

Extenuating Circumstances Policy

A. Introduction

1. Corndel College London's objective is for our students to succeed and that our students successfully complete their academic programme with us. It is also our expectation that our students take responsibility for their academic progress.
2. We recognise that there may be a variety of significant factors which can have an adverse effect on students' performance in assessments. Occasionally, unforeseen and sudden life events may temporarily impact a student's ability to engage with their studies and to undertake their assessments. Where such unexpected events occur, we encourage students to seek support promptly, to allow us to assist students to get back on track with their programme. It is strongly advisable that students seek support from Corndel College London as soon as they become aware that they need support.
3. Corndel College London manages and considers claims for Extenuating Circumstances in accordance with the Academic Regulations. This policy supplements the provision in the relevant Academic Regulations in relation to Extenuating Circumstances by explaining what students need to do when they need support where one or more of their assessments are affected.
4. In this policy, "you", or "your" refers to the student; "we", "us" and "ours" refers to Corndel College London (CCL).
5. This Extenuating Circumstances policy should be read in conjunction with the following documents:
 - Kingston University's [Academic Regulations 2](#) and [Academic regulation 10](#) (for students undertaking a Kingston University Award).
 - [Corndel College London's Academic Regulations](#) ((for students undertaking a Corndel College London Award).
 - Academic Appeals Procedure
 - Student Complaints Procedure
 - Fitness to Study Policy
 - Break in Learning Policy
 - Reasonable Adjustment Policy

B. Scope and General Principles

6. This policy can be used for summative assessments as set out for your programme.

7. The period you are claiming Extenuating Circumstances for must coincide with the assessment deadline(s) included in your claim.
8. You have a responsibility to tell us about any Extenuating Circumstances you may be experiencing in a timely manner and provide appropriate and relevant documentary evidence. We strongly recommend that you notify us if you are experiencing any unforeseen circumstances outside of your control impacting your studies. This is so we can support you.
9. Your request for Extenuating Circumstances will be processed by us within **five CCL working days** from the date you submit your request. Where we are unable to process your request within this timeframe, we will inform you of the delay, the reason(s) for the delay as well as provide you with a new date by which you should expect to hear from us about the decision of your Extenuating Circumstances claim.
10. Extenuating Circumstances claims will often involve the processing of sensitive personal data. We will make every effort to ensure that the data is kept confidential and only supplied to authorised staff members and Extenuating Circumstances panel members appointed to consider the claim. For more information about how we manage confidentiality and abide by General Data Protection Regulations (GDPR), please see **section H** below.
11. Claims for Extenuating Circumstances must be made by completing and submitting the [Extenuating Circumstances Form](#) by the deadlines set out in this policy. Claims made after you have been notified of your results following an Assessment Board cannot be considered under this procedure. You may be able to submit an Academic Appeal if you have appropriate grounds. Students considering submitting an academic appeal should refer to the [Academic Appeal Procedure](#), in the first instance.
12. There is a 24-hour period after the original assessment deadline within which you can submit your work without a penalty. Where you have put in a successful Extenuating Circumstance claim and you have been given new submission date, you are not permitted to submit your assessment after the new assessment submission date you have been given.
13. It may not be possible to agree extensions for submission deadlines that are close to assessment board periods or in the reassessment period.
14. If you submit a request that contains false information or includes falsified evidence, we will regard it as an attempt to gain an unfair advantage, which is academic misconduct and may lead to disciplinary action. CCL reserves the right to verify submitted evidence with relevant third parties, in line with GDPR.

