



UCFB*

Mitigating Circumstances Policy and Procedure

Owner:	Head of Academic Quality
Author:	Head of Academic Quality
Version Number:	1.1
Approved By:	Academic Board
Approved Date:	14 October 2025
Date of Commencement:	1 September 2025
Date of Last Review:	May 2025
Date for Next Review:	September 2026

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

This Policy provides information about Mitigating 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 Mitigating 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
 - Short-term and expected to have a serious impact.

2. Scope

- 2.1 This Policy is for students considering submitting an application for Mitigating 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 [UEL 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 Mitigating Circumstances.

3. Policy Statement

- 3.1 If Mitigation 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 Mitigation granted at resit and has no previous Mitigation on the assessment then, the mark will remain capped as per Undergraduate and Postgraduate Taught sections of the [Manual of General Regulations: Part 3 – Academic Regulations](#).
- 3.3 If Mitigation 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 Mitigation is granted as resit and students re-

¹ Due dates are provided via Re-Assessment Guides available via the On-Line Hub.

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 Mitigation 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 Mitigation was granted.
- 3.5 If there is no engagement or the assessment is failed on the final attempt and no Mitigation has been granted for the assessment, then the module is failed.
- 3.6 In exceptional circumstances, if Mitigation 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 Mitigating Circumstances Panel.
- 3.7 Mitigation outcomes are ratified at Assessment Boards and are taken into consideration on progression decisions.
- 3.8 Where the Mitigating Circumstances Panel grants Mitigation, it should be noted that, for undergraduate students, a progression decision will take precedence. Assessment Boards will ratify the decision of the Mitigating Circumstances Panel and, if granted, allow another attempt at 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 Mitigating 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 Mitigating 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 Mitigating Circumstances Panel will be handled by the normal academic procedures.

4. Mitigation Outcomes

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

- 4.1.1 If Mitigation is granted by the Mitigating 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 Mitigation 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 If Mitigation is granted by the Mitigating Circumstances Panel and the student did attend the assessment and passed, the Mitigation application will be set aside, and the original pass result will remain. The mark achieved will not be notified to the student until the relevant Assessment Board results are published. Once the results are published, the student will have the option to request that the pass result be made void and that the Mitigation application be considered instead. If Mitigation is granted by the Mitigating Circumstances Panel at this point, the student will be eligible to retake the assessment in the next academic year and re-register for the module with attendance for an uncapped mark. The previous mark will be ignored, and work submitted at resit will take precedence (even if lower than the original mark achieved). If Mitigation is not granted by the Mitigating Circumstances Panel at this point, the original result will remain.
- 4.1.3 Students can request that their original pass marks be made void up to five days after the assessment results are published by contacting the relevant

Student Administration Team via: via: wembleyadmin@ucfb.com (for Wembley students) Administration@ucfb.com (for Manchester Students) or distanceadmin@ucfb.ac.uk (for distance learning students).

- 4.14 If the Mitigating Circumstances Panel does not grant Mitigation and the student did attend the assessment; 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 Mitigation outcomes for assessed tasks (e.g., coursework) to be submitted by a scheduled date

- 4.2.1 Marks achieved will not be notified to the student until the relevant Assessment Board results are published. For Undergraduate students, this will be at the end of Semester B for modules completed in both Semester A and Semester B. For Postgraduate students, this will be at the end of Semester A for modules completed in Semester A, at the end of Semester B for modules completed in Semester B, and at the end of Semester C for modules completed in Semester C.
- 4.2.2 If Mitigation is granted by the Mitigating 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 Mitigation is granted at resit, the student will be eligible to retake the assessment in the next academic year and re-register the module. Please refer to paragraphs 3.1 - 3.4 (above) for further details.
- 4.2.3 If Mitigation is granted by the Mitigating Circumstances Panel and the student passed the assessment, the Mitigation application will be set aside, and the original pass result will remain. The mark achieved will not be notified to the student until the relevant Assessment Board results are published. Once the results are published, the student will have the option to request that the pass result be made void and that the Mitigation application be considered instead. If Mitigation is granted by the Mitigating Circumstances Panel at this point, the student will be eligible to retake the assessment at resit for an uncapped mark. The previous mark will be ignored, and work submitted at resit will take precedence (even if lower than the original mark achieved). If Mitigation is not granted by the Mitigating Circumstances Panel at this point, the original result will remain.
- 4.2.4 Students can request that their original pass marks be voided up to five days after the assessment results are published by contacting the relevant Student Administration Team via: via: wembleyadmin@ucfb.com (for Wembley students) Administration@ucfb.com (for Manchester Students) or distanceadmin@ucfb.ac.uk (for distance learning students).
- 4.2.5 Where an assessment submission and an application for Mitigating 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 Mitigation is granted, the student will be eligible to defer the assessment until resit for an uncapped mark. If the Mitigating Circumstances Panel does not grant Mitigation, the submitted work will not be assessed and the mark awarded will be zero.

