



MANUAL OF GENERAL REGULATIONS

Part 6 Extenuating Circumstances

Contents

1 Purpose and Scope	2
1.1 Purpose	2
1.2 Scope	3
2 Policy Statement	4
2.1 Introduction	4
3 Extenuation Outcomes	5
3.1 Extenuation Outcomes for Examinations and Other Tasks at Which Attendance is required	5
3.2 Extenuation Outcomes for Assessed Tasks (e.g., Coursework) to be submitted by a scheduled date	6
4 Further Information	7
5 Appeals	8
5.1 Appeals against the decisions of the Extenuation Panel	8
6 Distance Learning	8
6.1 Provision for submission of claims	8
7 Procedures	8
7.1 Student Submission of Extenuating Circumstance(s)	8
7.2 Extenuation Panel	10
8 Links to other Institutional Policies and Procedures	11
8.1 Internal Policies	11
8.2 Exemptions and Professional Bodies	11



This Policy provides information about Extenuating Circumstances. For information on the [Extension Policy](#) and [Extension Guidelines](#) provide information on the process and how to apply for a short extension on submission of an assessment.

1 Purpose and Scope

1.1 Purpose

1.1.1 If more appropriate, students are also able to request for a short extension of up to

1.1.2 During a student's study they may encounter difficult or challenging circumstances that could impact their ability to engage with their studies and/or assessments. Students are expected to make reasonable plans to take into account commonly occurring circumstances, even those which, on occasion, may have been unforeseeable and unpreventable.

1.1.3 Extenuating Circumstances are circumstances which:

- Impair the performance of a student in assessment or reassessment
- Prevent a student from attending assessment or reassessment
- Prevent a student from submitting assessed or reassessed work by the scheduled date

1.1.4 Such circumstances would normally be:

- Unforeseeable – in that the student could have no prior knowledge of the event concerned
- Unpreventable – in that the student could do nothing reasonably in their power to prevent such an event
- Expected to have a serious impact



1.2 Scope

- 1.2.1 This Policy is for students considering submitting a claim for Extenuating Circumstances only.
- 1.2.2 Information on requesting a short extension of up to 5 working days may be requested at least 48 hours before the advertised deadline of your assessment can be found in our [Extension Guidelines](#) and [Extension Policy](#).
- 1.2.3 For students engaging in a sport at elite level, the provisions within the [Supporting Elite Athlete's Academic Study Policy](#) will apply and where relevant, students should also consult the [UEL Student Maternity, Paternity and Adoption Policy](#).
- 1.2.4 Students who believe that they are impaired or unable to engage with an assessment (or assessments) and fit within the definitions detailed above can apply for extenuating circumstances.



2 Policy Statement

2.1 Introduction

- 2.1.1 If extenuation is granted at first sit, students will be able to defer the assessment until resit and the mark is uncapped.
- 2.1.2 If extenuation is granted at resit, students will be eligible to re-register for the module again (with attendance). This may only be possible where students have not exhausted all assessment attempts on the module as per the [Manual of General Regulations: Part 3 – Academic Regulations](#). In these circumstances, all previously passed assessment marks on the module will be carried forward. The registration of the module may incur [tuition fee](#) costs.
- 2.1.3 If a student has extenuation granted at resit and has no previous extenuation on the assessment, then the mark is capped as per [paragraphs 7.7.4 \(Undergraduate\) and 14.5.4 \(Postgraduate Taught\) of the Manual of General Regulations: Part 3 – Academic Regulations](#).
- 2.1.4 If a student has extenuation granted on both first sit and resit, the assessment mark is uncapped. This also applies in circumstances where the module is registered again and only applicable on the assessment where extenuation was granted.
- 2.1.5 If there is no engagement or the assessment is failed on the final attempt and there is no extenuation submitted for the assessment, then the module is failed.
- 2.1.6 In exceptional circumstances, if extenuation is submitted on the final allowed attempt for a module, a student may be eligible to retake the module (and relevant assessment) again. In circumstances where this arises, it will be dealt with on a case-by-case basis by the Extenuation Panel.
- 2.1.7 Extenuation outcomes are ratified at assessment boards and are taken into consideration on undergraduate progression decisions.



- 2.1.8 Where the Extenuation panel grants extenuation, it should be noted that for undergraduate students, a progression decision will take precedence. Boards will ratify the decision of the Extenuation Panel and, if granted, allow another attempt on the assessment. However, where a progression decision is made by the Assessment Board, the student may not be allowed to continue their overall studies due to the progression decision and not achieving sufficient credit to progress. The Extenuation Panel can put forward recommendations to the Assessment Board if they feel that the student may have been impacted on their course by the extenuating circumstances submitted e.g., a student cannot be given a withdrawal progression decision.
- 2.1.9 Courses run at collaborative partner institutions will be subject to equivalent procedures, with the process being administered by, and the panel being held within, the partner institution. Appeals against the decision of their extenuation panel will be handled by the normal academic procedures.

