

Pursuant to Article 9 of the Statute of Algebra University, the Senate of Algebra University enacted at its 1st session, held on 12th December 2023, the following

DECISION ON ACCEPTABLE AND UNACCEPTABLE EXCEPTIONAL CIRCUMSTANCES

1. GENERAL PROVISIONS

Article 1

- (1) Algebra University understands that, immediately upon enrolment in the study programme and during their studies, applicants and students may experience exceptional circumstances such as illness or an otherwise unforeseen event beyond their control that temporarily prevent them from:
 - a. enrolment in the study programme within the deadline prescribed by the Call for Admission,
 - b. attending classes,
 - c. submission of student's work within deadlines,
 - d. taking exams.
- (2) This Decision describes the procedure to be followed in such cases and lists the acceptable and unacceptable exceptional circumstances that may be considered and on the basis of which decisions can be taken.

2. PROCEDURE IN CASE OF PREVENTED ENROLLMENT WITHIN THE PRESCRIBED DEADLINE

Article 2

- (1) In accordance with the Book of Regulations on Study Programmes and Studying, Article 6: *Enrolment in a study programme is possible up to 28 days from the official start date of the academic year, prescribed by the Call for Admission, except in the case of exceptional circumstances prescribed by the Decision on Acceptable and Unacceptable Exceptional Circumstances.*
- (2) An applicant who failed to enrol within the deadline defined by Article 6 of the Book of Regulations on Study Programmes and Studying of Algebra University may submit a written request for subsequent enrolment if at the time of enrolment, the applicant experienced one or more circumstances prescribed by Article 7 of this Decision.
- (3) The applicant shall submit the request in written form to the Admissions Office of Algebra University by email or by submitting a signed written document.
- (4) The request must contain a description of the exceptional circumstances and be accompanied by necessary evidence.

- (5) The Admissions Office shall process the request and, if necessary, request additional information or evidence from the applicant and forward the entire documentation to the Head of Admissions Office for decision-making.
- (6) When making the decision, the Head of Admissions Office shall consider the applicant's request and the supporting evidence and, if necessary, consult with the Vice-Rector for Academic Affairs. The Head of Admissions Office shall base the decision on the assessment of whether the exceptional circumstances justify the delay in enrolment and whether these circumstances were beyond the applicant's control.
- (7) The Admissions Office shall communicate with the applicant whether his/her request has been approved as well as the reasons for the decision and shall act upon the decision.

3. PROCEDURE IN CASE OF PREVENTED CLASS ATTENDANCE

Article 3

- (1) In accordance with the Book of Regulations on Study Programmes and Studying, Article 19: *Students who do not meet the minimum attendance in classes or do not fulfil one of the requirements stipulated by the Instructions for Attending and Passing Module determined by the study programme cannot obtain a digital signature from the teacher in charge of a particular module and cannot take exams in the module in question but can re-enrol in the module. Exceptionally, in the case of exceptional circumstances prescribed by the Decision on Acceptable and Unacceptable Exceptional Circumstances, students may submit a written request for an approval of the signature.*
- (2) A student who has not attended the prescribed amount of classes defined by Article 19 of the Book of Regulations on Study Programmes and Studying of Algebra University may submit a written request to be granted a signature if, during the module of such classes, the student experienced one or more circumstances prescribed by Article 7 of this Decision.
- (3) The student shall submit the request in written form to the Student Office by email or by submitting a signed written document no later than two weeks before the end of classes, and, exceptionally, if the circumstances occurred during the last two weeks of classes, no later than the end of semestral examination periods – February for winter semester, July for summer semester.
- (4) The request must contain a description of the exceptional circumstances and be accompanied by necessary evidence.
- (5) The Student Office shall process the request and, if necessary, request additional information or evidence from the student and forward the entire documentation to the Vice-Rector for Academic Affairs for decision-making.
- (6) When making the decision, the Vice-Rector for Academic Affairs shall consider the student's request and the supporting evidence and, if necessary, consult with the corresponding teachers. The Vice-Rector for Academic Affairs shall base the decision on the assessment of whether the exceptional circumstances justify the absence from classes and whether these circumstances were beyond the student's control.

- (7) The Student Office shall communicate with the student whether or not his/her request has been approved as well as the reasons for the decision and process the request through the information system.

4. PROCEDURES IN CASE OF PREVENTED SUBMISSION OF STUDENT'S WORK BY THE PRESCRIBED DEADLINE

Article 4

- (1) In accordance with the Book of Regulations on Study Programmes and Studying, Article 32: *The Instructions for Attending and Passing Module prescribe deadlines for the submission of projects, individual parts of projects, project tasks, assignments, presentations and other types of work that do not require prior conventional registration through the information system. Students who do not submit their work by the prescribed deadline shall not be evaluated. Students are required to adhere to stipulated deadlines. Exceptionally, in the case of exceptional circumstances prescribed by the Decision on Acceptable and Unacceptable Exceptional Circumstances, students may submit a written request for an approval for an extension of the deadline.*
- (2) A student who has not submitted his/her work within the deadline defined by the Instructions for Attending and Passing Module may submit a written request to be granted a subsequent deadline for the submission of the paper if, during the semester in which the student was required to complete the work, the student experienced one or more circumstances prescribed by Article 7 of this Decision.
- (3) The student shall submit the request in written form to the Student Office no later than two weeks before the prescribed deadline for the submission of the work, and, exceptionally, if the circumstances occurred during the last two weeks before the prescribed submission deadline, no later than one week after the prescribed submission deadline, by email or by submitting a signed written document.
- (4) The request must contain a description of the exceptional circumstances and be accompanied by necessary evidence.
- (5) The Student Office shall process the request and, if necessary, request additional information or evidence from the student and forward the entire documentation to the Vice-Rector for Academic Affairs for decision-making.
- (6) When making the decision, the Vice-Rector for Academic Affairs shall consider the student's request and the supporting evidence and, if necessary, consult with the corresponding teachers. The Vice-Rector for Academic Affairs shall base the decision on the assessment of whether the exceptional circumstances justify the delay in the submission of the work and whether these circumstances were beyond the student's control.
- (7) If the request can be approved, in agreement with the module teacher, a new deadline for the submission of the paper shall be defined, which shall be clearly indicated in the decision.
- (8) The Student Office shall communicate with the student whether or not his/her request has been approved, the new deadline for the submission of the paper as well as the reasons for the decision and process the request through the information system.

