

UNIVERSITY CENTRE SOMERSET HIGHER EDUCATION EXTENUATING CIRCUMSTANCES POLICY

Relevant to students studying a Higher National Certificates (HNC), Higher National Diplomas (HND) with Pearson, on a programme validated by University Centre Somerset or an Open University validated award

Students enrolled with any other partner university should refer to that university's policy

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Date: November 2025
Review date: November 2028

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1. Introduction

1.1. The purpose of the UCS HE Extenuating Circumstances Policy is to provide Higher Education (HE) students with the ability to apply for additional time to submit their work due to circumstances that are beyond their control.

1.2. This policy should be read with an awareness of several other UCS policies, as mentioned throughout this policy document:

- UCS HE Assessment Policy
- UCS College Group Positive Behaviour Policy & Behaviour Management Procedure
- UCS HE Academic Misconduct Policy
- UCS HE Academic Appeals Policy
- UCS HE Academic Appeals Policy
- UCS HE Additional Learning Support Policy
- UCS HE Admissions Policy
- UCS HE Complaints Policy

1.2.1. This policy should also be read with an awareness of relevant policies from specific Higher Education Institution and Provider policies as suitable. These, dependent upon your Validating Partner or Award Board, can be accessed through their individual sections on the <https://www.somerset.ac.uk/> (UCS) website.

- [University Centre Somerset \(full policy list\)](#) (for UCS, Pearson, AIM, and CPCAB)
- [The Open University](#)
- [Oxford Brookes University](#)
- [University of Plymouth](#)
- [University of the West of England \(UWE Bristol\)](#)

1.3. Programmes delivered at Strode College, at the time of approval for this policy, do not have access to Markbook as used by other University Centre Somerset programmes. Although the policy does apply to programmes delivered at Strode College, the technique for submitting an Extenuating Circumstance request will not be through Markbook, but through a [Microsoft Form](#).

2. Policy Statement

2.1. The objective of the policy is to:

- Provide students with a range of extensions that best meet their needs
- Provide University Centre Somerset with sufficient information to support the student with their studies
- Ensure a fair and transparent approach to agreeing extensions

3. Scope

3.1. This policy applies to all UCS students, on any Level 4 and above programme with the following validating partner universities and awarding organisations. This includes Higher National Certificates and Diplomas (HNs), Single Registerable Modules (SRMs), degree programmes, and apprenticeships.

- University Centre Somerset (UCS)
 - The Open University (OU)
 - Oxford Brookes University (OBU)
 - Pearson
 - Counselling and Psychotherapy Central Awarding Body (CPCAB)
 - AIM Qualifications and Awards (AIM)
- 3.2. Students studying programmes validated by University of Plymouth (UoP) are to follow the University of Plymouth Extenuating Circumstances Policy, available at [Student regulations, policies and procedures - University of Plymouth](#). You can also access this via the UCS HE Team or your Course Leader.
- 3.3. Students studying on University of the West of England (UWE) programmes do not have access to Extenuating Circumstances as UWE does not offer them as the Academic Regulations for this validating partner allows for late submissions. Guidance is available at [Policies - Structure and governance | UWE Bristol](#)) as well as through the UCS HE Team and your Course Leader.
- 3.4. Students studying on London Community Kitchen Academy (LCKA) programmes are to follow the Assessment Policy provided by LCKA, which is available at [LCKA Assessment Policy](#).

