



MANUAL OF GENERAL REGULATIONS

Part 5 Extenuating Circumstances

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V2.0	01/09/2023	Previous versions called Part 6 and revised to Part 5 following a reorganisation of the Regulations. Paragraph 3.1.2 updated to reflect that extenuation will no longer override submissions if a student has passed the assessment.	09/09/2022	Disability & Dyslexia Team UEL Students' Union Student Hub Schools QAE	30/08/2023	Ian Porton / Martyn Hoyle	01/02/2024

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

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

1.1.5 Other policies are available to support students and more information can be found on the [University Student Policies webpage](#). For example:

- Supporting Elite Athletes' Academic Study
- Student Maternity, Paternity & Adoption
- Fitness to Study

1.2 Scope

1.2.1 This Policy applies to all forms of summative assessment and 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

2.1 Overview

- 2.1.1 If extenuation is granted at first sit, students will be eligible to take the assessment at resit and the mark will be 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](#). 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 \(Postgraduate Taught Level 7\) 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. If a student passed all previous non extenuated assessments on the module at the first sit, they will be eligible to retake the non-extenuated assessments again uncapped if the module is re-registered.



- 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 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 note 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.

2.2 Extenuation Outcomes

- 2.2.1 Where an assessment is submitted after the deadline (including the twenty-four-hour deadline) the assessment will be recorded as a non-submission.
- 2.2.2 Where a student has extenuation granted and also passed the assessment, extenuation is ignored and the passed result remains. A student can request to engage with the assessment at resit and/or attempt the assessment again as per section [2.3.4](#).



2.2.3 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.

2.3 Key Information

2.3.1 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.

2.3.2 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.

2.3.3 A student can rescind their application for extenuation up to five days after the assessment results are published.

2.3.4 As per [2.2.2](#), where a student has engaged and passed their assessment, as well as submitting extenuation, they can request to have the passed assessment ignored and engage with the extenuation at resit by contacting the Hub. Students have up to 5 working days after the assessment results are published to confirm they wish to engage with extenuation. The previous mark will be ignored, and work submitted at resit will take precedence (even if lower than the original mark achieved).

2.3.5 As per section 2.3.4 a student at resit can request to have extenuation override a passed assessment, however, they will not be eligible to submit another piece of work and the extenuation will be noted on their records.

2.3.6 Where extenuation is granted, this will be recorded on the student record.

2.3.7 Once a module has been capped, extenuation does not uncapped the module as per [paragraphs 7.7.4 \(Undergraduate\) and 14.5.4 \(Postgraduate Taught Level 7\) of the Manual of General Regulations: Part 3 – Academic Regulations](#).

2.3.8 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.



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

3 Distance Learning

3.1 Provision for submission of claims

3.1.1 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.

4 Appeals

4.1 Appeals against the decisions of the Extenuation Panel

4.1.1 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](#).

5 Procedures

5.1 Student Submission of Extenuating Circumstance(s)

5.1.1 For an extenuation claim to be considered, it is the student's responsibility to 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.

5.1.2 Claims can be submitted before the scheduled date and time for the submission/attendance of the assessed work.



- 5.1.3 The deadline for submitting a claim is five working days after the assessment deadline/submission date.
- 5.1.4 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).
- 5.1.5 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.
- 5.1.6 In these cases, submission of the claim should be made at via the published [appeals process](#) and should include evidence to support the late application. Failure to do so will result in the appeal being rejected.
- 5.1.7 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. It is recommended that any international student contact the [Compliance team](#) for visa advice in these circumstances.
- 5.1.8 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.
- 5.1.9 Claims will not be considered unless submitted on the standard University pro-forma by the designated date and time with accompanying evidence.
- 5.1.10 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](#).

5.2 Extenuation Panel

- 5.2.1 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)



- Academic School representative (maximum one per school)

- 5.2.2 The quorum for an Extenuation Panel shall be four, including a Chair and Secretary.
- 5.2.3 The Remit of the Panel is to review applications for extenuation claims on the grounds of extenuating circumstances and to ensure a consistency of approach.
- 5.2.4 Where extenuation for more than one component is sought by a student, extenuation will be considered on a component-by-component basis.
- 5.2.5 The Extenuation Panel will meet virtually and as necessary to deal with the volume of claims in a timely manner. A decision in each case will be made within five working days.
- 5.2.6 Students will be informed of the outcome of their claim via feedback through UEL Direct.
- 5.2.7 The decision of the Extenuation Panel is noted at Assessment and Award boards.
- 5.2.8 Courses run at collaborative partner institutions will be subject to equivalent procedures, with the process being run and administered by the partner institution. Appeals against the decision of their extenuation panel will be handled through the relevant academic appeal procedures.
- 5.2.9 For undergraduate students, extenuation will be taken into account when making a progression decision. In some instances, this may mean a student is still withdrawn/cannot continue on their course if a student has not achieved sufficient credit and/or extenuation has not had a detrimental impact on all of their modules studied.
- 5.2.10 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.



5.2.11 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](#).

6 Links to other Institutional Policies and Procedures

6.1 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](#)

6.2 Exemptions and Professional Bodies

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

[Professional Statutory and Regulatory Bodies](#)