- **Disability and ongoing medical conditions**

15. Disability, and ongoing medical or mental health conditions are not usually considered to fall within the definition of Extenuating Circumstances.
16. Disabled students may typically only use the Extenuating Circumstances provision for mitigations relating to their disability where there is good reason for not having advised us of their need for reasonable adjustment prior to their affected assessment.
17. However, there may be times when a student with a disability or ongoing medical or mental health condition needs to use the Extenuating Circumstances Procedure, and may be used where:
 - i. Their condition has altered in a significant way since they started their programme and any reasonable adjustments were put in place, and this has had an impact on the student's performance.
 - ii. A student has experienced fluctuation in their condition, an acute episode or crisis.
 - iii. A student has a mental health problem which may fluctuate unpredictably.
 - iv. A student has experienced a serious deteriorating of their condition.
 - v. A student is awaiting formal diagnosis of a disability.
 - vi. Reasonable adjustments were agreed too late to be applied for the piece of assessed work affected.
 - vii. A new diagnosis is received, and reasonable adjustments could not be put in for the impacted assessment.
18. If awaiting formal diagnosis of disability or an ongoing health condition, you should submit an application for Extenuating Circumstances with supporting evidence to follow.
19. For the avoidance of doubt, disabled students whose Extenuating Circumstances claim is not relating to their disability should use this procedure, where circumstances you wish to claim for meet the requirements set out in **paragraph 21** below.
20. All disabled students are encouraged to contact the Student Support Team on or before registration with us with a view to agreeing any reasonable adjustments. Current students who receive a disability diagnosis while studying with us should also contact Learner Experience Team to discuss relevant reasonable adjustments so we can support you.

C. Definition and Types of Extenuating Circumstances

- **Definition**

21. The Academic Regulations define Extenuating Circumstances as specific circumstances that have had a direct and substantial impact on you in the lead up to or during an assessment event or submission. Such circumstances should be:

- i. Sudden, serious and/or unpredictable or unforeseeable in nature, and
- ii. Relevant to you, the individual student making the claim, and
- iii. Likely to seriously impair your performance, and
- iv. Taking place at the same time as an assessment event or just before an assignment deadline.

- **Types of Extenuating Circumstances claims available to you**

22. There are two types of Extenuating Circumstances claims you can submit to us for circumstances that meet the definition above. These are:

- i. **Extenuating Circumstances claim with Self-certification:** As part of your Extenuating Circumstances claim, you can self-certify for a period of illness lasting **no more than seven calendar days**. The period of illness you are claiming against must coincide with and affect the assessment deadline(s) for which you are requesting. You should not use the **Self-Certification** process for managing longstanding or chronic health conditions or assessments that are not impacted by the period of illness you are self-certifying for. **Please see Section D(i) below.**
- ii. **Extenuating Circumstance claim with evidence:** Except for where you are submitting your Extenuating Circumstances claim with Self-Certification on medical grounds, you are required to provide documentary evidence from an independent third party to support your claim. We may need to get verification on your submitted evidence from the relevant third party in line with data protection requirements. **Please see section D(ii) below.**

D. Extenuating Circumstances Process

You are expected to manage minor illnesses (such as coughs) on your own where the minor illness does not affect your ability to study and undertake your assessment.

- i. **Extenuating Circumstances claim with Self Certification**

23. We understand that you may not be able to provide evidence for short periods of illness. If you are ill and close to an assessment deadline and unable to visit a

doctor, you may be able to self-certify for your illness for **up to seven calendar days**.

24. This means that you sign our [Self-Certification Form \(in the Extenuating Circumstance Form\)](#) confirming that you were ill and submit this with your Extenuating Circumstance Form as evidence. You may only do this:

- a. For illness lasting **no more than seven calendar days**, and where you did not visit a doctor.
- b. Where the period of illness you are claiming against coincides with and affects the assessment deadline(s) against which you are requesting.
- c. Where the illness is not a diagnosed disability or an ongoing medical condition (including longstanding and chronic health condition). Please see **paragraphs 15 to 20 above** for further guidance.

25. To give us adequate time to respond to your claim, you are strongly advised to submit as part of your Extenuating Circumstances claim, a [Self-Certification Form](#) as soon as you become ill or at the first available opportunity within the timeframe set out in **paragraphs 25a and 25b** below. You should submit a Self-Certification Form:

- a. because you are/were ill, and it is no more than **five CCL working days** before the deadline or date of the assessment(s) you claim to have been affected.

OR

- b. because you are/were ill, and it is no later than **five CCL working days** after the deadline or date of the assessment(s) you claim to have been affected.

26. You can only use the Self-Certification process to request an extension to coursework assessment deadline or to take an examination/live assessment at a later date.

27. If, as part of your Self-Certification, you request an extension from the date of the affected assessment deadline, you should submit your coursework, dissertation and final project or equivalent **within the timeline set out in paragraph 29 below**. If your claim is accepted and an extension granted, your work will be marked.

28. If you submit your work after your new submission date for your affected assessment, it will be considered a non-submission and it will receive a mark of Zero unless you make a subsequent successful Extenuating Circumstances claim under this procedure.