4. Extenuating Circumstance Considerations

- 4.1. All UCS students are responsible and accountable for submitting assessment work to the deadlines provided for each assessment, in alignment with the UCS HE Assessment Policy. UCS does however recognise that, occasionally, circumstances beyond a student's control may impact their ability to meet the requirements of an assessment submission. As a result, the UCS HE Extenuating Circumstances Policy is available to students requiring support with assessments.
- 4.2. The UCS HE Extenuating Circumstances Policy is provided to support students with the additional, unforeseen, challenges of life that may impact their ability to meet the requirements of an assessment. It is expected that students use this policy sparingly and with consideration. Should a student be deemed (by the Extenuating Circumstances Panel) to be excessively using, and requesting ECs it is within the EC Panel's purview to signpost the student to their Course Leader for a Suitability to Study meeting as detailed within the UCS HE Admissions Policy.
- 4.3. UCS has a set range of criteria that may be used to request an Extenuating Circumstance (EC) extension. These are detailed within the relevant sections in this policy document, but they broadly fit in to three categories
- Any personal circumstances that are out of the control of the student
 - Any personal circumstances that the student could not reasonable have prevented or accommodated
 - Any personal circumstances that have had, or may have, a significant and demonstrable negative effect on the student's ability to study or undertake assessment
 - Long-term health conditions that have an on-going and have had, or may have, a significant and demonstrable negative effect on the student's ability to study or undertake assessment

5. Long-Term Health Conditions (LTHCs)

- 5.1. Long-Term Health Conditions (LTHC) should be discussed and recorded between a student and their Course Leader on the LTHC nomination form to ensure any reasonable adjustments are put into place (with the approval of the External Examiner) with regards to teaching and assessment.
- 5.2. Requests for LTHC allowances for an academic year can be made through the Course Leader to the UCS HE Team, using the LTHC Nomination Form. Once complete, the form must be submitted to the UCS HE Team using he@ucscollegegroup.ac.uk. All requests for LTHC must be provided with supporting evidence, such as correspondence from medical professionals, diagnosis letters, etc.
- 5.3. A LTHC is a long-term condition, either physical, mental, or both, that:
 - is persistent, typically lasting for more than three months and is often life-long,
 - cannot be resolved in a short time, or which will recur regardless of action, or which needs to be managed on a long-term basis
 - may require students to seek help with some activities but is not otherwise disabling, or
 - can be managed but can 'flare-up',
- 5.4. Students with acknowledged LTHCs, suffering 'flare-ups' in conditions that affect their ability to attend or complete assessment should submit an EC request for each affected assessment. The EC request should detail how the LTHC's 'flare-up' is affecting the student's ability to complete, and meet the needs of, that assessment. Clearly stating that the LTHC is the reason for the EC request being submitted.
- 5.5. The UCS HE Team will hold the evidence relating to acknowledged student LTHCs, meaning additional evidence if not required as part of the EC request; whereas evidence will be required for those students submitting an EC claim without acknowledged LTHCs.
- 5.6. For additional guidance and advice on how UCS supports students with LTHCs and EC requests, contact the Course Leader or the UCS HE Team using he@ucscollegegroup.ac.uk.

6. Different Types of Assessment Deadlines

- 6.1. Extenuating Circumstances can be used for different assessment types which have been placed into 3 broad categories:
 - a. **Deadline assessments (Coursework)** – assessments not taken under controlled and timed conditions, such as essays, assignments and placements.
 - b. **Non-examined event assessments** - assessments taken under controlled and timed conditions, such as tests and presentations (but not formal examinations which are covered below)
 - c. **Examined event assessments (Exams)** – formally examined assessments taken under controlled and timed conditions, such as exams.

7. Types of EC Application

- 7.1. UCS has four types of Extenuating Circumstance.
 - 7.1.1. **Type A** - an extension of twenty-four (24) hours: for 'deadline (coursework) assessments' only. Students must provide a valid reason as detailed in section 9.4, however no evidence is required. The reason provided by the student must detail how the extenuating

circumstances are affecting their ability to meet the requirements of the assessment. There is no limit to the number of valid Type A extensions a student can receive in an academic year.

