

# Student Guide to UEL Extensions and Extenuation Policy and Process

## Introduction

We recognise that unplanned events, including ill health, may occur during your time at the University of East London (UEL), which could impact your ability to study and complete assessments. This guide has been designed to outline what you need to do and when, as well as the evidence you need to provide.

### What are extenuating circumstances?

It is important to note that periods of stress and anxiety are normal. For example, when deadlines are looming. An 'extenuating circumstance' is an event that has had a negative impact on your ability to study or complete your assessment. It is something which you could not have foreseen and which you have no control over. The University defines extenuating circumstances as:

- unforeseeable - in that you could have no prior knowledge of the event concerned.
- unpreventable - in that you could do nothing reasonably in your power to prevent such an event.
- expected to have a serious impact.

There are two routes open to you. The first is an **extension** for an assessed piece of work for short-term impact. The second is an **extenuation**, to cover more extensive ongoing impact. These are explained in more detail below.

### What do you need to read?

As well as reading this quick guide, make sure that you read your course handbook.

For the University's Extensions Policy go to: <https://www.uel.ac.uk/sites/default/files/11216.pdf>

For the Extenuation Policy, go to: <https://www.uel.ac.uk/about/governance/extenuation-procedures>

### Why it is important to let us know about any extenuating circumstances as early as possible?

It's important to let us know about any issues you are experiencing as soon as possible so that we can help you find the right support. You may reduce the options available to you if you delay telling us. The longer you leave it the less options there are!

### Who should you talk to?

If you feel that circumstances are affecting your ability to attend lessons and complete your assessments, you should talk to your academic advisor, course leader or the SERT Team. Also read the guidance on the Students' Union website ([www.uelunion.org](http://www.uelunion.org)), who are independent of the University. The advice provides the options available. All of these routes will be able to offer advice on how you can best manage your situation.

## Extensions

### What are extensions?

In your student academic year, you have the opportunity to use an extension for a piece of course work (a maximum of one per term). This applies to all modes of study. If more than one piece of work has been affected, you are advised to submit an extenuation. There are exemptions for extensions though, and these will be confirmed by the school, course or module leader/team when the assessment is set.

These automatic assessment extensions are primarily suitable for written assignments. Assignments not eligible for an automatic assessment extension include: presentations, performance, lab work, practicals, clinical work or mathematical assignments, where students may gain unfair access to questions or answers. **You are responsible for checking with your module leader, Moodle and module guides whether an assignment is eligible for an extension.**

### What if an extension is not sufficient to enable completion of the work?

It is really important that you use your two requests for extensions wisely. If after using one of your extensions you feel that you are still unable to engage with the assessment, you are eligible to apply for an extenuation. It is important to note that if you do not request an extension and you submit late but within 24 hours, you will lose 5 per cent of your mark. If you submit after 24 hours with no notification, you will be awarded a zero.

### How do I submit use for an extension or request extenuation?

There is a separate form for an 'extension' and a separate form for 'extenuation'. Once you have decided which process best suits your circumstance, complete one form as per the instructions below.

If you need help completing the form, talk to your student education and experience officer (SEEO) in your school or someone in The Hub. Please also discuss your applications with your academic advisor who will be able to support you in managing your response to the events that have led you to need additional time.

### Using an extension

In your student academic year, you have the opportunity to use an extension for a piece of course work (a maximum of one per term). To activate an extension:

- You need to complete the online form **before 23:59hrs on the deadline date (UK time)**.
- Once submitted, you do not need to wait for it to be authorised but need to submit your work within seven calendar days (this is seven continuous days) and **before 23:59hrs on the deadline date (UK time)**. If it includes a Monday Bank Holiday, it is eight calendar days.
- If your submission is on the last Thursday of the term, you will need to submit your assessment on the first day when the university opens.
- If you have already used your automatic assessment extension, you will need to submit an extenuation for any further assessments that you are unable to submit on time.
- A timetable of assessment deadlines, request for extension and new submissions are listed in the table below.

Assessment deadline	New submission of assessment	New submission assessment after a Monday BH
Monday	Following Monday	Following Tuesday
Tuesday	Following Tuesday	Following Wednesday
Wednesday	Following Wednesday	Following Thursday
Thursday	Following Thursday	Following Friday
Friday	Following Friday	Following Monday

- Note that you will be deemed to have used an extension if you have:
  - Submitted a piece of work that is not eligible.
  - Submitted after the deadline.
  - Used an automatic extension then submitted on time.

**You are responsible for checking with your module leader, Moodle and module guides whether an assignment is eligible for an extension.**

To complete the seven calendar day extension form, go to:

<https://uelac.sharepoint.com/sites/studentssupport/SitePages/Seven-Day-Extensions.aspx>

When you complete the form, you will need to provide the following information. As you have signed into Track My Future, your name and student ID will automatically be filtered into the form.

**Course**

**Module code**

**Module leader name**

**Assessment title**

**Submission deadline date**

**Reason for use of automatic assessment extension**

Please note:

- An automatic assessment extension should not be used as a last-minute attempt to engage with an assessment. You should engage with your academics and discuss any issues or challenges you are facing.
- You should not submit an automatic assessment extension to alleviate conflicting assessment deadlines. You are expected to manage your own workload and time management.
- When you submit your work having used an automatic assessment extension, you need to use the submission mode stated on the assessment brief. Please check with your module leader if you are unclear where to submit.
- If eligible, you can use an automatic extension for a resit but only if it is not in the same term.