29. If considered valid, your Self-Certified Extenuating Circumstances claim will likely result in you having:

- a. an extension of **up to ten CCL working days** from the date of the affected assessment deadline for coursework assessments,
- b. an extension of **up to fifteen CCL working days** from the date of the affected assessment deadline for dissertations and final projects or equivalent,
- c. for any other types of assessment such as examinations/live assessments or groupwork, deferred submission to the next opportunity, without penalty.

- **Repeated requests for Self-Certification**

30. We allow the submission of a Self-Certification form for illness. This is to support students who may be experiencing unexpected illness which negatively affects their ability to submit work, attend an assessment or perform to their usual standard in an assessment. However, there is a limit to the number of times you may use this process in a programme stage.

31. You may make a maximum of one Self-Certified Extenuating Circumstances claim in each programme stage.

32. If you submit more than one claim of Self-Certification, within a programme stage, you will be asked to provide suitable evidence such as medical proof and if you are unable to do so, your claim will be rejected.

- ii. **Extenuating Circumstances claim with evidence**

33. To submit your Extenuating Circumstances claim with evidence, you should complete our [Extenuating Circumstance Form](#) and upload the relevant evidence. This means that your request should:

- a. be supported with documentary proof; and
- b. be used for unforeseen circumstances outside your control, which can be shown to have been likely to have a direct and substantial impact on your performance in assessment.

34. The documentary evidence may include any proof that shows an impact on your capacity to study for an assessment, on your ability to complete an assessment, and/or on your performance during an assessment.

35. You should not use this process for disability and ongoing medical conditions including longstanding and chronic health conditions. Please let us know if you have these and we will consider what arrangements we can put in place to

support you through your studies. Please see **paragraphs 15 to 20 above** for further guidance.

36. The list below may be considered to be acceptable when you submit an Extenuating Circumstances claim with evidence. It is not an exhaustive list and the acceptance of Extenuating Circumstances is at our discretion:

- a. Acute illness or injury on the day of or during a 'live' assessment, such as an examination, performance or presentation.
- b. Extended illness or injury which lasts for more than **five CCL working days** that is serious enough to stop you from studying or revising.
- c. Death or serious illness of a close relative or family friend.
- d. Extreme family situations.
- e. Significant domestic and/or personal problems.
- f. Court attendance including Jury service, where deferral has been refused by the Court.
- g. Being a victim of, or witness to, criminal activity.

37. Below are examples of evidence you can submit in support of your extenuating circumstances:

- a. A hospital discharge letter.
- b. A letter from an external support service or counsellor.
- c. Letter from the police or the court.
- d. A police report, including a crime reference number.
- e. A solicitor's letter.
- f. A death certificate or an order of service.

38. The list below would not generally be considered to be acceptable when you submit an Extenuating Circumstances claim with evidence. It is not an exhaustive list and the acceptance of Extenuating Circumstances is at our discretion:

- a. Close deadline of academic work, e.g. a number of assessments with similar deadlines – you are expected to plan your work schedule.
- b. Certain personal computer/other IT device failure – adequate precautionary measures should have been taken, e.g. backing up work.
- c. Inadequate time to access IT equipment.

- d. Non-compatibility of IT equipment with CCL's IT equipment – you should have planned and checked for such issues.
 - e. Minor illnesses, e.g. as coughs, colds and short-lived viruses.
 - f. Lack of a laptop/device of the required specification where necessary for an assessment - you should have planned and let us know before your deadline that you are experiencing this issue.
 - g. Religious observance – such issues are not unforeseen and should be discussed with a member of CCL such as your Professional Development Expert in advance.
 - h. Mistaking the date/time of an examination, assessment or coursework deadline.
 - i. Foreseeable, planned or minor life inconveniences.
 - j. Holidays.
39. Evidence provided in a language other than English must be accompanied by an independent professional translation.
40. We require evidence relating to a medical condition to be supported by independent and explicit corroboration from a registered GP, hospital or other medical practitioner. We expect medical evidence to include the practitioner's registration number and/or employer details and, in the case of emails, be clearly sent from the relevant professional email address.
41. You are strongly encouraged to raise any issues early, and before your assessment deadline with your Professional Development Expert, if it is possible to do so.
42. You must submit claims for Extenuating Circumstances with all appropriate evidence no later than **five CCL working days** from the date of the assessment(s) you claim to have been affected.
43. The nature of the evidence you will need to submit, depends on the nature of your Extenuating Circumstances claim. You should upload your evidence at the same time as your Extenuating Circumstances Form and you should keep the original documents in case they are required at a later date.
44. If your evidence is not available at the time of submitting your Extenuating Circumstances Form, you need to indicate when you will be able to upload your evidence at the time of submission. If waiting for your evidence means you will miss the Extenuating Circumstances deadline, you should submit your Extenuating Circumstances Form and provide the evidence later.