- 7.1.2. **Type B** - an extension of up to five (5) working days for 'deadline assessments' and 'non-examined event assessments'. Students must provide a valid reason as detailed in section 10.4, however no evidence is required. The reason provided by the student must detail how the extenuating circumstances are affecting their ability to meet the requirements of the assessment. Students may only receive one valid Type B extension per academic year.
- 7.1.3. **Type C** - an extension of more than five (5) working days for 'deadline assessments' and 'non-examined event assessments'. Students must provide a valid reason as detailed in section 11.4 and applications must be supported by evidence. The reason provided by the student must detail how the extenuating circumstances are affecting their ability to meet the requirements of the assessment. There is no limit to the number of valid Type C extensions a student can receive in an academic year.
- 7.1.4. **Type D** - a resit of an 'examined event assessment' such as a formal written examination (or a retake of the module if the affected event assessment was a resit). A valid application will give students the opportunity to sit the exam uncapped at the next resit opportunity, subject to approval from the relevant Award Board. Please see section 12 for details. There is no limit to the number of valid Type D extensions a student can receive in an academic year.

8. EC Requests, Panels, and Outcome Communications

- 8.1. Students must submit an Extenuating Circumstances request through Markbook, identifying the module and specific assessment the request is to be applied to if validated by the EC Panel. Should a student require ECs for more than one assessment, each assessment's EC request must be submitted separately.
 - 8.1.1. Guidance on how to submit an Extenuating Circumstances request through Markbook, is available on the '[UCS HE Student How To Guides](#)' video playlist.
- 8.2. Extenuating Circumstances requests where more than one assessment has been referenced, may be invalidated by the board. Where an EC request is invalidated, the student must submit that assessment work to the original deadline or risk a late submission.
- 8.3. The UCS HE Team monitors Extenuating Circumstances request submissions on a daily basis, therefore it may take up to one (1) working day for an EC request to be received by the UCS HE Team. If you submit an EC request within 48 hours of an original assessment deadline, contact the UCS HE Team via he@ucscollegegroup.ac.uk to inform them that a 'short notice EC request' has been made.
- 8.4. EC requests should be made in good time ahead of an original assessment deadline, but no earlier than two weeks ahead of any given deadline. Submitting a request more than two weeks ahead of an original assessment deadline may result in that request being invalidated, and another request being required for submission within the two-week window. It may not always be possible to hold an EC Panel on short-notice. Should it not be possible to validate an EC request at short notice, section 8.15 will apply.
- 8.5. Upon receipt of an EC request, the UCS HE Team will check it meets the administrative requirements of the UCS HE Extenuating Circumstances Policy.

- 8.6. If an EC request meets the requirements, it will be processed to the next stage.
- 8.6.1. Should an EC request not meet the requirements of the UCS HE Extenuating Circumstances Policy, it may be automatically rejected/ invalidated by the UCS HE Team – resulting in the student needing to submit the EC request again, with the required additional information. Alternatively, the UCS HE Team may contact the student for additional information or evidence (if required). Whilst the EC request is still pending an EC Panel decision, section 8.15 will apply.
- 8.7. Upon confirmation that the EC request meets the administrative requirements of the UCS HE Extenuating Circumstances Policy, the UCS HE Team will note the request for processing at the next Extenuating Circumstances Panel. There are, normally, two EC Panels per week although they can be convened as required.
- 8.8. The EC Panel will comply with the requirements of the panel, as set out in its Terms of Reference (ToRs). These are available from the UCS HE Team via he@ucscollegegroup.ac.uk.
- 8.9. The EC Panel members will take all submitted information, and evidence if provided, into account when making a decision. For non-LTHC EC requests, the panel will only consider the information and evidence provided within the actual EC request. It is, therefore, extremely important that EC request contain sufficient information, detail, and evidence to allow the panel to make informed decisions.
- 8.10. Failure to include sufficient information, detail, and evidence with an EC request may result in the request being invalidated/ rejected. It is the responsibility of the student to ensure the EC request contains sufficient information, detail, and evidence (if required).
- 8.11. Where a student submits an EC request for Type B or Type C Extenuating Circumstances, the panel will agree a new assessment deadline that takes in to account the information provided within the EC request. If desired by the panel, the student's Course Leader and/ or Module Leader may be contacted to agree the new assessment deadline.
- 8.12. Where the EC Panel decides to contact a Course or Module Leader for agreement on a new submission deadline, this may delay the communication of the panel's decision to the student. Until the student receives written confirmation of an EC Panel outcome, section 8.15 will apply.
- 8.13. Once the EC Panel has completed, and a decision has been made, the student will be informed via email from the UCS HE Team.
- 8.13.1. **A validated Extenuating Circumstances Request** – when an EC request is validated, the UCS HE Team will:
- Record the outcome/ decision on the student's original EC request on Markbook.
 - Update the submission deadline for the individual assessment identified within the EC request. Should an EC request reference multiple assessments, section 8.2 will apply.
 - Contact the student and the identified Course Leader and/ or Module Leader with a notification of the EC Panel decision, and the new assessment deadline. At this point, the student can begin working to the adjusted (new) assessment deadline.
- 8.13.2. **An invalidated Extenuating Circumstances Request** – when an EC request is invalidated, the UCS HE Team will:
- Record the outcome/ decision on the student's original EC request on Markbook.
 - Contact the student and identified Course Leader and/ or Module Leader with a

