

Mitigating Circumstances Policy

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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. Mitigating Circumstances are circumstances which:
 - Impair the performance of a student in assessment or reassessment
 - Prevent a student from attending an assessment or reassessment
 - Prevent a student from submitting assessed or reassessed work by the scheduled date
- 1.3. 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
- 1.4. 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.

2. Scope

- 2.1. This Policy applies to all undergraduate and taught postgraduate students studying with GIS for an award of the University of East London (UEL).
- 2.2. This Policy applies to all forms of eligible summative assessment and is for students considering submitting a claim for Mitigating Circumstances only.
- 2.3. This policy reflects the provisions set out within the [UEL Manual of General Regulations 2024-25](#) (Part 5).
- 2.4. Students are able to submit eligible assessments up to 7 days after the original deadline without evidence via the Mitigating Circumstances (Self -Certification) application form. Applications for Mitigating Circumstances Self-Certification for eligible coursework must be submitted by 23hr: 59 minutes (UK time) on the day of the original deadline. Any applications submitted after the deadline will be rejected.
- 2.5. A student can only submit late, without evidence through the self-certification process, twice per term, on first sit assessments only. The Mitigating Circumstances (Self – Certification process **is not available on reassessment submissions**. More information can be found via the [Mitigating Circumstances student pages](#), including the application form and details as to which assessments can engage with submissions 7 days late, without evidence.
- 2.6. Students can also apply for Mitigating Circumstances, with evidence, and submit 7 days late (for relevant assessments) or move to resit uncapped if Mitigating Circumstances is granted.

- 2.7. For students engaging in a sport at an elite level, the provisions within the [Supporting Elite Athletes Academic Study Policy](#) will apply and where relevant, students should also consult the [UEL Student Maternity, Paternity and Adoption Policy](#).

3. Policy

3.1. Overview

- 3.1.1. If Mitigating Circumstances (with evidence) is granted at first sit, students will be eligible to either submit up to 7 days after the original deadline or take the assessment at resit. In both instances, the mark will be uncapped.
- 3.1.2. If Mitigating Circumstances is granted at resit, students will be eligible to submit up to 7 days after the original deadline, or re-register for the module again (with attendance). Re-registration of the module may only be possible where students have not exhausted all assessment attempts on the module as per the [Manual of General Regulations 2024-25 \(Part 3 – Academic Regulations\)](#). The re-registration of a module will incur additional [tuition fee](#) costs.
- 3.1.3. If a student has Mitigating Circumstances (evidenced) granted at resit and has no previous Mitigating Circumstances on the assessment, then the mark is capped as per [clause 22.4 of the Manual of General Regulations: Part 3 – Academic Regulations 2024-25](#).
- 3.1.4. If a student has Mitigating Circumstances (evidenced) granted on both first sit and resit, the assessment mark is uncapped. This also applies in circumstances where the module is registered again and is only applicable on the assessment where Mitigating Circumstances was granted. If a student passed all previous assessments (where Mitigating Circumstances has not been submitted) on the module at the first sit, they will be eligible to retake the assessments again uncapped if the module is re-registered.
- 3.1.5. If a student has Mitigating Circumstances granted at first sit, submits 7 days after the original assessment deadline and fails, the student will be eligible to resit and the assessment will be capped.
- 3.1.6. If there is no engagement or the assessment is failed on the final attempt and there is no Mitigating Circumstances submitted for the assessment, then the module is failed.
- 3.1.7. If Mitigating Circumstances is submitted on the final allowed attempt for a module, a student may be eligible to retake the assessment again. In circumstances where this arises, it will be dealt with on a case-by-case basis by the Mitigating Circumstances Panel. More information on this can be found via the Mitigating Circumstances student pages ([Internal link](#)).
- 3.1.8. Mitigating Circumstances outcomes are ratified at assessment boards and are taken into consideration on undergraduate progression decisions.
- 3.1.9. Where Mitigating Circumstances is granted by the panel, it should be noted that for undergraduate students, a progression decision will take precedence. Boards will note 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 recommendation that a student should not be given a withdrawal progression decision.

- 3.1.10. It is advised that students applying for Mitigating Circumstances (with evidence) also request a "Support to Study" meeting via the Student Support Team on studentsupport@gis.sport.

3.2. Mitigating Circumstances Outcomes

- 3.2.1. Where a student has Mitigating Circumstances granted and submits after the 7-day period allowed, the assessment will be recorded as a non-submission.
- 3.2.2. Where a student submits on the original deadline (i.e. does not submit up to 5 days after the original deadline), has Mitigating Circumstances granted and passes the assessment, the passed result remains. A student can request to engage with the assessment at resit and/or attempt the assessment again.
- 3.2.3. As per 3.2.2 a student can request that their mitigating circumstances are upheld and pass mark rescinded. Students will need to confirm this with the Academic Services Team on academicservices@gis.sport up to five days after the assessment results are published. The previous mark will be ignored, and work submitted at resit will take precedence (even if lower than the original mark achieved).
- 3.2.4. If Mitigating Circumstances is rejected, 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. If a student submits up to 7 days after the original deadline and their Mitigating Circumstances is rejected, the assessment will be recorded as a non-submission.

3.3. Key Information

- 3.3.1. As per section 3.2.3 a student at resit can request to have Mitigating Circumstances overridden on a passed assessment, however, they will not be eligible to submit another piece of work and the Mitigating Circumstances will be noted on their records. In these circumstances, students will follow the processes outlined in sections 3.1.2 – 3.1.4
- 3.3.2. Where Mitigating Circumstances is granted and no assessments are submitted, this will be recorded on the student record.
- 3.3.3. Once a module has been capped, Mitigating Circumstances does not uncapped the mark.
- 3.3.4. Where a component consists of more than one element and the circumstances of Exceptional Circumstance apply to a minimum of one element, the Mitigating Circumstances is granted for the whole component in its entirety.

