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UCFB|GIS

Extensions and Extenuating Circumstances Policy

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UCFB|GIS Extensions and Extenuating Circumstances Policy

1. Purpose

- 1.1 The purpose of this policy is to provide information on how the Extensions and Extenuating Circumstances procedures are intended to support UCFB|GIS students if they experience circumstances which affect their ability to study or take assessments. UCFB|GIS's expectation is that students will usually make all reasonable efforts to submit their work by the submission deadlines but this policy provides for support for students experiencing circumstances that make this impossible.

2. Scope

- 2.1 This policy applies to all undergraduate and taught postgraduate students, studying with UCFB|GIS for an award of the University of East London (UEL) whether studying at any UCFB campus or by distance learning.
- 2.2 This policy reflects the UEL general regulations
<https://www.uel.ac.uk/about/governance/manual-general-regulations>
- 2.3 For students studying with UCFB|GIS for an award of the Buckinghamshire New University (BNU), the BNU's Mitigating Circumstances Policy must be followed
<https://www.bucks.ac.uk/current-students/registry-helpdesk-and-academic-advice/exceptional-circumstances/mitigating>
- 2.4 The UCFB Academic Quality Team can advise on the application of both policies,
quality@ucfb.com

3. Equality impact

- 3.1 This policy is neutral in terms of equality-related issues.

4. The difference between Extensions and Extenuating Circumstances

- 4.1 There are two alternative processes in place to support students where exceptional circumstances impact upon their ability to submit their assessments on time. Students can apply for
- i. an **extension**, which will give the student an additional **7 continuous days** to hand in coursework, which, **if accepted**, will allow them an uncapped mark;

OR

 - ii. **extenuating circumstances** which, **if accepted**, will allow the student to sit an assessment (exam) or submit an assignment for an uncapped mark (if applicable) at a future date.

Note: If a student is granted an extension and then feels unable to engage with the assessment during the extended timeframe, they remain eligible at that point to apply for extenuating circumstances. An approval of extenuating circumstances will override the grant of an extension, but if extenuating circumstances are not approved, the rules around extension remain in force.

4.2 Late Submissions

- 4.2.1 Late Submissions only relate to assessments that are to be submitted, often via the VLE, by a scheduled date and time, e.g. coursework. They do not relate or apply to timed examinations where the student submits the final work via VLE, e.g. online exams, remote time practical demonstrations, etc.
- 4.2.2 Assignment submissions with approved extension must be received within 7 continuous days. Submissions after this date will result in a zero grade.
- 4.2.3 Assignment submissions with approved Extenuating Circumstance claims, submitted upto 24 hours after the resit date will generally be marked WITH a deduction of 5 marks from the mark awarded (see 6.5 below).

5. Procedures for submission of claims for an Extension

- 5.1 Extensions only relate to assessments that are to be submitted, often via the VLE, by a scheduled date and time, e.g. coursework. They do not relate or apply to timed examinations, including where the student submits the final work via VLE, e.g. online exams, remote timed practical demonstrations, etc.
- 5.2 Students wishing to apply for an extension must complete the form and submit their form to the UCFB|GIS Registry, before the specified assignment date and time deadline:

wembleyadmin@ucfb.com (all Wembley students)

administration@ucfb.com (all Etihad students)

onlineadminteam@ucfb.com (all Distance (with/without attendance) students)

- 5.3 The form must contain:

- Details of the assessment, including the module name, code and assignment task (this should be found on the assessment brief)
- Reasons for the extension request
- No evidence is required.

Students wishing to apply for an extension have to submit an application **no later than 48 hours** before the specified assignment date and time deadline. For the avoidance of doubt, the above email address must receive the claim by **13:59:59 (UK time) 2 days before** assessments deadlines (15:59:59 for resit dates)

Applications for extensions received later than 48 hours before the assignment date, will not be considered. The student must submit within the expected submission timeframes or consider applying for Extenuating Circumstances.

- 5.4 A student can only apply for an extension **once per term**. An extension request relates to a single assessment. This applies to all modes of study. If more than one piece of work has been affected, students are advised to submit an extenuating circumstances request.
- 5.5 A student should not submit an automatic extension request to alleviate conflicting assessment deadlines, especially if it has been created due to another assessment having an extension granted. Students are expected to manage their own workloads appropriately.

