



Part 6

Extenuating Circumstances

The new academic framework refers to the provision of procedures governing extenuating circumstances affecting student assessment. This policy should be read in conjunction with the accompanying [extenuation guidance](#).

1. Introduction and Definitions

1.1. 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.

1.2. 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

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

1.3. For students engaging in a sport at an elite level, the provisions of the *Policy on Supporting Elite Athletes' Academic Study* will apply and where relevant, students should also consult the *UEL Student Maternity, Paternity & Adoption Policy*; [Student Policies - University of East London \(UEL\)](#)

1.4. Students who believe that they are impaired or unable to engage with an assessment(s) and fit within the definitions detailed above can apply for extenuating circumstances.

1.5. If extenuation is granted at first sit they will be eligible to defer the assessment until resit and the mark is uncapped.



- 1.6. If extenuation is granted at resit students will be eligible to defer the assessment and re-register for the module again (with attendance) on the relevant extenuated assessment. 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). In these circumstances the registration of the module may incur tuition fee costs (please refer to the fees policy) and all previously passed assessments marks on the module will be carried forward.
- 1.7. If a student has extenuation granted at resit and has no previous extenuation on the assessment, then the mark is capped. As per 6.7.3 - Part 3, Manual of General regulations
- 1.8. 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.
- 1.9. If there is no engagement or the assessment is failed on the final attempt and there is no extenuation submitted for the assessment the module is failed.
- 1.10. In exceptional circumstances if extenuation is submitted on the final attempt allowed on 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.
- 1.11. Extenuation outcomes are ratified at assessment boards and are taken into consideration on undergraduate progression decisions
- 1.12. Where the Extenuation Panel grants extenuation, it should be noted that for undergraduate student's 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 studies overall 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 not to be given a withdrawal progression decision.

2. Procedures for the Submission of Claims for Extenuating Circumstances by students

- 2.1. 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 relevant Student Hub on the standard University proforma
 - details are submitted as soon as possible but, 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
- 2.2. Claims can be submitted before the scheduled date and time for the submission/attendance of the assessed work.
- 2.3. The deadline for submitting a claim for extenuation is 5 working days after the assessment deadline/submission date to ensure decisions are ratified at the relevant assessment Boards
- 2.4. 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). In this case, submission of the claim at the earliest opportunity, should be made.
- 2.5. In cases where student's are unable to submit extenuation within the normal timeframes the deadline for submitting a claim for extenuation after results are published is before the next Academic Term starts.
- 2.6. 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.
- 2.7. 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.
- 2.8. Claims will not be considered unless submitted on the standard University proforma by the designated date and time with accompanying evidence
- 2.9. 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 student disciplinary procedure

3. Procedures of the Extenuation Panel

- 3.1. The Remit of the Panel is;
- To review applications (granted and refused) from students 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.
- 3.2. 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)
- 3.3. The quorum for an Extenuation Panel shall be four, including a Chair and Secretary.
- 3.4. Where extenuation for more than one component is sought by a student, extenuation will be considered on a component by component basis
- 3.5. 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.
- 3.6. Students will be informed of the outcome of their claim via feedback through UEL Direct.
- 3.7. The decision of the Extenuation Panel is ratified at Assessment and Award boards.
- 3.8. As per 1.12 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.
- 3.9. 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 process.

4. Extenuation outcomes for examinations and other tasks at which attendance is required

- 4.1. 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 section 1.5 – 1.8 for further details
- 4.2. 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 section 1.5 – 1.8. If the extenuation was submitted in error the original assessment mark achieved will stand



- 4.3. 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.

5. Extenuation outcomes for Assessed tasks (e.g. coursework) to be submitted by a scheduled date

- 5.1. 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 attempt the assessment again before the start of the following term. Please refer to section 1.5 – 1.8 for further details
- 5.2. 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 section 1.5 – 1.8. If the extenuation was submitted in error the original assessment mark achieved will stand
- 5.3. Where extenuation is granted and the student has submitted up to one working day after the published 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 section 1.5 – 1.8 for further details
- 5.4. Where extenuation is granted and the student has submitted up to one working day after the published deadline and the assessment is passed then the pass component mark is retained and the component mark will not be subject to a deduction of 5% of the total marks available. Details of late submission of assessments can be found within the Manual of General Regulations (Part 3).
- 5.5. 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), or if extenuation is submitted at resit they will be eligible to attempt the assessment again before the start of the following term. Please refer to section 1.6 – 1.10 for further details.
- 5.6. 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)); the mark achieved will not be notified to the student until the relevant Assessment Board results are published.

6. Additional key information



- 6.1. 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. For more information, read the [Extension Policy](#).
- 6.2. 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.
- 6.3. Where extenuation is sought, this will be recorded on the student record (so that the student is aware that the extenuation claim was considered)
- 6.4. Once a module has been capped, extenuation does not uncapped the module (see Academic Framework Regulations 6.7.3)
- 6.5. 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
- 6.6. Professional Body requirements may take precedence in allowing a student to defer an assessment even if extenuation is granted.

7. Appeals against the decisions of the Extenuation Panel

- 7.1. 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. Appeal will be by the normal academic appeal procedures

8. Distance learning courses

- 8.1. Provision will be made for the submission of pro-formas and evidence electronically or by fax, with confirmation hard copy submitted through the postal system.

9. Collaborative courses

- 9.1. 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 appeal procedures