- 3.3.5. Professional Body requirements may take precedence in allowing a student to defer (uncap at resit) an assessment even if Mitigating Circumstances is granted.

4. Procedures

4.1. Student Submission of Mitigating Circumstances with Evidence

4.1.1. For a Mitigating Circumstances claim with evidence to be considered, it is the student's responsibility to ensure that for each component affected:

- They submit details of the circumstances via the [Mitigating Circumstances Online Claim Form](#).
- Details are submitted as soon as possible, 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.
- As per 2.2.1 students are eligible to submit up to 7 days after the original deadline without evidence once per term.

4.1.2. Provision will be made for the submission of pro-formas and evidence can be provided electronically however, in some instances a hard copy may be requested.

4.2. Mitigating Circumstances Panel

4.2.1. The Chair of the Panel shall be the Registrar (or nominee). Other Members of the panel will consist of:

- The Head of Student Experience and Education or the Head of Academic Quality (or nominee);
- A member of the Student Support Team;
- A Deputy Dean (or nominee).

4.2.2. Claims can be submitted before the scheduled date and time for the submission/attendance of the assessed work.

4.2.3. Students applying for Mitigating Circumstances Self-Certification for eligible coursework must be submitted by 23hr:59 minutes (UK Time) on the day of the original deadline. The deadline for all other applications of Mitigating Circumstances is 7 days after the assessment deadline/submission date.

4.2.4. The deadline to submit evidence relating to the Mitigating Circumstances application is the day of the results publication for that assessment. If evidence is not submitted with the Mitigating Circumstances application it may result in a rejection and/or late mark publication.

4.2.5. It is recognised that there may be cases where a student is unable to submit a claim for Mitigating Circumstances within the above time period (e.g., emergency in-patient hospital treatment occurring during the examination period). In cases where a student is unable to submit Mitigating Circumstances within the normal timeframes, the deadline for submitting a late claim for Mitigating Circumstances after the results are published, is before the next Academic Term starts.

4.2.6. 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.

- 4.2.7. Students submitting late Mitigating Circumstances may have to intermit their studies if the outcome of Mitigating Circumstances is not agreed in time to re-enrol or retake the relevant assessment/module
- 4.2.8. Claims will not be considered unless submitted via the online application form and by the designated date and time with accompanying evidence.
- 4.2.9. Any claim for Mitigating Circumstances 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.
- 4.2.10. The quorum for a Mitigating Circumstances Panel shall be four, including a Chair and Secretary.
- 4.2.11. The Remit of the Panel is to review applications for Mitigating Circumstances claims on the grounds of Mitigating Circumstances and to ensure a consistency of approach.
- 4.2.12. Where Mitigating Circumstances is submitted for more than one component, Mitigating Circumstances will be considered on a component-by-component basis.
- 4.2.13. The Mitigating Circumstances Panel will meet virtually and as necessary to deal with the volume of claims in a timely manner. A decision in each case will be made within five working days.
- 4.2.14. Students will be informed of the outcome of their claim via e-mail.
- 4.2.15. The decision of the Mitigating Circumstances Panel is noted at Assessment and Award boards.
- 4.2.16. For undergraduate students, Mitigating Circumstances will be taken into account when making a progression decision. In some instances, this may mean a student is still withdrawn/cannot continue on their course if a student has not achieved sufficient credit and/or Mitigating Circumstances has not had a detrimental impact on all of their modules studied.
- 4.2.17. As per paragraph 3.1.8, 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., a student not to be given a withdrawal progression decision.
- 4.2.18. If a claim raises sufficient concerns about a student's ability to manage their studies, GIS reserves the right to refer the student to the Fitness to Study and/or the Fitness to Practise Policies and Process

5. Appeals

5.1. Appeals against the decisions of the Mitigating Circumstances Panel

- 5.1.1. A student cannot appeal the decision of the Mitigating Circumstances Panel except on the grounds that an administrative or procedural error has occurred.
- 5.1.2. In such cases, the student should first submit an academic appeal to the University of East London via the [Appeal process](#).

- 5.1.3. If the appeal is not upheld, this will be communicated to the student in writing. The University will then issue a Completion of Procedures (COP) letter as soon as possible, or within 28 days of the outcome if requested. It is important to note that a COP letter can only be issued once the student has exhausted all internal university procedures.
- 5.1.4. If a student wishes to submit new and/or late evidence to support their Mitigating Circumstances application after a decision is made, they will follow procedures outlined in section 4.1.

5.2. OIA and Completion of Procedures

- 5.2.1. If the appeal is not upheld, this will be communicated to the student in writing. The University will issue a Completion of Procedures letter as soon as possible, or within 28 days of the appeal outcome, if requested.
- 5.2.2. The Completion of Procedures letter will include a clear explanation and outline the reasons for the decision. The decision should also advise the student about:
- their right to submit a complaint to the OIA for review.
 - the time limit for doing so.
 - where and how to access advice and support.
- 5.2.3. Information and eligibility rules are available at: oiahe.org.uk.

6. Associated Documents

6.1. [GIS Policies](#)

- GIS Guide to the Mitigating Circumstances Policy
- GIS Appeals Policy
- GIS Assessment and Feedback Policy

6.2. [UEL Policies](#)

- A Student Guide to Extenuating Circumstances Policy and Procedure
- UEL Manual of General Regulations 2024-25
- UEL Fitness to Study Policy
- UEL Fitness to Practice Policy and Procedure
- UEL Student Maternity, Paternity and Adoption Policy
- UEL Tuition Fees Policy