



The British University in Egypt

# **Impaired Performance Procedure**

## Key Policy Information:

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# The British University in Egypt

## Impaired Performance Procedure

The Impaired Performance Procedure applies to every student enrolled and registered with the University.

### 1. Declaration of fitness to study

- 1.1 The University assumes that all students who start their programme are fit to study and fit to sit for its assessments (cf. the University's *Fitness to Study* procedure).
- 1.2 Students with a disability, specific learning difficulties, long-term illness or mental health challenges should declare these to either Student Affairs or directly to Student Services prior to commencing their programme of study.
- 1.3 Students who face circumstances that may result in difficulties during their programme of study, should report these immediately to their Faculty's Senior Assistant Registrar and Student Services.
- 1.4 The role of Student Services is to ensure the University provides appropriate and reasonable support for students with disabilities, specific learning difficulties, long-term illness and mental health challenges.

### 2. Impaired Performance

- 2.1 The Impaired Performance (IP) procedure is designed to support students who experience unexpected and significantly disruptive circumstances, arising from matters beyond their control, and that may have negatively affected their ability to study and take/perform in assessments.
- 2.2 The procedure ensures students who have established extenuating circumstances are neither unfairly disadvantaged nor unreasonably advantaged over other students.
- 2.3 The procedure is not intended to provide mitigation for long-standing medical conditions or challenges, which should be supported through Reasonable Adjustments agreed by Student Services prior to the assessment and communicated in confidence to relevant staff only.

### 3. Grounds for Impaired Performance

- 3.1 Eligible reasons for an Impaired Performance claim include, but are not limited to, the following:
  - 3.1.1 Serious personal illness, or a change in an existing health condition during the time of an assessment;
  - 3.1.2 Death or serious illness of a close relative;
  - 3.1.3 Public transportation problems announced by the government or published by the media;

- 3.1.4 Travel for visa and/or residency renewal purposes, provided that it was not possible to schedule this for another date;
- 3.1.5 Changes to assessment regulations or dates without advance notification.
- 3.2 The following **cannot** be accepted as grounds for Impaired Performance:
  - 3.2.1 Claims against the mark awarded for any assessment and/or not being aware of the published assessment regulations;
  - 3.2.2 Not following University communications or checking emails regularly and/or misreading or missing the examination timetable;
  - 3.2.3 Loss of work or missing deadlines due to technical problems not of the University's making, e.g. computer failure, not backing up, or connectivity issues, etc.;
  - 3.2.4 Private transportation problems and/or travelling for tourism or participating in events that are not directly related to study;
  - 3.2.5 Financial circumstances that lead to late payment of tuition fees without permission from the University.
- 3.3 *Where a student represents the University in national or international events (e.g. of a sporting, cultural, scientific or educational nature), and with written permission from the Dean and Provost, that particular student is permitted to continue his or her coursework and/or practical components in Week 13 of each semester, and be assessed as normal (or with an alternative assessment of the same level, with the same Learning Outcomes, etc. if necessary).*

This means that student does **not** submit an Impaired Performance request, await its outcome, and delay assessment until the Summer Assessment Period.
- 3.4 Where circumstances appear to be substantial, the student may submit a request for suspension (interruption) of study and return when he or she is in a better position to resume studying.
- 3.5 Where a student has suspended his or her studies as above and wishes to resume studies, fitness to study assessment is coordinated and conducted between the Faculty and Student Services.

#### **4. Timescales and deadlines**

- 4.1 Impaired Performance claims must be submitted *within two weeks of the end date of the circumstance*, e.g. the recovery date for a medical issue.
- 4.2 Impaired Performance claims for impact on end-of-semester examinations must be submitted by the deadline noted on the [academic calendar](#), which can be found on the Academic Services page.
- 4.3 The University, at its sole discretion, may reject any claim submitted after the IP submission deadline.
- 4.4 Tighter time frames may be applied for the Summer Assessment Period (SAP), based on the

tight gap between SAP assessments and Examination Board dates, and in recognition of the smaller student numbers during SAP.

