



Extensions and Extenuating Circumstances Policy

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Linked policies:	ASQ 1.5 Academic Appeals Policy; SWS 7.2 Fitness to Study Policy; SWS 7.5 Supporting Students with SEND; SLCC 6.8 Attendance and Engagement Policy; SLCC 6.5 Student Withdrawal Suspension and Transfer Policy; SLCC 6.1 UKCBC Terms and Conditions; SWS 7.1 Student Wellbeing and Conduct Policy; SLCC 6.7 Hardship and Bursary Policy
Audience:	Students, Staff

1. Purpose

UK College of Business and Computing (UKCBC) recognises that students may experience unforeseen circumstances that affect their ability to complete assessments, meet submission deadlines, or continue their studies as planned.

The purpose of this policy is to establish a clear, fair and transparent framework through which students may request consideration where circumstances beyond their control affect their academic progress or participation in their programme of study.

This policy provides structured processes for:

- assessment extensions
- self-certification of short-term circumstances
- formal consideration of extenuating circumstances (mitigation)
- temporary suspension of studies (deferral or break in study)
- programme or campus transfer
- voluntary withdrawal or institutional termination of studies.

The policy aims to ensure that:

- students experiencing genuine difficulties are supported appropriately
- decisions are made consistently, transparently and in accordance with institutional procedures
- academic standards and assessment integrity are maintained
- processes operate within the regulatory framework of UKCBC and its partner universities.

2. Scope

This policy applies to all students enrolled at UK College of Business and Computing (UKCBC), including students studying on:

- undergraduate programmes
- postgraduate taught programmes
- full-time or part-time modes of study
- blended or remote learning provision.

The policy applies to programmes delivered in partnership with awarding universities, including:

- University of West London (UWL)
- Plymouth Marjon University (PMU)
- Ravensbourne University London (RBU).

2.1 Franchise Precedence

Students studying on programmes delivered in partnership with awarding universities should also familiarise themselves with the relevant partner institution regulations governing extensions, mitigation, and extenuating circumstances.

Where a programme is delivered under franchise or validation arrangements, the academic regulations of the partner university take precedence where differences arise between UKCBC policies and partner regulations.

Students may consult the following partner guidance:

2.1.1 University of West London (UWL)

[UWL Exceptional Circumstances Regulations](#)

The University's regulations outline procedures for extensions, self-certification, mitigation, deferral of studies, and withdrawal. Extensions may allow coursework submission up to **10 calendar days late without penalty**, subject to approval.

2.1.2 Plymouth Marjon University (PMU)

[Plymouth Marjon Student Regulations Framework \(2025–26\)](#)

The Student Regulations Framework includes detailed procedures for extenuating circumstances claims, evidence requirements, and assessment adjustments within Section 4 of the framework.

2.1.3 Ravensbourne University London (RBU)

[Ravensbourne University General Academic Regulations](#)

These regulations explain the procedures for submitting mitigating or extenuating circumstances requests, including how claims are reviewed and how outcomes may be appealed under the university's academic regulations.

Students are encouraged to review the relevant partner regulations where their programme is validated by a partner institution, as these regulations may determine:

- the criteria for approving extensions or mitigation
- evidence requirements for extenuating circumstances
- limits on repeat attempts or deferral periods
- the authority responsible for confirming final academic decisions.

3. Definitions

For the purposes of this policy, the following definitions apply.

Term	Definition
Extension	A short-term adjustment to an assessment submission deadline, normally requested before the original deadline.
Self-Certification	A limited process allowing students to declare short-term exceptional circumstances without submitting supporting evidence at the time of application.
Extenuating Circumstances (EC)	Serious, unforeseen events beyond a student's control that significantly affect their ability to complete assessments or participate in study activities.
Mitigation	Formal consideration of extenuating circumstances affecting assessment performance or submission after a deadline or non-submission.
Deferral	Postponement of assessment or study due to serious extenuating circumstances.
Break in Study	Temporary suspension of studies approved by the College, normally due to significant personal or health circumstances.
Transfer	Movement between programmes, pathways or campuses during a student's period of study.
Withdrawal	Permanent cessation of studies initiated by the student.
Termination	Withdrawal of a student's registration initiated by the College in exceptional circumstances.