- 5.6 The extension request will automatically be approved subject to the 5.2 and 5.3 above. The assignment must be submitted within 7 continuous days of the original advertised submission date with no penalty. **Work subsequently submitted after any agreed extension date will receive a zero grade and fail.**
- 5.7 Where an extension is approved, but the student does not submit an assignment (ie non-submission), they are permitted to submit a new extension application for a different assignment, subject to the one extension per term.
- 5.8 In certain circumstances, where a student has submitted an extension request, the Student Administration team may refer them to Student Support team if it is felt the student is in need of additional support. If it is felt that there may be a need for the student to engage with extenuation, the student will be advised accordingly and a recommendation will be made to the Academic Quality team.

6. What are Extenuating Circumstances?

- 6.1 Extenuating Circumstances are serious circumstances which
- impair the performance of a student in assessment or reassessment
 - prevent a student from attending for assessment or reassessment
 - prevent a student from submitting assessed or reassessed work by the scheduled date
- 6.2 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
 - short-term
 - expected to have a major impact
- 6.3 Students are expected to make reasonable plans to take into account commonly occurring circumstances that might impact their assessment performance, even those which, on occasion, may have been unforeseeable and unpreventable.
- 6.4 Where students are facing longer-term circumstances that may impact on successful and timely submission and achievement of assessments, these circumstances should be discussed with Student Support to consider any appropriate and reasonable adjustments for implementation. Ongoing circumstances may impact on the student's fitness to study and in these circumstances a conversation relating to the break of studies in the best interest of the student should be undertaken.
- 6.5 Students should note that under the [UEL Manual of General Regulations](#), where a student submits their work late but within 24 hours of an assessment deadline it will be accepted and a deduction of 5 marks from the mark awarded, or a mark of 40% (undergraduate assessment)/50% (postgraduate assessment), whichever is the greater.

7. Submission of Claims for Extenuating Circumstances (EC)

- 7.1 For an extenuation claim to be considered, it is the student's responsibility to inform UCFB|GIS as early as possible of any difficulties they have encountered which will affect their ability to submit coursework or attend exams and ensure that for each component affected:
- they submit details of the circumstances via the standard pro-forma
 - 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
- 7.2 EC Claims can be submitted at **any** point before the scheduled date and time for the submission of the assessed work, or attendance at an assessment event (e.g exam). Students may also submit claims **no later than 5 working days after assessment date**. Where possible, the assessment should be submitted at the same time that a claim is made, in case the claim is not approved.
- 7.3 However, it is recognised that there may be cases where a student is unable to submit a claim for extenuation (and submit the assessment) within the above time period (e.g. emergency in-patient hospital treatment occurring during the examination period). In this case, a claim made at the earliest opportunity will be accepted for consideration.
- 7.4 Claims must be complete and accompanied by evidence at the time of submission. Incomplete claims, including those without evidence, cannot be considered and students will be advised to submit the form once it is complete. Claims will not be considered unless submitted on the standard UCFB|GIS pro-forma by the designated date and time with accompanying evidence. Claims should be submitted to Quality@UCFB.com
- 7.5 Any claim for extenuation which is found to be in any part fraudulent will be considered as a matter of serious misconduct and dealt with under the student disciplinary procedure.

8. Procedures for Consideration of Extenuating Circumstances (EC)

- 8.1 EC claims are received and considered by authorised individuals with the Academic Quality team.
- 8.2 Where extenuation for more than one component is sought by a student, extenuation will be considered on a component-by-component basis.
- 8.3 Students will be informed of the outcome of their claim via an email from Academic Quality.
- 8.4 Where necessary, new submission/assessment dates will be confirmed by email from the Academic Quality team. The dates will generally be at the next ordinary attempt (resit attempt).
- 8.5 An EC decision will be ratified at Progression and Award Boards. Progression decisions will take precedence.