5. PROCEDURE IN CASE OF PREVENTED EXAMINATION

Article 5

- (1) In accordance with the Book of Regulations on Study Programmes and Studying, Article 33: *If a student did not cancel an exam on time and did not attend the exam or was prevented from completing the exam, the student may submit a written request to cancel the exam registration in the case of exceptional circumstances prescribed by the Decision on Acceptable and Unacceptable Exceptional Circumstances.*
- (2) A student who did not cancel an exam on time and did not attend the exam or was prevented from completing the exam may submit a written request to cancel the exam registration if immediately before or during the exam, the student experienced one or more circumstances prescribed by Article 7 of this Decision.
- (3) The student shall submit the request in written form to the Student Office no later than one week after the exam date by email or by submitting a signed written document.
- (4) The request must contain a description of the exceptional circumstances and be accompanied by necessary evidence.
- (5) The Student Office shall process the request and, if necessary, request additional information or evidence from the student and forward the entire documentation to the Vice-Rector for Academic Affairs for decision-making.
- (6) When making the decision, the Vice-Rector for Academic Affairs shall consider the student's request and the supporting evidence and, if necessary, consult with the corresponding teachers. The Vice-Rector for Academic Affairs shall base the decision on the assessment of whether the exceptional circumstances justify the inability to take the exam and whether these circumstances were beyond the student's control.
- (7) The Student Office shall communicate with the student whether or not his/her request has been approved as well as the reasons for the decision and process the request through the information system.

6. RIGHT TO COMPLAIN

Article 6

- (1) Students who are dissatisfied with the outcome of their request have the right to complain in accordance with the Complaints and Appeals Policy and Procedures of Algebra University.

6. LIST OF CATEGORIES OF ACCEPTABLE CIRCUMSTANCES AND SUPPORTING EVIDENCE:

Article 7

Circumstances	Necessary evidence
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<p>Serious bodily injuries or medical conditions that require urgent hospital admission or hospitalization or constant supervision by a medical practitioner for a period longer than one month.</p> <p>Serious injury or illness of a child, spouse, partner or parent, but not extended family, that requires urgent hospital admission or hospitalization or constant supervision by a medical practitioner for a period longer than one month.</p> <p>Serious deterioration or acute episode of pre-existing and ongoing medical or mental condition or physical disability.</p> <p>High-risk pregnancy.</p>	<p>Written evidence from a registered medical practitioner with the specific diagnosis and dates of the period during which the student was affected by their condition.</p> <p>Document verifying the supporting evidence issued by the school's medical practitioner for full-time students or sick leave certificate for students in employment.</p>
<p>Death of a parent (including adoptive parent and legal guardian), child, siblings, spouses or partners.</p>	<p>Death certificate</p>
<p>Victim of a serious criminal offence¹ (e.g. rape, assault, robbery), terrorist incident, natural disaster, major fire in the residential space.</p>	<p>Written confirmation of the reported criminal offense from the relevant authority</p>
<p>Unexpected caring responsibilities caused by sudden death or illness or deterioration of current health status of a child, spouse, partner or parent for a period longer than one month.</p>	<p>Written evidence from a registered medical practitioner</p>
<p>Jury service or presence at court as a witness, defendant or plaintiff.</p>	<p>Official correspondence from the court</p>
<p>Visa problems.</p>	<p>Official correspondence</p>

7. LIST OF CATEGORIES OF UNACCEPTABLE CIRCUMSTANCES:

Article 8

Circumstances
<p>Ongoing medical conditions, disability, learning difficulties or ongoing mental health conditions.</p> <p>Minor illnesses or injuries or any other health conditions, illnesses and difficulties not included within those described as acceptable circumstances (such as colds, headaches, hay fever, etc.).</p> <p>Normal pregnancy.</p>
<p>Financial problems or employment issues.</p> <p>Minor problems with accommodation or relocation.</p> <p>General family problems.</p> <p>Exam-related stress, including written examinations.</p>
<p>Ongoing caring responsibilities (e.g. childcare).</p> <p>Caring responsibilities for minor illnesses, accidents or injuries.</p>

¹ As regulated by the Criminal Code of the Republic of Croatia ("Official Gazette", No. 125/11, 144/12, 56/15, 61/15, 101/17, 118/18, 126/19 and 84/21).

Circumstances
Attendance at court as a supporting friend or relative.
Any circumstances that have not clearly affected academic performance or do not clearly relate to the time of the assessment.
Current business liabilities.
IT equipment failure or unreliability.
Misjudgement of preparation time.
Misunderstanding of schedule.
Multiple exams in a short period of time.
Failure of private or public transport, holidays or travel, attendance at family events such as weddings, etc.

8. TRANSITIONAL AND FINAL PROVISIONS

Article 9

- (1) The Rector of Algebra University is responsible for the interpretation of the provisions of this Decision.
- (2) This Decision applies to all applicants and students of Algebra University.
- (3) This Decision shall enter into force on the day of its adoption.

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RECTOR