notification of the EC Panel decision.

- Update the submission deadline for the individual assessment identified within the EC request. Should an EC request reference multiple assessments, section 8.2 will apply.
- Contact the student, and the identified Course Leader and/ or Module Leader with a notification of the EC Panel decision, and the new assessment deadline. At this point, the student can begin working to the adjusted (new) assessment deadline.

- 8.14. The UCS HE Team will work to support all EC requests, however it may not always be possible to process a request within a short timeframe. Therefore, until an EC request is validated section 8.15 will apply.
- 8.15. Until an EC Panel decision is communicated to a student, in writing, the student must continue working on their assessment to submit at the original deadline or risk the consequences of a late submission should the EC request be invalidated/ rejected.
- 8.16. Should the EC Panel believe a dishonest Extenuating Circumstances request has been made, they may refer the matter to the UCS College Group Positive Behaviour Policy & Behaviour Management Procedure. Action may then be taken under this policy and procedure.
- 8.17. Any information and evidence submitted by a student, as part of an EC request, will be stored on the student's Individual Learning Plan (ILP) and Markbook. This information will be restricted to staff on a 'need to know' basis and students will be able to see this information by accessing their own ILP by logging in to [ProPortal](#). All data is stored in compliance with the [UCS College Group's Data Protection Policy](#).

9. 'Type A' Extenuating Circumstances Applications

- 9.1. Students who are unexpectedly unable to meet the requirements of an assessment by the deadline provided may submit a Type A Extenuating Circumstances request through the individual module and assessment in Markbook. Type A Extenuating Circumstances, once validated, provide a 24-hour extension to an original assessment deadline and allows the student access to the full range of marks available for that assessment. Without an EC, failure to submit an assessment on time would result in a late submission and that submission being managed in compliance with the validating partner's, or awarding organisation's, late submission policies; as available from section 1.2.1.
- 9.2. Students requesting a Type A EC, must do so in compliance with sections 8.1 thru 8.4 of this policy document. They must provide sufficient information and detail, although evidence is not required.
- 9.3. There is no limit to the number of validated Type A Extenuating Circumstances requests that a student can make in an academic year.
- 9.4. Examples of circumstances which would normally be valid for a Type A EC request:
- Your own health problems
 - Car breaking down/accident
 - For part-time students in full-time employment, exceptional pressure of work or permanent change of employment circumstances
 - Interviews for placements that cannot be changed
 - Computing problems, such as corrupt data or media, poor internet connectivity, e-submission of an assessment file in an incorrect format, or lack of access to IT facilities.

- Emergencies affecting yourself, relatives or significant friends

9.5. Examples of circumstances which would **not normally be considered valid:**

- You slept in or your alarm clock did not go off
- Financial problems, including debt sanctions imposed by University Centre Somerset/ UCS College Group
- Family celebrations, holidays, planned house moves, or similar events, in which you have input to, or control over, the date or may choose not to participate.
- Appointments of any kind, including legal or medical appointments, which could be rearranged.
- Sporting, recreational or voluntary commitments, unless you are representing University Centre Somerset at national level or your country at international level, or participating in an event that is of benefit to University Centre Somerset national reputation.
- For full-time students, normal pressures of employment because, by enrolling as a student, you have made a commitment to attend and make time available for self-study as per your programme requirements.