- 8.6 If claims raise sufficient concerns about a student's ability to manage their studies UCFB|GIS reserves the right to refer the student to the Fitness to Study process.
- 8.7 The Extenuation Panel can put forward recommendations to the Assessment Board if they feel that the student may have been impacted overall on their course by the extenuating circumstances submitted. For example, the Board may be advised that a student should not be given a withdrawal progression decision.
- 8.8 Students can request that claim evidence of a sensitive nature is not distributed to the Extenuation Panel but is viewed only by Chair and Academic Quality Officer. The Chair can give a steer to the panel regarding the validity and timeliness of evidence.
- 8.9 Professional Body requirements may take precedence in allowing a student to defer an assessment, even if extenuation is granted.
- 8.10 The EC panel is established to
- review application decisions (approved and refused) for consistency
 - receive and consider appeals against originally rejected EC claims
 - to consider afresh the EC application of an upheld EC appeal
- 8.11 The Chair of the Panel shall be the Registrar (or nominee).
Other members of the panel will consist of:
- A Student Support team manager.
 - A Senior Academic member of staff
 - An Academic Quality Officer will be the secretary and information officer to panel.
- 8.12 The Extenuation Panel will convene as frequently as necessary to deal with the volume of business in a timely manner. Meetings can take place remotely or in person. Appeals/Claims made outside of term can be dealt by Chair's Action alone, if necessary.
- 8.13 Note: where late EC claims cannot provide an outcome in time for re-enrolment or retake of modules etc, students may be required to break their studies (intermit) until an outcome is provided.

9. Student response to Extenuating Circumstances findings

- 9.1 If a student is dissatisfied with an Extenuation rejection decision, then they may request an appeal. This is to be in writing to quality@ucfb.com within 5 working days of the date of the decision communication, to enable a prompt response.
- 9.2 The Extenuation Panel will consider such an appeal and review the Extenuation request afresh.
- 9.3 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 via the normal academic appeal procedures with independent members.

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

- 10.1 If extenuation is granted and the student did not attend the original assessment or failed they will be allowed to defer their assessment until resit (uncapped), or
- 10.2 If extenuation is granted at resit, they will be eligible to retake the assessment again the next academic year and re-register the module, with attendance.
- 10.3 If extenuation is granted and the assessment is passed, the passed component mark is ignored and the student will defer the assessment. If the extenuation was submitted in error the original assessment mark achieved will stand.
- 10.4 If extenuation claim is not approved (rejection), the student will receive the mark achieved (0-100%); the mark achieved will not be notified to the student until the relevant Assessment Board results are published.
- 10.5 If a student has extenuation granted at resit and has no previous extenuation on the original assessment, then the mark is capped.

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

- 11.1 If extenuation is granted 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 granted at resit they will be eligible to retake the assessment again the next academic year and re-register the module, with attendance.
- 11.2. If extenuation is granted and the assessment is passed, the passed component mark is ignored, and the student will defer the assessment. If the extenuation was submitted in error the original assessment mark achieved will stand.
- 11.3. 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 granted at resit, they will be eligible to retake the assessment again the next academic year and re-register the module, with attendance.
- 11.4 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.
- 11.5 If a student has extenuation granted at resit and has no previous extenuation on the assessment, then the mark is capped.
- 11.6 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 ignored and the student will defer the assessment to resit (or if at resit they will be eligible to retake the assessment again the next academic year and re-register the module, with attendance). If the extenuation was submitted in error the original assessment mark achieved will stand and be liable to a deduction of 5 marks from the mark awarded. Details of late submission of assessments can be found within the UEL Manual of General Regulations Part 3 ([UEL Manual of General Regulations](#)).
- 11.7 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 subsequently granted, the student will be eligible to defer the assessment until resit (uncapped), or if extenuation is granted at resit they will be eligible to retake the assessment again the next academic year and re-register the module, with attendance.

- 11.8 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 UEL Manual of General Regulations (Part 3)); or a zero for a non-submission the mark achieved will not be notified to the student until the relevant Assessment Board results are published.
- 11.9 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.
- 11.10 If engaged in group work, and a student is taken ill, etc at point of submission of final assessment, then the affected student should apply for EC and alternative assessment arrangements will be considered for the affected student only. The remaining group members are to submit the final assessment as per the assessment instructions

12. Additional key information

- 12.1 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/simultaneous application for both extenuation and extension.
- 12.2 Following an approved extenuation claim, and circumstances so dictate, the student may request an extension to the extenuating circumstances submission date, subject to 5.2 and 5.3 above.
- 12.3 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.
- 12.4 Where extenuation is sought, this will be recorded on the student record (so that the student is aware that the extenuation claim was considered).
- 12.5 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.
- 12.6 In cases where a student is 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.
- 12.7 Students submitting **late extenuation requests may have to break their studies (intermit)** if the outcome of extenuation is not agreed in time to re-enrol or retake the relevant assessment/module.
- 12.8 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.