### **Extenuation request**

This form is used if you are reporting circumstances such as:

- You were unable to submit work by the deadline date and a seven-calendar day automatic assessment extension is not sufficient.
- Your circumstances have continued to impact on your performance in assessments beyond the assignment extension/exam postponement that has been granted.
- You have completed your assessment before becoming fully aware of the impact of the circumstances.

You will need to complete the extenuation form online and provide appropriate supporting evidence by the deadlines provided to you. Requests made after the deadline are not usually accepted. You have seven calendar days from the deadline to submit your request for extenuation. If this has not been possible, you must do so by the end of the term.

The Extenuation Board will decide whether the circumstances should be taken into consideration. The relevant assessment board will decide upon the outcome for the student. This includes making any recommendation that a student who has failed an assessment be permitted to be re-assessed as outlined in the Assessment Regulations. It is important that when you complete the relevant form that you submit evidence. Below is a list of supporting evidence we would generally expect you to provide for a range of exceptional circumstances.

Completion of the extenuation form

Reason for extenuation	What would normally be considered grounds for extenuation	What would not be considered grounds for extenuation	Acceptable evidence	Unacceptable evidence
Medical conditions	<p>Unforeseeable, debilitating physical or mental health condition, which would directly affect your ability to complete coursework on time, attend an exam or which may result in a poor performance during an exam.</p> <p>Serious illness or medical condition of a dependant e.g. child, spouse, parent or friend.</p> <p>Flare up of an existing medical condition that a medical practitioner has deemed unforeseeable.</p>	<p>Ongoing/long term conditions that are not unforeseeable (unless a flare up has occurred).</p> <p>Minor illnesses such as a cold.</p> <p>Conditions which are not sufficiently close to the assessment deadline.</p>	<p>GP letter, hospital letter, fitness to work certificate, written evidence from a medical practitioner.</p> <p>Evidence which covers the date of the assessment.</p> <p>If evidence is for a dependant where possible evidence to demonstrate the proof of relationship.</p> <p>If the Disability and Dyslexia Service are aware that flare ups are likely with your condition, they can support your claim without you requiring to get medical evidence from your GP.</p>	<p>Photos of an injury, images of medication, prescriptions, generic appointment letters.</p> <p>Evidence not written in English.</p>
Bereavement	<p>Death of close relative or friend.</p>		<p>Order of service or death certificate where possible.</p> <p>Ongoing impact on the student if the bereavement happened some time ago (example GP letter, letter from counsellor).</p>	<p>Evidence not written in English</p>
Trauma	<p>Victim of serious crime.</p> <p>Involvement in a natural disaster or terrorist incident.</p>		<p>Written report from police or other legal authority e.g. solicitor.</p> <p>Crime reference number.</p>	<p>Police telephone number.</p> <p>Photographic evidence.</p> <p>Evidence not written in English.</p>

	Major unforeseeable disruption to home/life e.g. fire.  Domestic/family incident e.g. marriage breakdown/divorce.		Solicitor's letter, letter from GP.  Where possible solicitors letter, letter from GP.	
Caregiving	Sudden, unforeseeable change in circumstances which results in unexpected caregiving responsibilities for a close relative e.g. child or parent.	Ongoing care responsibilities for a child, dependant or parent which hasn't recently changed, and the student would be expected to take into account to fit around their university responsibilities.	Evidence to show the care arrangements have changed e.g. social worker /solicitor.	Generic appointment letters.  Evidence not written in English.
Pregnancy	Sudden, unexpected incident e.g. miscarriage, premature birth, still birth.  A medical condition caused by pregnancy which impacts on a student's ability to meet deadlines (talking to course leader/school, should be done in first instance).	Retrospective disclosure to the University of a Pregnancy.  Students should tell their course leader at their earliest opportunity so a risk assessment can be carried out and adjustments can be made (e.g. if due date is close to a deadline).	Evidence from doctor/midwife/nurse/hospital.	Generic appointment letters, hospital images, scans.  Evidence not written in English.
Court appearance	Jury duty, attendance at court required by law as a witness, defendant or claimant.	Attending court to support a relative or friend.	Documentary evidence provided by court or other legal authority e.g. lawyer, solicitor.	Newspaper article concerning case.  Evidence not written in English.
Accommodation crisis such as eviction or the accommodation becoming uninhabitable	Eviction from home or conditions of the home making it uninhabitable.	Evidence of rent arrears but not evidence of eviction.  House move that was planned or could have reasonably been expected.	Eviction letter, letter from council or local authority.	Rent arrears letter.  Evidence not written in English.

In the event that you are unable to obtain the evidence required to support your claim, please seek advice from The Hub regarding possible alternatives. You should write in your supporting statement why the evidence required is proving difficult to obtain.

Examples of reasons unlikely to be accepted as grounds for extenuation:

- Holidays, house moves or other events that were planned or could reasonably have been expected.
- Minor illnesses, such as common colds or hay fever, unless the symptoms are particularly severe.
- Assessments that are scheduled close together.
- Misreading the exam timetable.
- Poor time management.
- Minor transport disruption.
- Computer or printer failure where the student should have backed up their work.
- Normal exam stress.
- Minor life events, unless the circumstances have had a disproportionate impact.
- Financial reasons, unless it can be demonstrated that these have had a severe impact.

### Process for extensions and extenuation

Below is the flow diagram of the extension and extenuation process.

