



UCFB*

Extenuating Circumstances Policy and Procedure

Owner:	Head of Academic Quality
Author:	Head of Academic Quality
Version Number:	2.1
Approved By:	Academic Board
Approved Date:	22 October 2024
Date of Commencement:	28 October 2024
Date of Last Review:	22 October 2024
Date for Next Review:	September 2025

*UCFB is a trading name of University Campus of Football Business Limited.

This Policy provides information about Extenuating Circumstances. For information on the Extension Policy and Procedure please see/visit: [UCFB Policies and Documentation](#)

1. Purpose

- 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 This Policy applies to all undergraduate and taught postgraduate students studying with UCFB for an award of the University of East London (UEL) whether studying at any UCFB campus or by distance/distance with attendance learning.
- 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; and/or
 - Prevent a student from submitting assessed or reassessed work by the scheduled date
- 1.4 Such instances 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; and
 - Expected to have a serious impact

2. Scope

- 2.1 This Policy is for students considering submitting an application for Extenuating Circumstances only.
- 2.2 Information on requesting an Extension may be obtained from the Student Administration Team via: wembleyadmin@ucfb.com (for Wembley students) Administration@ucfb.com (for Manchester Students) or distanceadmin@ucfb.ac.uk (for distance learning students). See also: the [Extension Policy and Extension Guidelines](#).
- 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.
- 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.

3. Policy Statement

- 3.1 If extenuation is granted at first sit, students will be able to defer the assessment until resit and undertake the associated reassessment¹ for an uncapped mark.
- 3.2 If a student has extenuation granted at resit and has no previous extenuation on the assessment then, the mark will remain capped as per Undergraduate and

¹ Due dates are provided via Re-Assessment Guides available via the module Moodle area.

Postgraduate Taught sections of the [Manual of General Regulations: Part 3 – Academic Regulations](#).

- 3.3 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](#). Where extenuation is granted as resit and students re-register for the module again (with attendance), all previously passed assessment marks on the module will be carried forward. The re-registration of the module may incur tuition fee costs.
- 3.4 If a student has extenuation granted on both first sit and resit, the mark will remain uncapped. This also applies in circumstances where students re-register for the module again (with attendance), and only applicable on the assessment where extenuation was granted.
- 3.5 If there is no engagement or the assessment is failed on the final attempt and no extenuation has been granted for the assessment, then the module is failed.
- 3.6 In exceptional circumstances, if extenuation is granted 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 Extenuating Circumstances Panel.
- 3.7 Extenuation outcomes are ratified at Assessment Boards and are taken into consideration on progression decisions.
- 3.8 Where the Extenuating Circumstances Panel grants extenuation, it should be noted that, for undergraduate students, a progression decision will take precedence. Assessment Boards will ratify the decision of the Extenuating Circumstances 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 Extenuating Circumstances 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.
- 3.9 UCFB is subject to equivalent procedures with the University of East London (UEL), with the process being administered by, and the Panel being held within, UCFB. Appeals against the decision of the Extenuating Circumstances Panel will be handled by the normal academic procedures.

4. Extenuation Outcomes

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

- 4.1.1 If extenuation is granted by the Extenuating Circumstances 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 3.1 - 3.4 (above) for further details.
- 4.1.2 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.

- 4.1.3 If the Extenuating Circumstances Panel does not grant extenuation and the student attends, 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.

4.2 Extenuation outcomes for assessed tasks (e.g., coursework) to be submitted by a scheduled date

- 4.2.1 If extenuation is granted by the Extenuating Circumstances Panel and the student did not engage with the assessment or it is failed, then the student will be allowed to defer their assessment until resit (uncapped) or, if extenuation is granted at resit, the student will be eligible to retake the assessment again the next academic year and re-register the module. Please refer to paragraphs 3.1 - 3.4 (above) for further details.
- 4.2.2 If extenuation is granted by the Extenuating Circumstances Panel and the student has 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.
- 4.2.3 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 failed or the student did not submit, 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 for the module, with attendance. Please refer to paragraphs 3.1 - 3.4 (above) for further details.
- 4.2.4 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 extenuation is ignored, and the passed result remains and is deducted 5% in line with the standard submissions within 24 hours of the deadline policy. A student can request to engage with the assessment at resit and/or attempt the assessment again.
- 4.2.5 Where work and an application for extenuating circumstances 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).
- 4.2.6 If the Extenuating Circumstances 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](#)