- 12.9 If a decision has resulted in a capped module mark, any further claims for extenuating circumstances will not supersede the marking decision and the module mark will remain capped.
- 12.10 Extenuating circumstances does not overrule a penalty of academic misconduct.
- 12.11 Dates and times of assessment submission deadlines can be found on the relevant assessment brief.
- 12.12 Re-registration on modules (with attendance) to undertake deferred assessment following a granted EC at resit, may incur tuition fee costs.

13. Behaviour whilst making a claim

- 13.1 UCFB|GIS has zero tolerance towards those whose behaviour is considered to be unacceptable and will take action in this respect. Unacceptable behaviour includes communicating with UCFB|GIS in a malicious, vexatious or aggressive manner for example:
 - a. Making frivolous claims, or multiple claims regarding the same subject
 - b. Acting in a threatening manner either verbally, through an e-mail or by letter
 - c. Making claims that are knowingly false or unfounded.
- 13.2 If the behaviour of a student is unacceptable, UCFB|GIS will normally tell the student why their behaviour is considered unacceptable and give them an opportunity to amend it. If the behaviour continues, UCFB|GIS will take action as defined in the UCFB|GIS Code of Conduct and Disciplinary Policies.

Appendix A

Examples of circumstances which constitute grounds for extenuation may include:

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	Death of close relative or friend.		<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>	Evidence not written in English
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>

	<p>Major unforeseeable disruption to home/life e.g. fire.</p> <p>Domestic/family incident e.g. marriage breakdown/divorce.</p>		<p>Solicitor's letter, letter from GP.</p> <p>Where possible solicitors letter, letter from GP.</p>	
Caregiving	<p>Sudden, unforeseeable change in circumstances which results in unexpected caregiving responsibilities for a close relative e.g. child or parent.</p>	<p>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.</p>	<p>Evidence to show the care arrangements have changed e.g. social worker /solicitor.</p>	<p>Generic appointment letters.</p> <p>Evidence not written in English.</p>
Pregnancy	<p>Sudden, unexpected incident e.g. miscarriage, premature birth, still birth.</p> <p>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).</p>	<p>Retrospective disclosure to the University of a Pregnancy.</p> <p>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).</p>	<p>Evidence from doctor/midwife/nurse/hospital.</p>	<p>Generic appointment letters, hospital images, scans.</p> <p>Evidence not written in English.</p>
Court appearance	<p>Jury duty, attendance at court required by law as a witness, defendant or claimant.</p>	<p>Attending court to support a relative or friend.</p>	<p>Documentary evidence provided by court or other legal authority e.g. lawyer, solicitor.</p>	<p>Newspaper article concerning case.</p> <p>Evidence not written in English.</p>
Accommodation crisis such as eviction or the accommodation becoming uninhabitable	<p>Eviction from home or conditions of the home making it uninhabitable.</p>	<p>Evidence of rent arrears but not evidence of eviction.</p> <p>House move that was planned or could have reasonably been expected.</p>	<p>Eviction letter, letter from council or local authority.</p>	<p>Rent arrears letter.</p> <p>Evidence not written in English.</p>

Appendix B

Type of evidence

Evidence to support extenuating circumstances claims must be from an independent source. No evidence is required for extension requests.

It is the student's responsibility to provide sufficient independent and documented evidence in order for a decision to be made. Claims will be rejected if:

- No evidence is provided to support the claim
- Inappropriate evidence is submitted which does not support the claim
- The claim does not meet the definition of Extenuating Circumstances
- The claim is a repeat request using same evidence from prior claim, albeit for a different assessment.

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.

Retrospective disclosure of pregnancy

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.