45. Where you request an extension from the date of the affected assessment deadline, you can submit your work pending the outcome of your submitted Extenuating Circumstances claim. This is subject to you submitting your Extenuating Circumstances within the stipulated timeframe. If your claim is accepted and an extension is granted, your work will be marked.
46. If you submit your work after your new submission date for your affected assessment, it will be considered a non-submission and it will receive a mark of Zero unless you make a subsequent successful mitigation claim under this procedure.

E. Consideration Process for Extenuating Circumstances Claims

47. When you submit your Extenuating Circumstances claim, it will be reviewed by the Assistant Registrar or nominee. The Assistant Registrar or nominee is authorised to take decisions on Extenuating Circumstances. The Assistant Registrar or nominee will review your claim and evidence, and will either:
- a. Approve the Claim for Extenuating Circumstances.
 - b. Refer the Claim to an Extenuating Circumstances Panel for review; or
 - c. Reject your claim for Extenuating Circumstances.
48. The Assistant Registrar or nominee will make a decision about your claim **within five CCL working** days from the date you submit your Extenuating Circumstances claim. You will be notified of the outcome of your claim as set out in paragraph 47 above.
49. Where the decision is reached to refer your claim to an Extenuating Circumstances Panel as set out in paragraph 47b, the Assistant Registrar or nominee will inform you of a new timeline for processing your claim. This would normally be within **ten CCL working days** from the date the Assistant Registrar or nominee notified you that your claim has been referred to an Extenuating Circumstances Panel. You will also be informed of the Extenuating Circumstances Panel membership.
50. Your claim for Extenuating Circumstances will be approved if:
- a. it is submitted by the deadlines set out within this policy.
 - b. it meets the definition of Extenuating Circumstances set out within this policy.
 - c. there is appropriate evidence to support the claim; and
 - d. the evidence relates to the time-period in which the assessment task or event took place.
51. Your claim for Extenuating Circumstances will normally be rejected if:

- a. the Extenuating Circumstance lacks appropriate supporting evidence or self-certification form and a justifiable reason for not providing evidence cannot be established.
 - b. the supporting self-certification form or supporting evidence fail to cover/coincide with the time-period in which the assessment activity was set.
- 52. Your claim for Extenuating Circumstances may, in certain circumstances, be referred by the Assistant Registrar or nominee to an Extenuating Circumstances Panel for review if:
 - a. on the face of it, your Extenuating Circumstances seem credible/plausible; and
 - b. it has been established that you are unable to provide any or appropriate evidence to support your Extenuating Circumstances claim; and/or
 - c. it is submitted by the deadlines set out within this policy.
- 53. The Extenuating Circumstances Panel will comprise of three members of staff who have not had prior involvement in the student's claim. The Panel will normally consist of two academic staff members, one of which will be the Chair, and one professional services staff member nominated by the Academic Registrar.
- 54. Where required, the Academic Registrar has discretion to nominate an academic staff, from the panel membership pool, as the Chair or member of an Extenuating Circumstances Panel.
- 55. The Panel will review your claim and associated evidence and will make a decision to accept or reject it. The decision of the Panel will normally be communicated in writing, **within five CCL working days** from the date of the Panel meeting.

F. Outcome of an Extenuating Circumstances

- 56. Where an application for Extenuating Circumstances is approved, a recommendation will be made to the Assessment Board on what actions to be taken. The options available to the Assessment Board are:
 - i. Provide the student with an additional first or second attempt at the assessment depending on which attempt the Extenuating Circumstances relate to.
 - ii. Remove the cap on a resit mark where the Extenuating Circumstances related to a first attempt, but a resit has already been completed.
 - iii. Remove a cap on a mark for work that has had a late submission penalty applied, provided that the circumstances occurred before the published deadline.

