



Extenuating Circumstances Policy (RUL Registered Students)

Version 2.0

Approved by the Board of Governors

Last Amendment: October 2025

The following sets out the School's policy and procedures for considering mitigating circumstances that have affected a student's performance in a summative assessment or prevented them from undertaking it. This policy also sets out the extensions policy and procedures.

NB: Procedures vary depending on the awarding body for the programme sought. Please read the following carefully to ensure the correct procedures are applied.

This policy has been reviewed and developed in line with the *UK Quality Code for Higher Education*. Due regard is also given to the Office of the Independent Adjudicator's *Good Practice Framework*.



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*The document owner is responsible for maintaining and updating the content of this document and ensuring that it reflects current practice at the School.

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1. Definition

- 1.1. The School defines Extenuating Circumstances as circumstances outside the foresight and control of the student which the School believes might adversely affect academic performance during the relevant assessment period.
- 1.2. Students are expected to manage their workload efficiently and not rely on Extenuating Circumstances claims to compensate for poor organisation, everyday stress, or commitments such as work.
- 1.3. Extenuating Circumstances are:
 - Short-term personal circumstances that could not have been anticipated.
 - Events over which the student had no control.
 - Circumstances that substantially hindered the ability to complete or submit coursework.
- 1.4. Examples of Extenuating Circumstances:
 - Illness at the time of an examination or during the period preceding coursework submission.
 - Bereavement of a close family member or friend.
 - Severe unforeseen personal or psychological problems.
 - Flare-up or worsening of a chronic condition.
 - Complications in pregnancy.
 - Additional impact of a disability.
 - Serious transport disruption that could not have been avoided.
 - Specific religious observance affecting assessment.
 - Short-term technical issues with the University systems (e.g., unscheduled VLE outage).
- 1.5. It is the School's aim to ensure that, as far as possible, such unforeseen circumstances do not affect students' grades or achievements.



1.6. Generally, this policy would not apply to the following:

- Permanent or long-standing conditions already supported by a Reasonable Adjustments Plan, unless there is a sudden worsening making current adjustments insufficient.
- Absence or lateness from classes (separate procedures apply).
- Failure to manage workload or prioritising other commitments, such as holidays or paid employment, over assessments.
- Misunderstanding of assignment criteria, deadlines, or examination dates.
- Group coursework issues caused by another member not completing their work (addressed during marking).

1.7. Claims must be supported by relevant evidence. Claims without evidence may be rejected, and additional evidence may be requested. Applications should be submitted as early as possible to allow time for review.

1.8. Until formal written confirmation is received from LSST Exams that a claim has been approved, the original deadline applies.

2. 'Fit to Sit' Policy

2.1. By submitting coursework, sitting an examination, or taking part in any other form of assessment, students confirm they are fit to sit/submit.

2.2. An Extenuating Circumstances claim will only be considered valid where there is clear evidence that:

- The student was not in a fit state to decide whether to sit/submit.
- Illness occurred during the assessment preventing completion.
- There was substantial disruption to the assessment environment affecting performance.



- Travel disruption or IT problems are not normally accepted, except in exceptional cases.

3. Scope

- 3.1. This policy applies to LSST students enrolled on Ravensbourne University London (RUL) courses.
- 3.2. All Extenuating Circumstances claims must be initiated through the Examination Department to ensure correct procedure.
- 3.3. References to “Registrar” include the authorised nominee from Registry.

4. Principles

- 4.1. The School will preserve assessment integrity and fairness for all candidates.
- 4.2. An Extenuating Circumstances Panel will review each claim based on genuine, verifiable evidence.
- 4.3. Extension requests will be processed by the RUL Exams Officer at LSST, who will notify students of the decision.
- 4.4. Students may apply under one of two categories:
 - Extension Request – additional 5 working days to submit work.
 - Uncapped Retrieval – uncapped resit at the next available attempt.
- 4.5. Evidence requests will be proportionate, and all information will be handled in line with the Data Protection Policy.
- 4.6. Repeated claims or patterns of issues may result in a referral for additional study support or a Fitness to Study assessment.
- 4.7. Students whose claims are rejected will be informed of their right to request a review under the Appeals Policy.

5. Extenuating Circumstances Procedure

- 5.1. When circumstances arise which prevent meeting assessment requirements, students should contact their campus Student Support team for advice.



5.2. Categories of Extenuating Circumstances

A. Extension Request

- Grants up to five additional working days to submit work without penalty.
- Can be applied for first sit, second sit, or third attempt.
- Must be submitted before the original submission deadline; late requests cannot be accepted.
- Evidence must be provided or, where permitted, the student may self-certify (maximum twice per academic year).

B. Uncapped Retrieval

- Where a five-day extension is not sufficient, students may apply for an uncapped resit at the next attempt.
- May be submitted either before the assessment deadline or within five working days after it.
- Evidence (or self-certification if applicable) is required.
- The highest mark will always stand.

5.3. Application Process

- The Extenuating Circumstances Application Form is available on LSST Connect.
- Forms must be completed in full and supported by appropriate evidence.
- The RUL Exams Officer at LSST reviews applications and may arrange a meeting with the student if needed.

5.4. The Exams Team ensures one claim per assessment attempt, prompt handling of cases, and secure storage of data for one academic year.