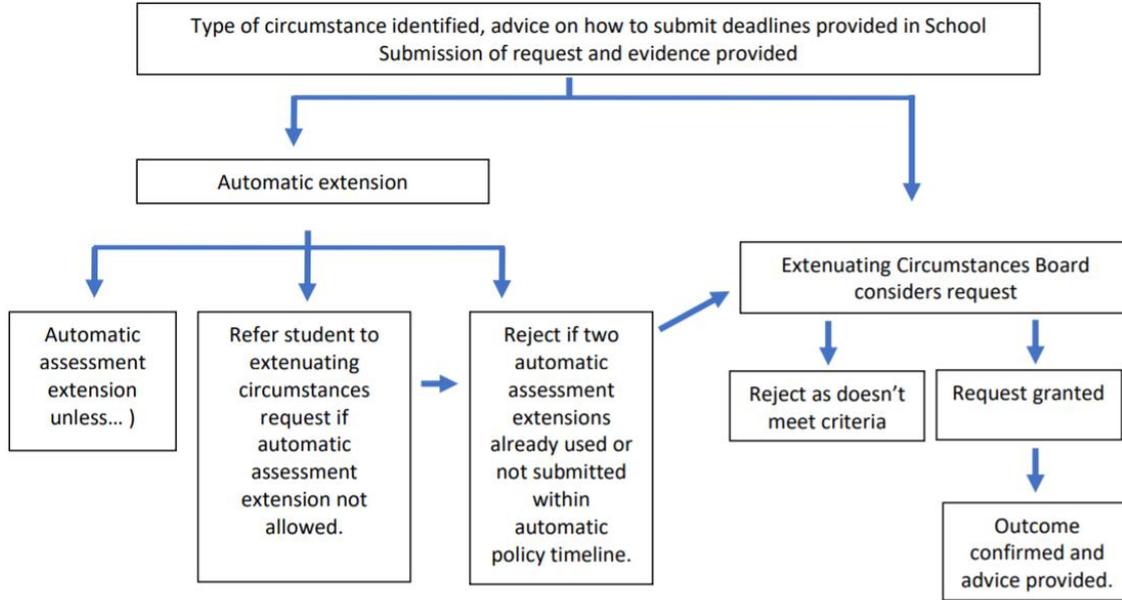
Employment – workload or overtime

Financial reasons, unless it can be demonstrated that these have had a severe impact

Appendix C

Process for automatic assessment extensions and extenuation

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



Appendix D

Scenario	EC Request	EC Policy para UCFB/UEL	Outcome	When EC assignment submission opportunity
	Coursework (submitted via VLE)			
1	Extenuation granted at First Sit [non-submission]	12.1/5.1	Deferred sub, Mark uncapped	At resit (Spring/Summer)
2	Extenuation granted at First Sit [on-time submission]	12.3/5.3	Original sub Not marked - deferred sub for mark uncapped	At resit (Spring/Summer)
3	Extenuation granted at First Sit [upto 24hrs late submission]	12.3/5.3	Original sub Not marked - deferred sub for mark uncapped	At resit (Spring/Summer)
4	Extenuation granted late for First Sit [more than 24hrs late submission]	12.3/5.3	Original sub Not marked - deferred sub for mark uncapped	At resit (Spring/Summer)
5	Extenuation granted at Resit date following approved EC at first sit (non-submission/on-time submission/upto 24hrs late)	12.1/5.1	Deferred sub for mark uncapped	Student to re-register module with attendance next year
6	Extenuation granted late for Resit date following approved EC at first sit [more than 24hrs late submission]	12.3/5.3	Original sub Not marked - deferred sub for mark uncapped	Student to re-register module with attendance next year
7	Extenuation granted at Resit date following failed first sit (on-time submission)	12.1/5.1	Deferred sub, Mark capped	Student to re-register module with attendance next year
8	Extenuation granted at Resit date following failed first sit (upto 24hrs late)	12.3/5.3	Deferred sub, Mark Capped	Student to re-register module with attendance next year
9	A Late assessment submission within 24hrs of deadline to be marked at first sit or resit	12.6/5.4	Mark WITH the 5 mark deduction if applicable	NA

10	If assessment AND EC claim submitted more than 24hrs after assessment deadline	5.5/ Section 12	Not marked (Zero) until EC decision made	See scenarios above based on EC decision
11	No Engagement and assessment failed		Fail module	NA
12	Extenuation granted at any submission opportunity – assessment passed, but EC submitted in error		Mark accepted – no further opportunity	NA
	Examination/in-person Presentations			
13	Extenuation granted at First Sit	4.1	Deferred sub, Mark uncapped	At resit (Spring/Summer)
14	Extenuation granted at Resit date following approved EC	4.1	Deferred sub, Mark uncapped	Student to re-register module with attendance next year
15	Extenuation granted at Resit of assessment following failed first sit	4.1	Deferred sub, Mark capped	Student to re-register module with attendance next year
16	Extenuation granted at any submission opportunity – assessment passed, but EC submitted in error	4.2	Mark accepted – no further opportunity	NA
17	No Engagement and assessment failed		Fail module	NA