

Extenuating Circumstances Procedure

The Extenuating Circumstances procedure is intended to support you if you experience exceptional, unforeseeable, short-term circumstances which affect your ability to attend part of, or all of your course or submit your portfolio of evidence within the required timeframe.

Examples of extenuating circumstances are acute illness, accidents or serious family problems. Everyday occurrences such as minor illness or preventable situations; social obligations and similar foreseen commitments such as holidays and competitions will not be deemed to be valid.

To submit an extenuating circumstances claim you will need to fully complete an extenuation circumstances application form (attached) and send it to qualifications@englandnetball.co.uk

England Netball will:

- Acknowledge receipt of the extenuating circumstances form within 10 working days
- Conduct an appropriate review of the evidence
- Write to you within 20 working days to inform you of the outcome

When do I need to submit my Extenuating Circumstances claim?

Extenuating Circumstances claims should be submitted to England Netball as soon as you are aware that you cannot attend the rest of your course or are not going to be able to submit your portfolio of evidence on time.

What happens if I don't fill in the form in full or don't provide documentary evidence?

Your claim may not be upheld if you fail to provide enough information or evidence for your claim to be considered. It is essential that you include all relevant course details on your form and submit supporting documentary; independent evidence with your claim. You must also give a clear and concise explanation about how your circumstances impacted your attendance, which has led to your claim for extenuating circumstances.

What constitutes 'documentary evidence'?

The following are examples of documents that may be considered as evidence:

- Medical certificate
- Hospital/doctor's letter
- Solicitor's letter

Documentary evidence must be independently verifiable and therefore letters from family members or friends will not be accepted. Where circumstances are of a nature that verifiable evidence is not

available and your tutor/assessor is aware of your situation, they may provide a letter of support as evidence on your behalf.

Where medical evidence is supplied it must include dates, time frame and a medical opinion about the likely effect of illness on your attendance.

What will happen if my Extenuating Circumstances claim is upheld?

If your claim for extenuating circumstances is upheld, one of the following outcomes will apply:

Course Attendance

England Netball will offer you an opportunity to attend the next available course day(s). Please note, this may not be in the original course venue or region. A fee will be payable.

Portfolio of evidence submission

Your course organiser will offer you a revised deadline to submit your portfolio of evidence. A fee may be payable.

Assessment Attendance

England Netball will offer you an opportunity to attend the next available assessment day. Please note, this may not be in the original course venue or region. A fee will be payable.

What if I don't agree with the EC decision?

You must appeal within 14 working days of receiving the disputed extenuating Circumstances decision. You should explain why you want to appeal and include copies of any related documents or e-mails. Appeals should be sent to **complaints@englandnetball.co.uk**