6. Outcome of an Application for Extenuating Circumstances

6.1. Applicants will receive an outcome within 3–5 working days by email. Outcomes include:

- Application upheld (extension or uncapped retrieval approved).
- Application rejected.
- Request for additional information or evidence.

6.2. If the application is approved, the outcome will be reported to the Assessment Board.



7. Self-Certification

- 7.1. Under certain conditions, the School permits students to self-certify the reasons for their inability to submit an assessment Board.
- 7.2. Self-certification may be used for up to two assessments per academic year.
- No evidence is required, but the circumstances must still meet the definition of Extenuating Circumstances.
 - Cannot be used to extend an already-approved extension.
 - Misuse of self-certification will be considered under the Academic Misconduct Policy.
 - Once an outcome has been issued by the Exams Team, it is final unless challenged through the formal Appeals process.

8. Review of Rejected Claims

- 8.1. Students may appeal rejected claims by following the Appeals Policy and submitting an appeal form.

9. Further Considerations

- 9.1. Mitigating Circumstances requests may affect progression or re-enrolment timelines.
- 9.2. Where repeated claims indicate an ongoing problem, the Panel may refer the student for additional support or a fitness-to-study review.
- 9.3. While a claim is under review, students may continue to attend classes and prepare for assessments, but assessments taken during this period are at the student's own risk.

10. Review and Update

- 10.1. This policy will be reviewed annually by the Registry Department; changes to it will be ratified by the School's Board of Governors.



Appendix: Table of Acceptable Mitigating Circumstances and Evidence Requirements

The below table shows examples of mitigating circumstances and the evidence requirements. All Mitigating Circumstances claims are decided on an individual basis with reference to other contextual information; the below table should serve as a guide only.

	Accepted Mitigating Circumstances	Supporting Evidence	Generally unacceptable
Medical	Acute short-term illness (e.g., Influenza, norovirus, food poisoning)	Written evidence from a registered medical practitioner / GP fit note	Minor ailments (e.g., coughs, mild colds, sore throat, hay fever, etc.) Sleep loss / oversleeping
	Serious physical injury incurred near to assessment period.	- Written evidence from a registered medical practitioner	Minor accidents or injuries (e.g., small cuts, bruises, sprains)
	Onset of severe physical or mental health condition	- Written evidence from a registered medical practitioner	Generic exam/assignment stress Long-term physical or mental health condition for which reasonable adjustments have already been made (except where acute episode or worsening of their condition which means that the reasonable adjustments in place are no longer sufficient)
	Complications with pregnancy or late stage of pregnancy (e.g., imminent childbirth – partners of pregnant women may be included)	Written evidence from a registered medical practitioner Birth certificate	Pregnancy in and of itself: Students should consult the School's <i>Pregnant Students and</i>



			<i>Students With Very Young Children Policy</i>
	Long standing hospital / surgical appointment	- Letter form hospital / medical centre confirming time and date of consultation / procedure.	Routine medical appointment (e.g., non-emergency GP visit, dentist, optician, physiotherapy, etc.)

	Accepted Mitigating Circumstances	Supporting Evidence	Generally unacceptable
Bereavement	Loss of a parent, (including stepparents and legal guardian) child, siblings, spouse or common law partner. Death of close relative or friend.	- Death Certificate	Death of a pet Death of a public figure / celebrity
	Attending funeral for any of the above persons	- Order of Service (if available)	
Academic	Disruption to examination conditions / environment Administrative failing attributable to the School (e.g., incomplete assessment instructions, wrong exam paper given).	Corroboration from invigilator / administrator Invigilator report Original assessment materials provided	Misreading examination or timetable or rubric Misinterpreting assessment deadline Submitting the wrong assignment in error or in the wrong format Poor time management Group coursework tasks – failure by one member of the group to submit work or undertake the tasks assigned by the group; this will be taken into account in the marking guidelines



Personal commitments	Family / care emergency Work emergency	Written evidence from a registered medical practitioner / solicitor Written corroboration from employer	Normal work commitment Holidays Participation in sporting activities Routine work commitments Domestic events (e.g., wedding, Participation in public demonstrations / political rally
Exceptional financial or accommodation problems	Eviction / being made homeless	- Notice of eviction	Problems with accommodation Building/decorating work in progress Moving to a new house

	Accepted Mitigating Circumstances	Supporting Evidence	Generally unacceptable
Victim of crime / traumatic personal event	Victim of serious crime or domestic abuse (e.g., rape, assault, mugging, terrorist incident). Theft or destruction of work required for submission. Serious fire in residence Affected by natural disaster Family breakdown (such as divorce)	- Written corroboration of the reported crime from Police or other investigating authority	General domestic / family problems



Public Duty	Attendance at court or tribunal as a witness, plaintiff or defendant Jury duty Assisting with police enquiries	Official correspondence from Court of Tribunal Authority	Attendance at court as spectator
IT Problems	Failure of School IT equipment at critical time	- Written corroboration from IT Officer	Minor computer problems including failure to save documents properly
Transport	Involved in road accident Severe travel disruption (e.g., stuck on broken down train – unable to alight)	Insurance report Online transport updates	Transport strikes Delayed trains or traffic jams Personal transport problems (car break-down)

Table 1. Acceptable and Unacceptable evidence for Extenuating Circumstances applications.



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