

**Arab Open University**  
**Extenuating Circumstances Policy**

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| Policy Title:                     | Arab Open University Extenuating Circumstances Policy     |
| Version Number:                   | 2   |
| Executive Owner:                  | Vice President for Academic Affairs & Scientific research |
| Approving Authority               | University Council # 75, March 2022                       |
| Policy Review:                    | Academic Committee  |
| Policy Implementation:            | Academic Programmes at AOU HQ and AOU Branches            |
| Policy Monitoring and Compliance: | Academic departments and Examination Departments          |
| Next Review Date                  | 2024  |

***Note:*** A policy can be reviewed before the designated review date should there be a need to.

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At the time of continuous assessment ( Mid- term Assessment(MTA), Tutor Marked Assignment (TMA) or final examination, it is quite possible that the student could be faced with an unpredictable situation beyond his/her control, which could be medical, personal or a family problem. At AOU, it is referred to as **extenuating (mitigating) circumstances**.

In case of an extenuating circumstance that prevents students from being able to appear for the MTA or the Final Exam, it is the student's responsibility to bring it to the attention of concerned department supported by valid evidence.

Claims will be considered by AOU where you have been prevented to attend the exam for reasons beyond your control. AOU classifies the following as **extenuating circumstance**:

- Serious Accident
- Severe illness
- Death or severe illness of immediate kin that includes spouse, children, parents.
- Sudden onset of mental health problem
- A physical attack ( due to natural disaster or political turmoil)

AOU categorically stipulates circumstances that it does **not consider as extenuating as follows**:

- Work based obligation
- Family functions

- Rituals as wedding and 'rites of passage'
- Job Interview
- Religious festival
- Social and family obligation
- Ignorance of University Rules and Regulations

**General Instructions:**

- Students are requested to complete the online extenuating circumstances form and attach the relevant supporting documents.
- It is recommended that students with extenuating circumstances must fill the form within the timeframe stated in the AOU examination bylaws. i.e. seven (7) calendar days of an MTA date or Final exam date as stipulated in *the Bachelor's Degree Award and Examination and Assessment bylaws*.
- All valid cases will be dealt with as per the relevant AOU bylaws.