



Extensions and Extenuating Circumstances Policy

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External reference points:	Plymouth Marjon University Student Regulations Framework 2026-27 (Section 4); University of West London Academic Regulations (sections 7.5 and 13) and Global Partnership Operations Manual for Partners; Ravensbourne University London Examination and Assessment Policy (Section 8, Chapter 4)
Linked policies:	ASQ 1.5 Academic Appeals Policy and Procedure; SWS 7.2 Fitness to Study Policy; SWS 7.5 Additional Learning Support (ALS) Policy; 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 Support and Wellbeing Policy; SLCC 6.7 Hardship and Bursary Policy
Audience:	Students and Staff

1. Purpose

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

Changes to a student's status, including interruption, suspension, transfer, withdrawal and termination, are governed by SLCC 6.5 Student Withdrawal, Suspension and Transfer Policy.

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 (RUL).

2.1 Franchise Arrangements and Decision Making Authority

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.

UKCBC operates the day to day processes for extensions, self certification and extenuating circumstances described in this policy under arrangements agreed with its awarding partners. Decisions are made by UKCBC as set out in this policy and are reported to, and where the partner's regulations require confirmed or determined by, the relevant partner university and its assessment boards.

The partner specific provisions that apply to each student's programme are set out in the annexes to this policy: Annex A (Plymouth Marjon University), Annex B (University of West London) and Annex C (Ravensbourne University London). The partner provisions take precedence in the event of any inconsistency with the body of this policy.

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.

Interruption, suspension, transfer, withdrawal and termination are defined in SLCC 6.5 Student Withdrawal, Suspension and Transfer Policy.

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.

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 the Student Support and Experience Team, Registry, or their Senior Lecturer 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
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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 for a period, wishing to change programme or campus, or wishing to leave the programme	SLCC 6.5 Student Withdrawal, Suspension and Transfer Policy

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. Partner specific limits and conditions are set out in Annexes A to C.

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 submitted through Evision and are processed and decided by Registry colleagues, in line with the procedure in section 9 and the partner provisions in Annexes A to C. Registry may consult the Senior Lecturer responsible for the module or programme on academic matters, such as the length of an extension.

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, unless the regulations of the relevant awarding partner specify a different timescale.

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, unless a lower limit applies under the relevant partner's regulations, as set out in Annexes A to C.

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. Self certification declarations found to be false may be considered as academic misconduct under the ASQ 1.6 Academic Integrity and Misconduct Policy and the regulations of the relevant awarding partner.

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.

Claims or supporting evidence found to be false or fabricated may be considered as academic misconduct under the ASQ 1.6 Academic Integrity and Misconduct Policy and the regulations of the relevant awarding partner.

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 Making Authority

Extenuating circumstances claims are considered by the UKCBC Extenuating Circumstances Panel, chaired by the Head of Registry, with membership drawn from Registry and the Student Support and Experience Team. The Panel considers claims received through the Evision student portal, records each

decision and its reasons in the Extenuating Circumstances Log, and notifies students of the outcome in writing.

Panel decisions are reported to the relevant partner university and are subject to confirmation or determination by the partner where its regulations so require, as set out in Annexes A to C.

7.7 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
- in exceptional circumstances, where severe extenuating circumstances have significantly affected the student's academic progress, a recommendation to the relevant Assessment Board that the student repeats the year of study. Approval is subject to partner university regulations, available reassessment opportunities and the student's overall progression status; some partner institutions permit only one repeat year during a programme of study.

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.

7.8 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.

7.9 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. Changes to Student Status and Fitness to Study

This policy deals only with the effect of circumstances on assessment. Where circumstances are so serious that a student cannot continue their studies for a period of time, the student may request an interruption under SLCC 6.5 Student Withdrawal, Suspension and Transfer Policy, which also governs transfer, withdrawal, suspension and termination. Evidence submitted under section 7.2 of this policy may be used to support an interruption request.

Where a concern arises about a student's fitness to study, SWS 7.2 Fitness to Study Policy applies. A student who is subject to the Fitness to Study process may still make a claim under this policy for any assessment affected. The Fitness to Study Panel does not determine extenuating circumstances claims.

9. Process for Submitting Requests

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

- extensions
- self certification
- extenuating circumstances (mitigation).

Requests relating to interruption, transfer or withdrawal are made under SLCC 6.5 Student Withdrawal, Suspension and Transfer Policy.

