unavoidable accident	▪ Physician or Police report
Serious or current illness:	▪ Medical surgery ▪ Mental issue ▪ Brain aneurysm	▪ Letter from Physician
A recent death in the immediate family:	▪ Death of immediate family	▪ Report from the Hospital or ▪ Death certificate
Urgent Job related issue:	▪ Transferred to overseas job assignment. ▪ Unpredictable job assignment	▪ A job letter on a letter head signed by HR Manager
Other situations of equal gravity: *(It must be a specific issue with evidence eg. a letter from JP or Police)*	▪ Situation of domestic abuse or if they have to stay home to care for a family member. ▪ Transportation challenges (eg. Community curfew) ▪ If it is a safety issue due to travelling to the campus at a particular time, at least we would have that in writing from an officer.	▪ Letter from a Justice of the Peace (JP) or Police. ▪ Police Report

Any student who, having registered for a course or final assessment, fails to take the assessment at the prescribed sitting shall be deemed to have failed the assessment unless the Head of Department in collaboration with the Academic Council and/or Examinations Committee shall approve otherwise. Monies paid will not be refunded.

Appendices

- Form- Alternate Examination Form
- Form- Online Proctoring Service Form – Graduate Students
- Form- Online Proctoring Service Form – Undergraduate