57. If a student achieves a lower mark in an additional first or resit attempt than that achieved in the attempt that was subject to Extenuating Circumstances, the higher of the original mark for the assessment element or the additional attempt mark will be used in the calculation of the overall module mark.
58. For the avoidance of doubt, an Assessment Board is not permitted to alter the marks of a student with approved Extenuating Circumstances.
59. Where an additional attempt at the original assessment task is not possible or is not appropriate, the Assessment Board may set an alternative assessment task provided that it is equivalent to the original assessment task and assesses the relevant learning outcomes.

G. Academic Appeal and Retrospective and Late Extenuating Circumstances

60. We have strict deadlines for the submission of Extenuating Circumstances requests, and it is your responsibility to submit your Extenuating Circumstances request on time to ensure we can process your Extenuating Circumstances requests.
61. Previously undisclosed Extenuating Circumstances claims made after the relevant Assessment Board has met, may only be considered through the academic appeal process and only if a valid and over-riding reason, outside your control can be demonstrated for failure to report your Extenuating Circumstances at the appropriate time. Ignorance of the procedures or failure to recognise the impact at the time will not normally be acceptable as reasons for late submission.
62. Late Extenuating Circumstances is when a student has not submitted work or attended an assessment event and did not make an Extenuating Circumstances request within the allowable timeframe of the affected assessment.
63. Retrospective Extenuating Circumstances is when a student submitted work or attended an assessment event and therefore declared themselves fit to sit, following which they request Extenuating Circumstances, which would annul this declaration.
64. CCL has a fit to sit policy for assessments. This means that if a student submits work for or attends an assessment, they have declared themselves fit to undertake the assessment and that there have been no Extenuating Circumstances affecting them. As a result, a student cannot normally submit a retrospective claim for Extenuating Circumstances after completing an assessment.
65. We may accept a claim for retrospective Extenuating Circumstances where there is evidence of a certified illness that would have meant that you would have been

unable to exercise the rational judgement necessary at the appropriate time to consider yourself unfit to undertake assessments and where this is explicitly confirmed by a registered GP or practitioner suitably qualified to make this judgement.

- 66. If you do have a successful claim for Retrospective Extenuating Circumstances, we will annul the marks for all assessments mentioned in the claim including those that meet or exceed the pass mark. You may be obliged to provide medical evidence from a registered GP or other suitably qualified practitioner confirming that you are fit to return to study prior to being able to do so.
- 67. If you make a request relating to Extenuating Circumstances after your results have been issued, we will be careful to safeguard the fairness of the assessment process and to avoid creating an unfair advantage.
- 68. The Academic Appeals Procedure sets out the process to follow to appeal the decision of an Assessment Board, including timeframes and the applicable grounds that appeals must be made on. For more information, please refer to the [Academic Appeal Procedure](#).

H. Confidentiality and Data Protection

- 69. The information you submit to us in support of your Extenuating Circumstances request will be held in accordance with General Data Protection Regulations (GDPR), Data Protection legislation and our Student Privacy Notice. We will make sure that matters overseen by us as part of processing your Extenuating Circumstances requests are carried out with the accurate level of confidentiality. Information will only be made available to those who need it for the purposes of managing and responding to the Extenuating Circumstances Policy.
- 70. We may need to disclose to other relevant staff and external organisations as part of the management of a student's assessment. Where there are elements which are particularly sensitive and the student has concerns about their confidentiality, the student can raise this with the Academic Registrar who will discuss how disclosure can be minimised, if possible and appropriate to do so.
- 71. Where we need to obtain information from a third party as part of processing a student's Extenuating Circumstances request, we will only give the third party as much detail about the student and their situation as is necessary to obtain the evidence required. Staff will ensure that discussions held about the student's Extenuating Circumstances claim are undertaken with the correct level of confidentiality, unless, where doing so could put others at risk.

I. Reporting and Monitoring

72. The Academic Board and the Board of Governors will receive an annual summary report of the number of Extenuating Circumstances requests and an overview of decisions reached. The reports will show trends and make recommendations for improvements where necessary. There will be no reference to individual cases. A confidential record, as required by the general data protection requirements, will be kept separately of individual cases.

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