9.1 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 Support and Experience Team
- Assistant Lecturers and Student Support and Experience Officers
- Senior Lecturers.

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

9.2 Initial Review

Following submission of a request:

1. The request will be received and processed by 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.

9.3 Decision Making

Once a complete request has been received, Registry will review the application.

Decision making authority depends on the type of request:

Extension and self certification requests are decided by Registry colleagues (see section 5.5).

Extenuating circumstances (mitigation) claims are decided by the UKCBC Extenuating Circumstances Panel, chaired by the Head of Registry (see section 7.6).

Where appropriate, the request may also involve consultation with:

- the Senior Lecturer responsible for the module or programme
- Assistant Lecturers and Student Support and Experience Officers
- Student Support and Experience Team
- partner institutions where required.

Other than extension requests (see section 5.5), a decision will normally be made, subject to the regulations of the relevant awarding partner, within:

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

9.4 Communication of Outcomes

Registry will inform students 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.

9.5 Record Keeping and Monitoring

Registry will record all requests and outcomes in 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.

9.6 Reporting and Academic Oversight

Data relating to extenuating circumstances requests will be monitored by Registry 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:

- Quality of Education Committee
- Assessment Boards
- College Management Team.

10. 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

must be submitted in accordance with the Academic Appeals Policy (ASQ 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>

11. Roles and Responsibilities

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

11.1 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 the Student Support and Experience Team or academic staff where necessary.

11.2 Senior Lecturers

Senior Lecturers are responsible for:

- advising Registry on academic matters relating to individual requests where consulted
- taking account of approved extensions, self certification and mitigation outcomes in marking, moderation and preparation for Assessment Boards
- referring students to Registry or the Student Support and Experience Team where circumstances affect their studies.

11.3 Registry

Registry is responsible for:

- receiving, processing and recording all requests submitted through the student portal
- deciding extension and self certification requests, and supporting the Extenuating Circumstances Panel chaired by the Head of Registry
- maintaining accurate records of extenuating circumstances decisions
- issuing all outcomes to students in writing
- flagging approved cases to partner universities as set out in Annexes A to C
- maintaining the Extenuating Circumstances Log for monitoring and reporting.

11.4 Student Support and Experience Team

The Student Support and Experience Team is responsible for:

- advising students on the options available under this policy and supporting them to submit requests
- contributing to the Extenuating Circumstances Panel through its membership (section 7.6)
- identifying where additional support or intervention may be required.

11.5 Assistant Lecturers and Student Support and Experience Officers

Assistant Lecturers and Student Support and Experience Officers are responsible for:

- advising students on available academic support options
- identifying where additional support or intervention may be required.

11.6 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.

12. 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 extension, self certification and mitigation requests
- review of related appeals outcomes
- identification of areas where additional student support may be required.

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

This policy will normally be reviewed every two 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.

Annex A: Plymouth Marjon University

This annex applies to students enrolled on programmes delivered by UKCBC and validated by Plymouth Marjon University.

Source: Plymouth Marjon University Student Regulations Framework 2026-27, Section 4 (Extenuating Circumstances) and Assessment Regulations section 3.12, with the University's Extenuating Circumstances Claim Process Flowchart. These provisions take precedence in the event of any inconsistency with the body of this policy.

Arrangements relating to extenuating circumstances on collaborative programmes must align with the University's procedures, and all extenuating circumstances decisions are conveyed to the University's Extenuating Circumstances team to be recorded on the student's record. The Student Regulations Framework reserves rulings on the validity of claims to the University's Registry and Programme Support Office, and Module Assessment Boards may take extenuating circumstances into account only where so authorised.

A claim must be severe, unexpected, unpreventable, relevant and corroborated. Claims must normally be made by the end of the semester or term to which they relate, by the deadlines published in the University's Assessments Calendar, and claims relating to years already completed are not considered.

Claims follow the University's process routes: standard extenuating circumstances of six working days or more, Student Support short term claims, and Student Wellbeing and Support extended term claims; claims supported by Student Wellbeing and Support or the Disability and Inclusion Advice Service follow the supported route. Students normally receive the outcome within two working days of the claim being approved or of receipt of valid supporting evidence. A bereavement claim concerning the death of a close family member, partner or friend is found valid, with supporting evidence required within six weeks.