4. Types of Requests Covered by this Policy

Students may experience circumstances that affect their ability to complete assessments or continue their studies as originally planned. UKCBC provides several mechanisms to support students in these situations.

To ensure clarity, this policy distinguishes between different types of requests depending on the nature, timing and severity of the circumstances involved.

The main routes available under this policy are:

1. **Extensions** – short-term adjustments to assessment deadlines requested before the submission deadline.
2. **Self-Certification** – a limited process allowing students to declare short-term exceptional circumstances without providing supporting evidence at the time of application.
3. **Extenuating Circumstances (Mitigation)** – formal consideration of serious circumstances that have affected a student’s ability to submit or complete an assessment.
4. **Deferral or Break in Study** – temporary suspension of studies where circumstances significantly affect a student’s ability to continue their programme.
5. **Transfer** – movement between programmes, pathways or campuses where personal or academic circumstances change.
6. **Withdrawal** – voluntary cessation of studies initiated by the student.
7. **Termination of Registration** – termination of a student’s registration initiated by the College in exceptional circumstances where continuation of study is not possible.

Students should apply for the route that most closely reflects their situation. Where a student is unsure which process is appropriate, they are encouraged to seek advice from Student Services, Registry, or their Course Director before submitting an application.

4.1 Overview of Available Options

The table below provides an indicative guide to help students understand which process may apply to their circumstances.

Situation	Appropriate Request
Need a short extension for coursework	Extension
Short-term illness or unexpected disruption	Self-Certification
Serious illness, bereavement, or significant personal difficulty	Extenuating Circumstances
Unable to continue studies temporarily	Deferral or Break in Study
Change of programme, pathway, or campus	Transfer
Decision to leave programme permanently	Withdrawal

Each process has different requirements, timelines, and evidence expectations, which are explained in the sections that follow.

4.2 Student Responsibilities

Students remain responsible for:

- monitoring assessment deadlines
- submitting requests within the required timeframes
- providing appropriate evidence where required
- seeking advice promptly if circumstances affect their studies.

Failure to notify the College of relevant circumstances within the required timeframe may limit the options available under this policy.

5. Extensions

An extension provides a short-term adjustment to an assessment submission deadline where a student is experiencing temporary circumstances that affect their ability to submit work by the original deadline.

Extensions are intended to support students facing short-term difficulties and must normally be requested before the original assessment deadline.

Extensions apply only to coursework or other forms of assessment where a submission deadline is specified. Extensions do not normally apply to examinations unless specifically authorised under partner university regulations.

5.1 Eligibility for Extensions

Students may request an extension where short-term circumstances outside their control affect their ability to complete an assessment.

Examples of circumstances that may justify an extension include:

- short-term illness or injury
- unexpected caring responsibilities
- minor personal emergencies
- temporary technical issues affecting access to online assessment systems.

Extensions are intended to address temporary disruptions and are not normally appropriate where circumstances are severe or prolonged. In such cases, students should instead apply under the Extenuating Circumstances (Mitigation) process.

5.2 Duration of Extensions

Where approved, an extension normally permits submission of coursework up to 10 calendar days after the original submission deadline without academic penalty.

This period reflects the typical maximum extension permitted under partner university regulations.

Extensions longer than this period are not normally granted and students experiencing longer-term circumstances should apply through the Extenuating Circumstances process.

5.3 Submission of Extension Requests

Students must submit extension requests using the designated UKCBC request process, normally through the Evision student portal.

Requests must normally:

- be submitted before the original submission deadline,
- clearly explain the circumstances affecting the student, and
- indicate the assessment affected.

Where an extension request is approved, the revised submission deadline will be confirmed in writing.

5.4 Late Submission Without an Approved Extension

Where coursework is submitted after the deadline without an approved extension, the following penalties may apply:

Submission Timing	Outcome
Up to 10 calendar days late	Work may be marked but the mark will be capped at the pass mark
More than 10 calendar days late	The submission will normally be treated as a non-submission

These penalties may vary where partner university regulations specify different requirements.

5.5 Decision-Making Authority

Extension requests are normally considered by the Course Director or authorised academic staff member responsible for the relevant module or programme.

Decisions are made based on:

- the nature of the circumstances described
- the timing of the request
- the evidence provided where required.