5. Distance Learning: Provision for Submission of Extenuating Circumstances Applications

- 5.1 Claims and evidence are submitted electronically however, in some instances, a hard copy may be requested.

6. Procedures

6.1 Student Submission of Applications for Extenuating Circumstances

- 6.1.1 For an Extenuating Circumstances application to be considered, it is the student's responsibility to inform UCFB, via the [online form](#) (queries can be

sent to ExtenuatingCircumstances@ucfb.ac.uk , 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 application form;
- Details are submitted as soon as possible and, in any event, within the timescales stated below;
- Details are submitted with accompanying documents and evidence at the point of application; and
- All relevant sections of the Form have been completed, including the declaration statements.

- 6.1.2 It is recognised that there may be occasions where short term illness affects a student's ability to submit or engage with an assessment for which they cannot procure medical evidence. Therefore, students can self-certify for extenuating circumstance claims for illness once per semester for a period of no longer than seven inclusive days. All other instances of extenuation including additional periods of illness to those covered by self-certification will require evidence to be submitted.
- 6.1.3 Extenuating Circumstances applications can be submitted before the scheduled date and time for the submission/attendance of the assessed work.
- 6.1.4 The deadline for submitting an application is five working days after the assessment deadline/submission date.
- 6.1.5 In cases where a student is unable to submit an Extenuating Circumstances application within the normal timeframes, the deadline for submitting an application after the results are published, is before the next Academic Term starts.
- 6.1.6 It is recognised that there may be cases where a student is unable to submit an Extenuating Circumstances application within the above time-period (e.g., emergency in-patient hospital treatment occurring during the examination period). In this case, submission of the application at the earliest opportunity should be made with evidence supplied for the late application outside of normal deadlines via the [appeals process](#) directly to UEL.
- 6.1.7 Students submitting late Extenuating Circumstances applications may have to intermit their studies if the outcome of extenuation is not agreed in time to re-enrol or re-take the relevant assessment/module.
- 6.1.8 Applications must be complete and accompanied by evidence at the point of application. Incomplete applications, including those without evidence, will not be accepted. Instead, students will be advised to submit the Form once it is complete.
- 6.1.9 Applications will not be considered unless submitted on the standard UCFB form by the designated date and time with sufficient accompanying evidence at the point of application.
- 6.1.10 Any Extenuating Circumstances application, 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](#).

6.2 Extenuating Circumstances Panel

- 6.2.1 The remit of the Panel is to review Extenuating Circumstances applications to ensure consistency of approach.

- 6.2.2 The Chair of the Panel shall be the Director of Student and Academic Services (or nominee). The Secretary of the Panel shall be the Academic Quality Officer. Other Members of the Panel will consist of:
- The Head of Academic Quality;
 - A member of the Student Support Team;
 - A member of the Student Administration Team; and
 - A Dean (or academic nominee).
- 6.2.3 The quorum for an Extenuating Circumstances Panel shall be four, including a Chair and Secretary.
- 6.2.4 Where extenuation for more than one component is sought by a student, extenuation will be considered on a component-by-component basis.
- 6.2.5 The Extenuating Circumstances Panel will normally meet as necessary to deal with the volume of applications in a timely manner.
- 6.2.6 Students will be informed of the outcome of their application via e-mail.
- 6.2.7 The decision of the Extenuating Circumstances Panel is ratified at Assessment and Award boards.
- 6.2.8 The Extenuating Circumstances 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.
- 6.2.9 If an application raises sufficient concerns about a student's ability to manage their studies, UCFB reserves the right to refer the student to the [Fitness to Study Policy and Procedure](#).