The University operates a fit to sit principle: a student who submits an assessment or sits an examination confirms they are fit to do so, and a later claim is considered only exceptionally. Where valid extenuating circumstances apply, Module Assessment Boards must waive the late submission penalty provided the work was submitted within ten working days of the due date.

Misrepresentation or falsehood in a claim may lead to the application of the University's Student Misconduct Procedures, and may also be considered under the ASQ 1.6 Academic Integrity and Misconduct Policy.

Annex B: University of West London

This annex applies to students enrolled on programmes delivered by UKCBC and validated by the University of West London.

Source: University of West London Academic Regulations, sections 7.5 and 13 (self certification, extensions and mitigating circumstances), and the UWL Global Partnership Operations Manual for Partners, sections 9.3 and 21. These provisions take precedence in the event of any inconsistency with the body of this policy.

Responsibility for handling the self certification, extension and mitigation processes is delegated to UKCBC and must be operated in accordance with the University's Academic Regulations, mirroring the processes set out in Section 13, with consideration given to extension and mitigation requests that are acceptable within the local context at UKCBC.

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

All cases of self certification, extensions and mitigation are flagged securely by Registry, without the underlying reasons, to the APLT and the Course Administrator at regular intervals, so that any potential impact on marking, moderation and the Assessment Board for particular students is noted. All documentation is retained for monitoring purposes in line with the University's retention schedule.

Cases are managed consistently and fairly by UKCBC; guidance is available from the University's Academic Registry team, arranged through the Global Partnerships Office.

Annex C: Ravensbourne University London

This annex applies to students enrolled on programmes delivered by UKCBC and validated by Ravensbourne University London.

Source: Ravensbourne University London Examination and Assessment Policy (Section 8), Chapter 4 – Extenuating Circumstances Applications. These provisions take precedence in the event of any inconsistency with the body of this policy.

Extenuating circumstances are short term personal circumstances that could not have been predicted, over which the student has no control, and that have seriously affected the student's ability to undertake the assessment. The policy does not apply to ongoing medical conditions, disabilities, learning difficulties or mental health conditions, for which reasonable adjustments are arranged instead; it may be used where a pre existing condition significantly worsens during an assessment period.

Applications are made on the prescribed form, with the relevant evidence, as soon as possible and within 10 working days of the assessment deadline; where an application cannot be submitted in time, the reason for the lateness and any supporting evidence are submitted with the form. Applications are considered by a Registry Administrator, who makes objective and impartial decisions on validity, ensures applications are supported by appropriate validating evidence, and keeps the circumstances confidential.

Students receive an outcome letter within 10 working days. An upheld application results in either an extension of up to 5 days or the opportunity of an uncapped resit at the next available opportunity, with the latest grade recorded; a mark is never increased through the extenuating circumstances process. Approved outcomes are reported to the next Assessment Board by confidential written report to its Chair, without disclosure of the circumstances.

Self certification meets the evidence requirements for a valid extenuating circumstance where it is allowed, for a maximum of two assessment attempts in an academic year; beyond this, objective and authoritative evidence is required. A student found to have misled the Registry Administrator through self certification is referred for consideration under the academic misconduct policy.

Appeals are made under the University's Appeals Policy. Where a student applies for extenuating circumstances on a final assessment attempt, a stay of action applies to decisions affecting the student's registration status or progression until the outcome is known. Attendance at religious events or festivals is not valid extenuation; a student who needs to miss an assessment for religious observance should seek deferral to the next available opportunity.

Version History

Version	Date	Author	Summary of changes	Approved by
1.1	23 October 2026	Head of Registry	<p>Role titles updated following organisational restructure, and internal consistency corrections; front sheet, footer and cross references updated for approval; scope limited to extensions, self certification and extenuating circumstances, with interruption, transfer, withdrawal and termination provisions moved to SLCC 6.5, deferral outcome replaced and repeat year added to section 7.7, relationship to SWS 7.2 added and sections renumbered. Section 11.4 and sections 9.1 and 9.3 now name Assistant Lecturers and Student Support and Experience Officers (staff comment of 23 October 2026). Responsibilities realigned so that Registry receives, processes and decides extension and self certification requests and issues and records all outcomes; Senior Lecturers advise where consulted; section 11 restructured (Registry; Student Support and Experience Team) and renumbered (26 October 2026). Hyphenated compounds removed in line with house style (26 October 2026).</p>	Quality of Education Committee