Students will normally receive notification of the outcome within **five working days** of submitting the request.

5.6 Relationship to Self-Certification and Mitigation

Where a student experiences circumstances that prevent submission of an assessment entirely, or where circumstances arise after the submission deadline, students should apply through the Self-Certification or Extenuating Circumstances (Mitigation) processes described in subsequent sections of this policy.

6. Self-Certification

Self-certification allows students to notify the College that short-term exceptional circumstances have affected their ability to complete an assessment without requiring supporting evidence at the time of submission.

This mechanism is intended to support students experiencing temporary or minor disruptions that impact their ability to submit coursework or complete an assessment by the required deadline.

Self-certification is designed as a limited and proportionate process and should not be used where circumstances are serious, ongoing, or require formal evidence. In such cases, students should apply through the Extenuating Circumstances (Mitigation) process described in Section 7.

6.1 Eligibility for Self-Certification

Students may use self-certification where short-term circumstances affect their ability to complete an assessment.

Examples may include:

- short-term illness
- minor personal emergencies
- unexpected short-term disruption to study
- temporary personal difficulties affecting assessment preparation.

Self-certification should only be used where circumstances are temporary and limited in duration.

6.2 Limits on Self-Certification

Students may submit up to three self-certification requests per academic year.

Each request may apply to a single assessment and may be used to request either:

- a short extension to an assessment deadline, or
- mitigation for an assessment attempt.

Self-certification allowances apply per academic year and do not accumulate across a student's programme of study.

6.3 Submission Requirements

Self-certification requests must normally:

- be submitted through the Evision student portal,
- clearly describe the circumstances affecting the student, and
- be submitted before the original assessment deadline where possible.

Although evidence is not required at the time of submission, the College reserves the right to request supporting evidence where concerns arise regarding the request.

6.4 Relationship to Extensions and Mitigation

Self-certification operates alongside the other processes described in this policy:

- Extensions may be requested where a student requires a short additional period to complete coursework before the deadline.
- Extenuating Circumstances (Mitigation) should be used where circumstances are serious, prolonged, or require formal evidence.

Where a student has used self-certification for an extension for a specific assessment attempt, a further self-certified mitigation request cannot normally be submitted for the same assessment attempt. However, a mitigation request supported by appropriate evidence may still be considered.

Where circumstances are more serious or require supporting evidence, students should submit a formal Extenuating Circumstances (Mitigation) request rather than using self-certification.

6.5 Professional, Statutory and Regulatory Body Requirements

Where programmes are subject to Professional, Statutory or Regulatory Body (PSRB) requirements or partner university regulations, the use of self-certification may be restricted.

In such cases, partner institution regulations may determine whether self-certification can be applied to specific assessments.

7. Extenuating Circumstances (Mitigation)

Extenuating circumstances are serious, unforeseen events beyond a student's control that significantly affect their ability to complete or perform in an assessment.

The Extenuating Circumstances (Mitigation) process allows the College to formally consider these circumstances and determine whether an adjustment to the assessment attempt is appropriate.

Mitigation may apply where a student:

- is unable to submit an assessment
- submits an assessment affected by serious circumstances
- is prevented from attending an examination or assessment activity.

Mitigation ensures that students are not academically disadvantaged where significant circumstances have affected their ability to complete assessments.

7.1 When to Apply for Extenuating Circumstances

Students should apply for extenuating circumstances where:

- the circumstances are serious or prolonged, or
- supporting evidence is available, or
- the circumstances prevented submission of an assessment.

Extenuating circumstances may be submitted:

- before an assessment deadline, or
- after the deadline where the circumstances prevented earlier notification.

Where possible, students should notify the College as soon as circumstances arise.

7.2 Evidence Requirements

Applications for extenuating circumstances normally require independent supporting evidence.

Examples of acceptable evidence may include:

- medical certificates or healthcare documentation
- hospital or treatment records
- death certificates or funeral notices
- police reports or crime reference numbers
- letters from professional services or support organisations.

Evidence must normally:

- relate directly to the time period of the assessment affected
- clearly explain the nature and timing of the circumstances.

Where evidence is not immediately available, students may be asked to submit supporting documentation within a specified timeframe.

7.3 Confidentiality and Sensitive Information

UKCBC recognises that extenuating circumstances may involve sensitive personal information.