10. 'Type B' Extenuating Circumstances Applications

- 10.1. Students who require a longer extension (up to a maximum of 5 working days), if they are unable to meet the requirements of an assessment(s) by the original deadline, can submit an application for a Type B request through the individual module and assessment in Markbook.
- 10.2. Students requesting a Type B EC, must do so in compliance with sections 8.1 thru 8.4 of this policy document. They must provide sufficient information and detail, although evidence is not required.
- 10.3. A student may only receive one validated Type B EC per academic year. If additional extensions are required then students must submit a Type C application, including evidence, as detailed in section 11.
- 10.4. Examples of circumstances which would normally be considered valid:
- Your own health problems, including major accident or injury, acute ailments, hospitalisation (including for operations), or those affecting a significant period of study.
 - Personal or psychological problems for which you are receiving counselling, or have been referred to a counsellor or similarly qualified practitioner.
 - Clinical depression or other significant mental health issue.
 - Pregnancy-related conditions and childbirth (including a partner in labour).
 - Bereavement causing significant impact.
 - Separation or divorce of yourself or your parents.
 - Recent burglary, theft or serious car accident.
 - Jury service which cannot be deferred.
 - Representing University Centre Somerset or one of our partner Universities at national level, or your country at international level, or participation in an event that is of benefit to University Centre Somerset's national or international reputation.
 - For part-time students in full-time employment, exceptional pressure of work or permanent change of employment circumstances
 - Late diagnosis of learning disabilities such as dyslexia, meaning you have not had the appropriate support for assessment
 - Issues regarding delays in placements, but only in cases where the delay has arisen due

- to circumstances beyond a student's control
- For students in UCS/ UCS College Group accommodation, poor internet connectivity will be considered an acceptable reason

10.5. Examples of circumstances which would **not normally be considered valid:**

- You slept in or your alarm clock did not go off.
- Accidents or illness affecting relatives or friends, unless serious, or you are a sole carer.
- Financial problems, including debt sanctions imposed by University Centre Somerset/ UCS College Group
- Computing problems, such as corrupt data or media, poor internet connectivity, printer failure, or e-submission of an assessment file in an incorrect format, or lack of access to IT facilities. University Centre Somerset students have full access to the computing and internet facilities at the Taunton, Bridgwater, Cannington, and Strode College.
- Family celebrations, holidays, planned house moves, or similar events, in which you have input to, or control over, the date or may choose not to participate.
- Appointments of any kind, including legal or medical appointments, which could be rearranged.
- Sporting, recreational or voluntary commitments, unless you are representing University Centre Somerset at national level or your country at international level, or participating in an event that is of benefit to University Centre Somerset national reputation.
- For full-time students, normal pressures of employment, because, by enrolling as a student, you have made a commitment to attend and make time available for self-study as per your programme requirements.

11. 'Type C' Extenuating Circumstances Applications

- 11.1. Students who require a longer extension of more than 5 working days, if they are unable to meet the requirements of an assessment(s) by the original deadline, can apply for a Type C request through the individual module and assessment in Markbook.
- 11.2. Students requesting a Type C EC, must do so in compliance with sections 8.1 thru 8.4 of this policy document. They must provide sufficient information and detail, as well supporting evidence.
- 11.3. There is no limit to the number of validated Type C Extenuating Circumstances requests that a student can make in an academic year.
- 11.4. Examples of circumstances which **would normally be considered valid:**
- Your own health problems, including major accident or injury, acute ailments, hospitalisation (including for operations), or those affecting a significant period of study.
 - Personal or psychological problems for which you are receiving counselling or have been referred to a counsellor or similarly qualified practitioner.
 - Clinical depression or other significant mental health issue.
 - Pregnancy-related conditions and childbirth (including a partner in labour).
 - Bereavement causing significant impact.
 - Separation or divorce of yourself or your parents.
 - Recent burglary, theft or serious car accident.
 - Jury service which cannot be deferred.