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

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

6. Procedures

6.1 Student Submission of Applications for Mitigating Circumstances

- 6.1.1 For a Mitigating Circumstances application to be considered, it is the student's responsibility to inform UCFB, via the [online Application form](#) (queries can be sent to mitigatingcircumstances@ucfb.com), as early as possible of any difficulties they have encountered, which will affect their ability to engage with an assessment and ensure that the following are provided, for each component affected:
- Details of the circumstances via the Mitigating Circumstances application form;
 - Details are submitted as soon as possible and, in any event, within the timescales stated below;
 - Details are submitted with accompanying credible documents and acceptable evidence (such as a supportive statement or letter from a recognised source, clearly stating the full name, dated close the submission deadline, outlining the diagnosis or circumstances, and explaining the impact on the student and their studies) 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 a student's ability to submit, or engage with, an assessment is impaired or prevented for which they cannot obtain accompanying evidence. Therefore, students can self-certify for period of up to seven working days as part of their Mitigating Circumstance claims, limited to once per semester. All other instances of Mitigation, including additional periods of illness to those covered by self-certification, will require that evidence be submitted at the point of application.
- 6.1.3 Mitigating 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 seven working days after the assessment deadline/submission date.
- 6.1.5 In cases where a student is unable to submit a Mitigating Circumstances application within the normal timeframes, the deadline for submitting an application after the results are published is before the next Academic Term starts. 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 with UEL.
- 6.1.6 It is recognised that there may be cases where a student is unable to submit a Mitigating Circumstances application within the time-period specified in Section 6.1.5 (above) (e.g., emergency in-patient hospital treatment occurring during the examination period). Late Mitigating Circumstances submission should be made via the [Mitigating Circumstances application form](#) and should include evidence to support the late application. Failure to do so will result in the Mitigating Circumstances being rejected.
- 6.1.7 Students submitting late Mitigating Circumstances applications may have to take a Student-Initiated Break from their studies if the outcome of Mitigation is not agreed in time to re-enrol or re-take the relevant assessment/module. For

more information, please see the [UEL Student Initiated Break, Transfer and Withdrawal Policy](#).

- 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 (re-)submit the Form once it is complete.
- 6.1.9 Applications will not be considered unless submitted on the standard UCFB online Form by the designated date and time with sufficient accompanying evidence at the point of application.
- 6.1.10 Any Mitigating Circumstances application, which is found to be in any part fraudulent, will be considered as a matter of misconduct and dealt with under the UCFB Student Code of Conduct
- 6.1.11 UCFB will treat information provided as part of a Mitigating Circumstances application as confidential in line with the UCFB Privacy Policy. Information will only be shared with staff, who have a legitimate need to access it to consider applications and/or to provide applicants with support. Requests for mitigating circumstances may be shared with staff (e.g., Student Support), who are not directly involved in the mitigating circumstances process for the purpose of providing additional support.

6.2 Mitigating Circumstances Panel

- 6.2.1 The remit of the Panel is to review Mitigating 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 Officer of the Panel shall be the Academic Quality Officer or deputy. 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 a Mitigating Circumstances Panel shall be four members, including a Chair.
- 6.2.4 Where a student seeks Mitigation for more than one component, Mitigation will be considered on a component-by-component basis.
- 6.2.5 The Mitigating Circumstances Panel will normally meet as necessary to manage 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 Mitigating Circumstances Panel is ratified at Assessment and Award boards.
- 6.2.8 The Mitigating 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 Mitigating Circumstances submitted e.g., for 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 Student Support Team to apply the [UCFB Fitness to Study Policy and Procedure](#).

7. Links to Other Institutional Policies and Procedures

7.1 [UCFB Policies](#)

- UCFB A Student Guide to Mitigating Circumstances Policy and Procedure
- UCFB Appeals Policy
- UCFB Assessment and Feedback Policy
- UCFB Code of Conduct

- UCFB Data Protection Policy
- UCFB Exceptional Student Absence and Travel in Term-Time Policy
- UCFB Extension Policy and Procedure
- UCFB Fitness to Study Policy
- UCFB Student Code of Conduct
- UCFB Undergraduate Course Specifications
- UCFB Postgraduate Course Specifications
- UCFB Privacy Notice

7.2 [UEL Policies](#)

- UEL Manual of General Regulations
- UEL Fitness to Practice Policy and Procedure
- UEL Student Initiated Break, Transfer and Withdrawal Policy
- UEL Student Maternity, Paternity and Adoption Policy
- UEL Supporting Elite Athlete's Academic Study 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, which sets the standards and/or rules/regulations which govern entry to a profession, right to practice and/or membership of an organisation. PSRBs may require exemptions/derogations from the Mitigating 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 Mitigating Circumstances Panel**

- 8.1 There will be no appeal against the decision of the Mitigating Circumstances Panel other than:
- A material and significant administrative error in the information received and considered by the Mitigating Circumstances Panel;
 - If some other material irregularity had occurred in the procedures of the Mitigating Circumstances Panel; and/or
 - If the student was prevented from attending an exam or submitting coursework by illness or another good reason that is related to the student's personal circumstances but could not apply for Mitigating 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 University of East London (UEL) and must do so within 10 working days of the relevant Assessment Board outcome. Appeals can be raised with UEL, using the following [link](#). Full details relating to the UCFB Academic Appeals Policy 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.uk
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 Mitigating Circumstances if they have had an extension granted previously and their circumstances have changed to make them eligible for an application of Mitigation. If Mitigation is granted, the extension will be voided. If Mitigation is rejected, the original extension remains. There cannot be a dual application of both Mitigation and Extension for any assessment.
- 10.2 A student can void their application for Mitigation up to five days after the assessment results are published by contacting the relevant Student Administration Team via: via: wembleyadmin@ucfb.com (for Wembley students) Administration@ucfb.com (for Manchester Students) or distanceadmin@ucfb.ac.uk (for distance learning students). See also Sections 4.1.3 and 4.2.4 (above).
- 10.3 Where Mitigation is sought, this will be recorded on the student record by the Student Administration Team (so that the student is aware that the Mitigating Circumstances application was considered).
- 10.4 Once a module has been capped, Mitigation does not uncap 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 Mitigation apply to one element, the Mitigation 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 Mitigation is granted. See also Section 7.3 (above).
- 10.7 Students must use their UCFB email address for all official communications regarding Mitigating Circumstances and ensure they check their inbox and SPAM/Junk folders regularly.

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.

Download on the  Google Play  Download on the App Store