All evidence submitted as part of an extenuating circumstances application will be handled confidentially and in accordance with data protection legislation and institutional data management policies.

Sensitive evidence will only be reviewed by authorised staff involved in the decision-making process.

7.4 Examples of Acceptable Circumstances

The following examples illustrate circumstances that may normally be considered under the extenuating circumstances process:

- serious illness or injury affecting the student
- worsening of an existing medical or mental health condition
- death or serious illness of a close family member
- significant personal crisis or trauma
- unexpected caring responsibilities
- being the victim of crime
- accommodation emergencies such as eviction or property damage
- major technical failures affecting access to assessments
- safeguarding concerns.

These examples are illustrative and not exhaustive.

7.5 Examples of Circumstances Not Normally Accepted

The following circumstances are not normally accepted as valid grounds for extenuating circumstances:

- holidays or planned travel
- minor illnesses such as common colds unless symptoms are severe
- poor time management
- misreading assessment deadlines or timetables
- minor transport disruption
- computer or printer malfunction where work could have been backed up
- normal examination stress
- planned events such as house moves.

These examples are based on guidance commonly referenced across the UK higher education sector.

7.6 Decision Outcomes

Following review of an extenuating circumstances application, one of the following outcomes may be approved:

- approval of mitigation for the affected assessment attempt
- permission to attempt the assessment at the next available opportunity without academic penalty
- deferral of the assessment or module where appropriate.

Mitigation cannot normally be applied to an assessment that has already been passed.

Where coursework is subsequently submitted and achieves a pass mark, mitigation may no longer apply to that assessment attempt.

7.7 Restrictions

Mitigation cannot normally be considered where:

- an academic misconduct allegation has been proven, or
- circumstances relate solely to dissatisfaction with an academic result.

Students may present relevant circumstances during academic misconduct investigations where appropriate.

7.8 Professional and Partner Requirements

Where programmes are subject to Professional, Statutory or Regulatory Body (PSRB) requirements or partner university regulations, the application of mitigation may be subject to additional restrictions.

Partner regulations may determine:

- whether mitigation is permitted for specific assessments
- the maximum number of reassessment opportunities
- progression or award decisions.

Final confirmation of mitigation outcomes may therefore be subject to review by the relevant Assessment Board or partner institution.

8. Deferral or Break in Study

A deferral or break in study allows a student to temporarily suspend their studies where serious personal circumstances prevent them from continuing their programme for a period of time.

This option is intended for circumstances that are significant, prolonged, or ongoing, where short-term measures such as extensions or mitigation are not sufficient to support the student's academic progress.

A break in study enables students to pause their studies and return at a later stage when they are able to resume their programme.

8.1 Eligibility

Students may request a deferral or break in study where circumstances significantly affect their ability to continue their studies.

Examples may include:

- serious or prolonged physical or mental health conditions
- significant caring responsibilities
- bereavement or severe personal crisis
- safeguarding concerns
- major financial or accommodation difficulties
- other serious personal circumstances beyond the student's control.

Students experiencing difficulties are encouraged to discuss their situation with Student Services or their Course Director as early as possible.

8.2 Duration of Deferral

A break in study may normally be approved for a defined period agreed with the College.

The maximum duration of a deferral will normally be determined by the registration limits set by the relevant awarding partner.

For example:

- some partner institutions allow up to five years total registration for undergraduate programmes, enabling students to return following a break in study.

A break in study will normally not exceed two years unless exceptional circumstances are demonstrated and partner regulations permit an extended period.

8.3 Return to Study

Where a break in study is approved, the College will normally agree:

- the expected return date
- the appropriate point of re-entry into the programme
- any academic support required upon return.

Students may be required to meet with the Course Director or academic support team before resuming their studies to ensure they can re-engage effectively with the programme.

8.4 Repeat Year

In exceptional circumstances, a student may request to repeat a year of study where severe extenuating circumstances have significantly affected their academic progress.

Approval of a repeat year is subject to:

- partner university regulations
- available reassessment opportunities
- the student's overall progression status.

For example, some partner institutions permit only one repeat year during a programme of study.

8.5 Pregnancy and Maternity

Where a student becomes pregnant during their studies, UKCBC will prioritise the health and wellbeing of the student.