- Representing University Centre Somerset or one of our partner Universities at national level, or your country at international level, or participation in an event that is of benefit to University Centre Somerset's national or international reputation.
- For part-time students in full-time employment, exceptional pressure of work or permanent change of employment circumstances
- Late diagnosis of, for example, dyslexia, meaning you have not had the appropriate support for assessment, including provision in exams.
- A significant change to your financial circumstances after enrolment, such as withdrawal of Student Finance England (SFE) funding or its equivalent mid-year.
- Issues regarding delays in placements, but only in cases where the delay has arisen due to circumstances beyond a student's control

11.5. Examples of circumstances which would **not normally be considered valid:**

- You slept in or your alarm clock did not go off.
- Accidents or illness affecting relatives or friends, unless serious, or you are a sole carer.
- Financial problems, including debt sanctions imposed by University Centre Somerset/ UCS College Group
- Computing problems, such as corrupt data or media, poor internet connectivity, printer failure, e-submission of an assessment file in an incorrect format, or lack of access to IT facilities. University Centre Somerset students have full access to the computing and internet facilities at the Taunton, Bridgwater, Cannington, and Strode College.
- Family celebrations, holidays, planned house moves, or similar events, in which you have input to, or control over, the date or may choose not to participate.
- Appointments of any kind, including legal or medical appointments, which could be rearranged.
- Sporting, recreational or voluntary commitments, unless you are representing University Centre Somerset at national level or your country at international level, or participating in an event that is of benefit to University Centre Somerset national reputation.
- For full-time students, normal pressures of employment, because, by enrolling as a student, you have made a commitment to attend college and make time available for self-study as per your programme requirements.

11.6. Type C Applications should be supported by appropriate evidence. The nature of evidence will vary depending on the circumstances, but it must:

- confirm the existence of the extenuating circumstances and the relevant timeframe;
- confirm the impact of the extenuating circumstances on the student concerned;
- explain why the extenuating circumstances will prevent them from submitting by their original assessment deadline;
- be comprehensible for the panel.

11.7. The panel reserves the right to request clarification regarding particular evidence or ask for further evidence. Requests may include, but are not limited to:

- extra supporting documentation.
- the evidence being sent directly from a third party.
- the translation of documents into English, as required.

12. 'Type D' Extenuating Circumstances Applications

- 12.1. Type D EC requests should be used to request a resit if a student has exceptional circumstances which prevented them from sitting an **examined event assessment**. Students have 24 hours to apply for a Type D EC after the date that their examined event assessment was due to be held. Type D applications are made through Markbook and followed up with an email to he@ucscollegegroup.ac.uk to inform the UCS HE Team of the request submission. Type D ECs are subject to approval.
- 12.2. Students requesting a Type D EC, must do so in compliance with sections 8.1 thru 8.4 of this policy document. They must provide sufficient information and detail, as well supporting evidence.
- 12.3. There is no limit to the number of validated Type D Extenuating Circumstances requests that a student can make in an academic year.
- 12.4. Examples of circumstances which **would normally be considered valid**:
 - Your own health problems, including major accident or injury, acute ailments, hospitalisation (including for operations), or those affecting a significant period of study.
 - Personal or psychological problems for which you are receiving counselling or have been referred to a counsellor or similarly qualified practitioner.
 - Clinical depression or other significant mental health issue.
 - Pregnancy-related conditions and childbirth (including a partner in labour).
 - Bereavement causing significant impact.
 - Separation or divorce of yourself or your parents.
 - Recent burglary, theft or serious car accident.
 - Jury service which cannot be deferred.
 - Representing University Centre Somerset or one of our partner Universities at national level, or your country at international level, or participation in an event that is of benefit to University Centre Somerset's national or international reputation.
 - For part-time students in full-time employment, exceptional pressure of work or permanent change of employment circumstances
 - Late diagnosis of, for example, dyslexia, meaning you have not had the appropriate support for assessment, including provision in exams.
 - Disruption in an exam or assessment, such as a fire alarm going off, or excessive noise from building works.
 - Significant life events of close family members, where you can show that no alternative arrangement, such as the date or your attendance, is possible.
- 12.5. Examples of circumstances which would **not normally be considered valid**:
 - You slept in or your alarm clock did not go off.
 - Accidents or illness affecting relatives or friends, unless serious, or you are a sole carer.
 - Financial problems, including debt sanctions imposed by University Centre Somerset/ UCS College Group
 - Computing problems, such as corrupt data or media, poor internet connectivity, printer failure, e-submission of an assessment file in an incorrect format, or lack of access to IT facilities. University Centre Somerset students have full access to the computing and internet facilities at the Taunton, Bridgwater, Cannington, and Strode College.
 - Family celebrations, holidays, planned house moves, or similar events, in