3 Extenuation Outcomes

3.1 Extenuation Outcomes for Examinations and Other Tasks at Which Attendance is required

- 3.1.1 If extenuation is granted by the Extenuation Panel and the student did not attend the assessment or failed, they will be allowed to defer their assessment until resit (uncapped), or if extenuation is submitted at resit, they will be eligible to retake the assessment again the next academic year and re-register the module, with attendance. Please refer to [paragraphs 2.1.1 – 2.1.4](#) for further details.
- 3.1.2 If extenuation is granted by the Extenuation Panel and the assessment is passed, the passed component mark is ignored, and the student will defer the assessment as per [paragraphs 2.1.1 – 2.1.4](#). If the extenuation was submitted in error the original assessment mark achieved will stand.



- 3.1.3 If the Extenuation Panel does not grant extenuation, the student will receive the mark achieved; the mark achieved will not be notified to the student until the relevant Assessment Board results are published.

3.2 Extenuation Outcomes for Assessed Tasks (e.g., Coursework) to be submitted by a scheduled date

- 3.2.1 If extenuation is granted by the Extenuation Panel and the student did not engage with the assessment or it is failed then they will be allowed to defer their assessment until resit (uncapped), or if extenuation is submitted at resit they will be eligible to retake the assessment again the next academic year and re-register the module. Please refer to [paragraphs 2.1.1 – 2.1.4](#) for further details.
- 3.2.2 If extenuation is granted by the Extenuation Panel and the assessment is passed, the passed component mark is ignored, and the student will defer the assessment as per [paragraphs 2.1.1 – 2.1.4](#). If the extenuation was submitted in error the original assessment mark achieved will stand.
- 3.2.3 Where extenuation is granted and the student has submitted up to one working day after the published deadline (within 24 hours of the submission deadline) and the student has not engaged or failed, they will be allowed to defer their assessment until resit (uncapped), or if extenuation is submitted at resit they will be eligible to retake the assessment again the next academic year and re-register the module, with attendance. Please refer to [paragraphs 2.1.1 – 2.1.4](#) for further details.
- 3.2.4 Where extenuation is granted and the student has submitted up to one working day after the published deadline (within 24 hours of the submission deadline) and the assessment is passed then the passed component mark is ignored, and the student will defer the assessment as per [paragraphs 2.1.1 – 2.1.4](#). If the extenuation was submitted in error the original assessment mark achieved will stand and be liable to a 5% deduction as detailed in the [Manual of General Regulations: Part 3 – Academic Regulations](#).



- 3.2.5 Where work and a claim for extenuation has been submitted later than one calendar day after the published deadline, and the student has not requested an extension, the submitted work will not be assessed and the mark awarded will be zero. If extenuation is granted the student will be eligible to defer the assessment until resit (uncapped). Please refer to [paragraphs 2.1.2 – 2.1.6](#) for further details.
- 3.2.6 If the Extenuation Panel does not grant extenuation, the student will receive the mark achieved if submitted within the published deadline or within 24 hours, as per the late submission regulations within the [Manual of General Regulations: Part 3 – Academic Regulations](#) or a zero non-submission; the mark achieved will not be notified to the student until the relevant Assessment Board results are published.

4 Further Information

- 4.1.1 A student can apply for extenuation if they have had an extension granted previously and their circumstances have changed to make them eligible for an application of extenuation. If extenuation is granted the extension is rescinded. If extenuation is rejected the original extension remains. There cannot be a dual application for both extenuation and extension.
- 4.1.2 Where a student submits an application for extenuation that has been considered by the Extenuation Panel the application cannot be withdrawn at a later date.
- 4.1.3 Where extenuation is sought, this will be recorded on the student record (so that the student is aware that the extenuation claim was considered).
- 4.1.4 Once a module has been capped, extenuation does not uncapped the module as per [paragraphs 7.7.4 \(Undergraduate\) and 14.5.4 \(Postgraduate Taught\) of the Manual of General Regulations: Part 3 – Academic Regulations](#).
- 4.1.5 Where a component consists of more than one element, and the circumstances of extenuation apply to one element, the extenuation granted is for the whole component in its entirety.



4.1.6 Professional Body requirements may take precedence in allowing a student to defer an assessment even if extenuation is granted.

5 Appeals

5.1 Appeals against the decisions of the Extenuation Panel

5.1.1 There will be no appeal against the decision of the Extenuation Panel other than on the grounds that an administrative or procedural error has occurred. An appeal will be by the normal [academic appeal procedures](#).