Students will normally be offered guidance and support through the Fitness to Study Policy to determine the most appropriate course of action.

Where pregnancy or maternity circumstances significantly affect a student's ability to continue their studies, the student may choose to:

- continue their studies with appropriate support arrangements, or
- request a deferral or break in study.

Decisions will be made with the student's wellbeing and academic success as the primary considerations.

8.6 Decision-Making Authority

Requests for a break in study will normally be reviewed by:

- the Student Services and Administration Manager, and
- the Course Director or Programme Lead.

Final approval may be subject to the requirements of the relevant partner institution or assessment board.

Students will normally be notified of the decision within **10 working days** of submitting the request.

9. Transfer

A transfer allows a student to move between programmes, pathways, or campuses where circumstances affecting their studies make such a change appropriate.

Transfers may arise where:

- a student's personal circumstances change
- academic progression indicates a different programme pathway may be more suitable
- a student relocates and requires a change of campus
- a student wishes to move to a different programme that better aligns with their academic goals.

Transfers may include:

- internal transfers between programmes or campuses within UKCBC
- external transfers where a student moves to another higher education provider.

Where a transfer request arises due to personal or academic circumstances covered by this policy, students may first seek advice from:

- Student Services
- Student Support Officers
- Course Directors

The formal administrative process governing programme or campus transfers is set out in the Student Withdrawal, Suspension and Transfer Policy (SLCC 6.5).

Students must therefore submit transfer requests in accordance with the procedures described in that policy.

Transfer requests may also be subject to:

- programme availability
- progression requirements
- partner university approval where programmes are delivered under franchise arrangements.

10. Withdrawal and Termination of Studies

In some circumstances a student may decide that they are unable to continue their studies and may request to withdraw from their programme.

Withdrawal may arise where:

- personal circumstances prevent continuation of study
- a student decides to pursue alternative opportunities
- prolonged circumstances make continued participation in the programme impractical.

Where circumstances affecting study are temporary, students may wish to consider a break in study rather than withdrawal.

Students considering withdrawal are strongly encouraged to discuss their circumstances with:

- Student Services, or
- a Course Director,

to ensure that all available support options have been explored before a final decision is made.

The administrative procedures governing withdrawal and suspension of studies are set out in the Student Withdrawal, Suspension and Transfer Policy (SLCC 6.5).

10.1 Termination of Registration

In exceptional circumstances, the College may initiate termination of a student's registration.

This may occur where:

- a student is unable to continue their studies and does not respond to support offered by the College
- serious academic or regulatory issues arise
- engagement requirements are not met.

Termination decisions are governed by the procedures set out in SLCC 6.5 Student Withdrawal, Suspension and Transfer Policy.

Students will normally be notified in writing if termination of registration is being considered and will be informed of their right to appeal in accordance with the Academic Appeals Policy (AQS 1.5).

11. Process for Submitting Extenuating Circumstances Requests

This section sets out the process for submitting and reviewing requests related to:

- extensions
- self-certification
- extenuating circumstances (mitigation)
- deferral or break in study.

Where a request relates to transfer, withdrawal, or suspension, the formal administrative procedures are governed by the Student Withdrawal, Suspension and Transfer Policy (SLCC 6.5).

11.1 Submitting a Request

Students must submit requests through the UKCBC student portal (Evision) using the appropriate request form.

Applications should include:

- a clear description of the circumstances
- the assessment(s) or study period affected
- any supporting evidence where required.

Where students require assistance submitting a request, they may seek support from:

- Student Services
- Student Support Officers
- Course Directors.

Students are encouraged to submit requests as soon as circumstances arise.

11.2 Initial Review

Following submission of a request:

1. The request will be received by Student Services or Academic Registry.
2. The application will be reviewed to ensure that sufficient information has been provided.
3. If further clarification or evidence is required, the student will be contacted.

Students will normally be notified within **five working days** if additional information is required.

11.3 Decision-Making

Once a complete request has been received, the relevant academic officer will review the application.

Decision-making authority normally sits with:

- the Course Director, or
- an authorised academic nominee.

Where appropriate, the request may also involve consultation with:

- Academic Support Officers
- Student Services
- partner institutions where required.