which you have input to, or control over, the date or may choose not to participate.

- Appointments of any kind, including legal or medical appointments, which could be rearranged.
- Sporting, recreational or voluntary commitments, unless you are representing University Centre Somerset at national level or your country at international level or participating in an event that is of benefit to University Centre Somerset national reputation.
- For full-time students, normal pressures of employment, because, by enrolling as a student, you have made a commitment to attend college and make time available for self-study as per your programme requirements.

13. Late Applications

- 13.1. Extenuating Circumstances applications made after the original assessment deadline date will be considered a late application. However, students applying for a Type A or Type D extension have 24 hours after the submission/exam date to apply.
- 13.2. Any late application must contain a valid reason why the EC request could not be submitted by the deadline.
- 13.3. UCS will consider late applications on a case-by-case basis via the Extenuating Circumstances Panel.

14. Academic Appeal

- 14.1. In the event that a student disputes the EC Panel's decision on an individual EC Request, students may formally appeal the decision of an Extenuating Circumstances Panel following receipt of the outcome. This will follow the process and time constraints set out in the UCS HE Academic Appeals Policy.
- 14.2. An academic appeal against an EC decision can only be submitted via email to the UCS HE Team on he@ucscollegegroup.ac.uk, detailing how the appeal matches one of the permissible reasons.
 - There is evidence to suggest that the UCS HE Extenuating Circumstances Policy was not followed, in a manner that could have resulted in a different decision if it had been properly followed
 - There is evidence to suggest that there was an administrative error or some other irregularity in the consideration of the request.
 - The decision of the Extenuating Circumstances Panel failed to take into account the evidence of Extenuating Circumstances provided
 - New material evidence is available which the student was unable, for good reason, to provide earlier in the process
- 14.3. Academic Appeals should normally be made within ten working days of the date of the EC Panel decision being sent to the student; as per the date stamp on the email itself.
- 14.4. If a student wishes to claim for extenuating circumstances for a taught module after the formal publication of results at the end of the year, this will be dealt with as an appeal against the decision of an Award Board. In this case, students must submit their appeal by the deadline specified when the results are published. Any academic appeal against the decision of an Award Board which is raised based on extenuating circumstances, must contain a valid reason to explain why information could not have been submitted at the time. Reference should be made to the UCS HE Academic Appeals Policy.

15. Repeated Use of The Extenuating Circumstances Process

- 15.1. UCS has a responsibility to monitor the progress of students throughout their studies and intervene where progress is not being made at the expected rate. Where a student is not moving through the levels of their studies as expected, because they need to make multiple applications for extenuating circumstances, University Centre Somerset is likely to refer students to support areas for additional support needs. It may also be appropriate to recommend the student undertakes a fitness to study discussion with their Course Leader.

16. Review Of Policy

- 16.1. The policy will be reviewed by the date stated on the front cover with any amendments being submitted for approval to the SMT Policy Review Group. This is a sub-committee of the Senate, the Senior Academic Authority for HE at UCS.