6 Distance Learning

6.1 Provision for submission of claims

6.1.1 Provision will be made for the submission of pro-formas and evidence can be provided electronically however, in some instances a hard copy may be requested.

7 Procedures

7.1 Student Submission of Extenuating Circumstance(s)

7.1.1 For an extenuation claim to be considered, it is the student's responsibility to inform the University as early as possible of any difficulties they have encountered, which will affect their ability to engage with an assessment and ensure that for each component affected:

- They submit details of the circumstances via the [Extenuating Circumstances Online Claim Form](#).
- Details are submitted as soon as possible, in in any event, by the designated date and time
- Details are submitted with accompanying documents and evidence
- All relevant sections of the form have been completed.



- 7.1.2 Claims can be submitted before the scheduled date and time for the submission/attendance of the assessed work.
- 7.1.3 The deadline for submitting a claim is 5 working days after the assessment deadline/submission date.
- 7.1.4 In cases where a student is unable to submit extenuation within the normal timeframes, the deadline for submitting a claim for extenuation after the results are published, is before the next Academic Term starts.
- 7.1.5 It is recognised that there may be cases where a student is unable to submit a claim for extenuation within the above time-period (e.g., emergency in-patient hospital treatment occurring during the examination period). In this case, submission of the claim at the earliest opportunity should be made with evidence supplied for the late application outside of normal deadlines via the [appeals process](#).
- 7.1.6 Students submitting late extenuation may have to intermit their studies if the outcome of extenuation is not agreed in time to re-enrol or retake the relevant assessment/module.
- 7.1.7 Claims must be complete and accompanied by evidence at the time of submission. Incomplete claims including those without evidence cannot be submitted and students will be advised to submit the form once it is complete.
- 7.1.8 Claims will not be considered unless submitted on the standard University pro-forma by the designated date and time with accompanying evidence
- 7.1.9 Any claim for extenuation which is found to be in any part fraudulent will be considered as a matter of misconduct and dealt with under the [Non-Academic Misconduct Policy and Procedure](#).

7.2 Extenuation Panel

7.2.1 The Remit of the Panel is:

- To review applications for extenuation claims on the grounds of extenuating circumstances to ensure consistency of approach.
- To consider appeals against the decision of any authorised individual to reject an extenuation claim.
- Where an appeal is granted, the Extenuation Panel will proceed to consider the application for extenuating circumstances.

7.2.2 The Chair of the Panel shall be the Academic Registrar (or nominee). Other Members of the panel will consist of:

- The Head of Complaints and Appeals (or nominee).
- A member of the student wellbeing team.
- The Student Hub supervisor (or nominee Secretary to the panel)
- Dean of students (or nominee)

7.2.3 The quorum for an Extenuation Panel shall be four, including a Chair and Secretary.

7.2.4 Where extenuation for more than one component is sought by a student, extenuation will be considered on a component-by-component basis.

7.2.5 The Extenuation Panel will normally meet monthly but can convene more frequently as necessary to deal with the volume of claims in a timely manner.

7.2.6 Students will be informed of the outcome of their claim via feedback through UEL Direct.

7.2.7 The decision of the Extenuation Panel is ratified at Assessment and Award boards.



- 7.2.8 As per [paragraph 2.1.8](#), the Extenuation Panel can put forward recommendations to the Assessment Board if they feel that the student may have been impacted on their course by the extenuating circumstances submitted e.g., a student not to be given a withdrawal progression decision.
- 7.2.9 If a claim raises sufficient concerns about a student's ability to manage their studies, UEL reserves the right to refer the student to the [Fitness to Study and/or the Fitness to Practise Policies and Process](#).

8 Links to other Institutional Policies and Procedures

8.1 Internal Policies

[Manual of General Regulations: Part 3 – Academic Regulations](#)

[Manual of General Regulations: Part 5 – Assessment](#)

[Extension Policy](#)

[Extenuation Guidance](#)

[Fitness to Study Policy](#)

[Fitness to Practice Policy](#)

[Student Maternity, Paternity and Adoption Policy](#)

[Tuition Fees Policy](#)

8.2 Exemptions and Professional Bodies

[Exemptions to the Academic Framework and Academic Regulations](#)

[Professional Statutory and Regulatory Bodies](#)

Policy Owner: Academic Registrar

Department: Academic Registry

Version	Effective From	Amendments	Equality Analysis	Stakeholders Consulted	Approval Date	Author	Date for Review
V1.0	01/09/2022	Updated wording and transferred to new template Change of wording to further clarify late submission claims for Extenuation	09/09/2022	Disability & Dyslexia Team UEL Students' Union Student Hub Schools QAE	09/09/2022	Ian Porton / Martyn Hoyle	01/03/2023

This Policy is reviewed by **Education & Experience Committee** and approved by **Academic Board**