7. Links to Other Institutional Policies and Procedures

7.1 [UCFB Policies](#)

- UCFB Exceptional Student Absence and Travel in Term-Time Policy
- UCFB Extension Policy and Procedure
- UCFB Undergraduate Course Specifications
- UCFB Postgraduate Course Specifications
- UCFB Appeals Policy
- UCFB Assessment and Feedback Policy

7.2 [UEL Policies](#)

- A Student Guide to Extenuating Circumstances Policy and Procedure
- UEL Manual of General Regulations
- UEL Fitness to Study Policy
- UEL Fitness to Practise Policy and Procedure
- UEL Student Maternity, Paternity and Adoption Policy
- UEL Tuition Fees Policy

- 7.3 A professional, statutory and regulatory body (PSRB) is defined as an organisation external to both UCFB and UEL and sets the standards and/or rules/regulations which govern entry to a profession, approval to practice and/or membership of an organisation. PSRBs may require exemptions/derogations from the Extenuating Circumstances Policy and Procedure. Course Specifications hold more detailed information for those courses that are accredited/recognised by a PSRB.

8. Appeals Against the Decisions of the Extenuating Circumstances Panel

- 8.1 There will be no appeal against the decision of the Extenuating Circumstances Panel other than:
- A material and significant administrative error in the information received and considered by the Extenuating Circumstances Panel;
 - If some other material irregularity had occurred in the procedures of the Extenuating Circumstances Panel; and/or
 - If the student had been prevented from attending an exam or submitting coursework by illness or another good reason that related to the student's personal circumstances but could not apply for extenuating circumstances by the deadline and is supported by sufficient supporting evidence.
- 8.2 If a student's circumstances meet the above-mentioned grounds, they can raise an appeal directly with the validating partner and must do so within 10 working days of the relevant Board outcome. Appeals can be raised with the University of East London, using the following [link](#). Full details relating to the UCFB appeals policy and process can be found [here](#).

9. Office for the Independent Adjudicator for Higher Education (OIA)

- 9.1 In the event that the appellant remains dissatisfied with the final outcome after the internal procedures have been completed, they may lodge a request for external review directly with the Office of the Independent Adjudicator for Higher Education (OIA).
- 9.2 Any request for review to the OIA must be submitted within 12 months of the Completion of Procedures letter being received by the student. The OIA will not usually review complaints which have not been considered by UCFB.
- 9.3 The Office of the Independent Adjudicator for Higher Education may be contacted via:
- Tel: 0118-959-9813
Email: enquiries@oiahe.org
Website: www.oiahe.org.uk/students/
Postal address: Office of the Independent Adjudicator, Second Floor, Abbey Gate, 57-75 Kings Road, Reading, RG1 3AB

10. Further Information

- 10.1 A student can apply for extenuating circumstances 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.
- 10.2 A student can rescind their application for extenuation up to five days after the assessment results are published by contacting the relevant Student Administration Team via: wembleyadmin@ucfb.com (for Wembley students) Administration@ucfb.com (for Manchester Students) or distanceadmin@ucfb.ac.uk (for distance learning students).
- 10.3 Where extenuation is sought, this will be recorded on the student record by the Student Administration Team (so that the student is aware that the Extenuating Circumstances application was considered).

- 10.4 Once a module has been capped, extenuation does not uncapped the module as per the [Manual of General Regulations: Part 3 - Academic Regulations](#).
- 10.5 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.
- 10.6 Professional body requirements may take precedence in allowing a student to defer an assessment, even if extenuation is granted.

11. Student Assistance Programme

UCFB students have access to a Student Assistance Programme (SAP) which offers 24/7/365 free and confidential counselling through telephone and/or video as well as chat-messaging support, with no appointment necessary. You can reach out anytime via the app, or by calling free on **0800 464 3426**.



Get the support you need with the **Student Support app**.

Connect with us 24/7 for free, confidential mental health and wellbeing support. Call. Chat. Anytime. Anywhere.