A decision will normally be made within:

- **10 working days** of submission, or
- **15 working days** where additional evidence or clarification is required.

11.4 Communication of Outcomes

Students will be informed of the decision in writing.

Outcome notifications will normally be issued within three working days of the decision being made.

The decision will include:

- the outcome of the request
- any academic implications
- any further steps required by the student.

Where the request relates to programme transfer, withdrawal, or suspension, the outcome will be processed in accordance with SLCC 6.5 Student Withdrawal, Suspension and Transfer Policy.

11.5 Record Keeping and Monitoring

All requests and outcomes will be recorded within the College's Extenuating Circumstances Log.

Records will normally include:

- the nature of the request
- supporting evidence
- the decision made
- the date of the decision.

These records support:

- monitoring of student progress
- oversight of mitigation decisions
- review by Assessment and Standards Boards where required.

Extenuating circumstances records will normally be retained for three years before secure disposal in accordance with data protection requirements.

11.6 Reporting and Academic Oversight

Data relating to extenuating circumstances requests will be monitored by the Academic Support Office and relevant academic committees to ensure:

- consistency of decision-making
- identification of student support needs
- continuous improvement of academic support processes.

Monitoring reports may be reviewed by:

- Academic Quality and Standards Committee
- Assessment Boards
- College Management Team.

12. Appeals

Students have the right to appeal decisions made under this policy where they believe that the decision was incorrect or that the process was not applied fairly.

Appeals against decisions relating to:

- extensions
- self-certification
- extenuating circumstances
- deferral or break in study
- transfer decisions
- withdrawal or termination of registration

must be submitted in accordance with the Academic Appeals Policy (AQS 1.5).

Grounds for appeal normally include:

- evidence of procedural irregularity in the decision-making process
- new evidence that could not reasonably have been provided at the time of the original request
- evidence that the decision reached was unreasonable in light of the available information.

Students should normally submit an appeal within 10 working days of receiving the decision notification.

Appeals will be reviewed through the stages described in the Academic Appeals Policy, which ensures that appeals are considered independently and fairly.

Where a student remains dissatisfied after the completion of the internal appeals process, they may request a Completion of Procedures (CoP) letter and escalate the matter to the Office of the Independent Adjudicator (OIA).

Further information is available at:

<https://www.oiahe.org.uk>

13. Roles and Responsibilities

The effective operation of this policy requires clear responsibilities across academic and professional service teams.

13.1 Students

Students are responsible for:

- notifying the College as soon as possible when circumstances affect their studies
- submitting requests through the appropriate processes and within the required timeframes
- providing accurate information and supporting evidence where required
- seeking advice from Student Services or academic staff where necessary.

13.2 Course Directors

Course Directors are responsible for:

- reviewing requests for extensions, mitigation, and break in study
- ensuring that decisions are made consistently and fairly
- seeking advice from relevant support teams where appropriate
- ensuring that decisions are communicated clearly to students.

13.3 Student Services and Registry

Student Services and Academic Registry are responsible for:

- receiving and recording requests submitted through the student portal
- maintaining accurate records of extenuating circumstances decisions
- ensuring that decisions are communicated to students
- maintaining the Extenuating Circumstances Log for monitoring and reporting.

13.4 Academic Support Teams

Academic Support teams are responsible for:

- advising students on available academic support options
- identifying where additional support or intervention may be required
- supporting students returning from breaks in study.

13.5 Quality of Education Committee

The Quality of Education Committee is responsible for:

- monitoring the operation of this policy
- reviewing trends and patterns in extenuating circumstances requests

- ensuring that academic standards and fairness are maintained across programmes.

14. Monitoring and Review

The implementation of this policy will be monitored to ensure that it operates effectively and continues to support students experiencing exceptional circumstances.

Monitoring will include:

- review of data from the Extenuating Circumstances Log
- analysis of trends in extensions, mitigation and deferral requests
- review of related appeals outcomes
- identification of areas where additional student support may be required.

Summary reports may be presented annually to the Academic Quality and Standards Committee and the College Management Team to support continuous improvement.

This policy will normally be reviewed every three years, or earlier where required due to:

- changes in regulatory requirements
- updates to partner university regulations
- internal review of academic support processes.

Any amendments to the policy must be approved through the College's governance procedures.