## 5. Impaired Performance process

- 5.1 A student with circumstances that may be grounds for Impaired Performance (IP) should submit the claim online at <https://claims.bue.edu.eg/student/#/session/signin>, explaining clearly the grounds for the claim and how their performance was impaired. Clear and relevant evidence must be attached to the claim.
- 5.2 Where an IP claim is made for *late submission of an assessment*, the late submission is marked, but the mark is withheld until the IP Panel makes its decision about whether the IP claim is accepted or not.
- 5.3 The SAR sifts all Faculty IP claims for eligibility against the grounds, and may request more information from the student and/or the academic staff member(s) responsible for the module(s) mentioned in the student's claim. The SAR discounts claims that are ineligible, i.e. that fail to meet clearly the grounds for Impaired Performance (IP) above. The SAR confirms eligibility with the Dean.
- 5.4 The SAR may request that the Director of Academic Services convene an Impaired Performance Panel *during the semester* if the number of claims will prove challenging to discuss at the end of the semester.

## 6. Impaired Performance Panel membership

### 6.1 The Impaired Performance Panel membership is normally:

- One senior member of staff from the Office of the Provost (Chair);<sup>1</sup>
- The Vice Dean (Teaching and Learning) of the Faculty submitting the claim(s);<sup>2</sup>
- The SAR of the Faculty submitting the claim(s);
- An Academic Services representative, acting as secretary and advisor.

The Director of Student Services may be invited to attend the Panel if there are claims related to disabilities, specific learning difficulties, long-term illness or mental health challenges.

## 7. Impaired Performance panel outcomes

- 7.1 The IP Panel considers all claims recommended as eligible by Deans, and supporting evidence, and makes one of the following decisions:
  - 7.1.1 **No appropriate grounds and/or evidence** – claim is rejected;
  - 7.1.2 **No indication of impairment, although there are appropriate grounds supported by**

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<sup>1</sup> The responsibility of the Office of the Provost Chair is to ensure consistency in the decision-making across the University.

<sup>2</sup> The Dean is not a member of the Impaired Performance Panel, as he or she is Chair of the Faculty's Disciplinary Committee

**clear evidence** – claim is upheld, with no change to the mark;

7.1.3 **Clear evidence of impairment based on valid grounds supported by appropriate evidence** – claim upheld, and the IP Panel makes one of the following decisions:<sup>3</sup>

- set aside (discount) the student’s assessment attempt and allow another attempt for the assessments covered by the claim;
- award the student’s assessment attempt a mark that is the same or similar to the student’s average mark in assessments of the same nature where there was no impairment;
- accept the late submission for the assessment, and ask the Module Leader to insert the mark with no penalty applied;
- ask the Faculty to set an alternative assessment before the Summer Assessment Period, covering the same Learning Outcomes as the original assessment.

7.2 The secretary informs students of the Panel outcomes within 5 working days of the Panel.

7.3 **Impaired Performance claims must be made in good faith. If a student is discovered to have provided false or misleading information or evidence, the IP Panel may refer the student to the University’s Legal Department, which will investigate and refer findings back to the Faculty’s Disciplinary Committee, chaired by the Dean (this is the process for all Disciplinary Committee referrals).**

7.4 IP Panel decisions are reviewed by the relevant Programme Examination Board (PEB) at the end of the academic year. The role of the PEB is to make sure that the decisions are implemented properly before approving marks.

## 8. Appeals against IP decisions

8.1 A student whose ongoing circumstance results in his or her missing an IP deadline may follow the Academic Appeal procedure at <https://www.bue.edu.eg/academic-services/academic-regulations-bue>.

8.2 A student may submit an appeal against the IP Panel’s decision within 5 working days of receiving the decision, through the online claims platform <https://claims.bue.edu.eg/student>

8.3 The student must indicate clearly the grounds of the appeal and must provide relevant evidence to support his or her appeal. Details of grounds for appeal and other requirements are described in the Academic Appeals procedure, available at: <https://www.bue.edu.eg/academic-services/academic-regulations-bue>.

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<sup>3</sup> The upheld Impaired Performance decisions listed here have been verified as compliant with both NAQAAE and Egyptian Ministry of Higher Education regulations.