
Mitigating Circumstances Regulations and Assessment Support Procedure



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1. Purpose and Scope

- 1.1. The University recognises that students may occasionally experience challenging or difficult '*mitigating*' circumstances that are outside their control, and which may affect their studies or assessment performance.
- 1.2. These regulations explain how students may request assessment support from the University to mitigate for those circumstances.
- 1.3. The regulations apply to all current students registered with the University.
- 1.4. The *Mitigating Circumstances Regulations and Assessment Support Procedure* is managed by the Office for Student Complaints, Appeals and Regulations (OSCAR).
- 1.5. For students studying at a partner institution, this procedure may be managed by the equivalent team at that institution who will be able to provide details as appropriate. Unless otherwise stipulated, the University will only receive referrals to this procedure at Stage 3: Appeal Review in accordance with the *Academic Appeal Regulations and Procedure*.
- 1.6. Students can get free, impartial and confidential advice on these regulations and procedures from the Students' Union at advice.su@uca.ac.uk.

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- 1.7. Members of university staff (or partner institutions) may seek advice from their programme director, campus life office or directly from OSCAR.

2. Definitions

- 2.1. The University defines *mitigating circumstances* as exceptional short-term events which are outside the student's control, and which can be demonstrated to have had a direct and substantial impact on their assessment performance.
- 2.2. The University considers *assessment support* to be the provision of an equitable adjustment to the deliverable assessment requirements (e.g. deadline extension) that mitigate for circumstances directly affecting the student's ability to fully meet these requirements, but are still aligned to the intended learning outcomes, assessment measures and criteria. This is distinguished from a *reasonable adjustment* that may be made to those parameters to specifically to support students that are prevented by their disability/SpLD from demonstrating this through the usual assessment methods
- 2.3. A student's *assessment performance* is considered to include their ability to engage in the development and preparation of their assessed work, or its presentation or submission.
- 2.4. *Fitness to Present* or submit for assessment (also known as *fit-to-sit*) is the student's decision to present/submit an assessment and thereby declaring themselves fit to be assessed.
- 2.5. A coursework assessment is a submission requirement, such as an essay, project, portfolio, presentation etc.
- 2.6. An *assessment event* is where a student is assessed at a specific time through examination, presentation or performance.
- 2.7. A *request for mitigation* is regarded to be a formal request for assessment support because of mitigating circumstances.
- 2.8. *Contemporaneous circumstances* are those that either occurred during or had a demonstrable ongoing effect on the period of study/submission in question, that it would be reasonable to consider the assessment development or submission took place.
- 2.9. For the purposes of these regulations, a *working day* is Monday to Friday (9am to 5pm), excluding U.K. public and bank holidays, or other published university closure.

3. Principles of the Mitigating Circumstances Regulations

- 3.1. The University considers that students who submit or present themselves for assessment are, in doing so, declaring themselves fit to be assessed. Students that experience difficult or challenging circumstances that have a short-term effect on their assessment performance are able to request assessment support:
- 3.1.1. Where a student experiences difficult or challenging circumstances, the University aims to respond in an equitable and consistent way.
 - 3.1.2. The University will make a determination regarding such requests in consideration of the needs of the student requesting mitigation, academic integrity and fairness to other students.
 - 3.1.3. When evaluating a request for mitigation, the following will be taken into consideration:
 - a. The severity and timing of the circumstances disclosed.
 - b. The appropriateness of the evidence provided.
 - c. The extent to which the circumstances would/could have affected the assessment in question.
 - d. Any potential implications a deadline extension (or other requested action) might have on other assessments.
- 3.2. Authority for the consideration of mitigating circumstances and assessment support requests lies with the relevant Progression and Award Board.
- 3.2.1. Academic departments, OSCAR and Campus Life Managers have the delegated authority from the respective Progression and Award Board to exercise their judgement to make decisions regarding assessment support. These include but are not limited to the following.
 - a. Permitting deadline extensions to an ongoing assessment or retrospectively as required.
 - b. Permitting alternative assessment tasks or approving reasonable adjustments to a task.
 - c. Permitting and arranging the deferral of an assessment as required by the regulations.
 - 3.2.2. It is in the above respective person or body's judgement as to whether the request presented to them sufficiently demonstrates the criteria and grounds to be eligible for assessment support.
 - 3.2.3. The determination of the appropriate assessment support for an upheld request (or appeal) for mitigation is determined in the academic judgement and/or discretion of the person or body considering the request.

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- 3.3. Required evidence to substantiate a request for mitigation.
- 3.3.1. The standard of proof is that of the *balance of probabilities*. That is to say, based on the evidence available, it is more likely that something was or was not the case.
 - 3.3.2. The *burden of proof* when making an academic appeal is with the student who must sufficiently demonstrate that the grounds in section 4.1 have been met. This means that it is the student's responsibility to provide the evidence to support their appeal.
 - 3.3.3. Evidence (letters, emails, invoices, etc.) must be clearly dated in full so that appropriate timelines can be established. Evidence that is undated or does not clearly confirm when it refers to will not be considered.
 - 3.3.4. Evidence must be from a relevant, independent and recognised body (including evidence issued directly from the University itself). The University is unable to accept supporting statements from relatives or friends.
 - 3.3.5. Evidence must be presented in English. It is the student's responsibility to have any evidence in other languages translated prior to submission.
- 3.4. Self-Certification requests for mitigation.
- 3.4.1. Self-certification is intended for use in relation to circumstances which impact a student's assessment performance over a period not exceeding five working days. Examples of mitigating circumstances for which self-certification may be requested is provided in Appendix A: Table 1.
 - 3.4.2. Students may submit a maximum of two self-certified requests per academic year. Requests made at the same time for multiple units/assessments count as one claim.
 - 3.4.3. Students are not required to submit substantiating evidence to support self-certification requests. It is therefore expected that such requests will be made on time and will not be granted late or retrospectively.
 - 3.4.4. Self-certification requests may only be supported by a deadline extension or deferment of an assessment event; and cannot be given additional assessment support (including further extensions) without the provision of supporting evidence.
- 3.5. Fitness to Present for assessment and Late Requests for non-submission.
- 3.5.1. The University considers that students who submit or present themselves for assessment are, in doing so, declaring themselves fit to be assessed.
 - a. Where a student has submitted or presented for assessment but later decide that they were not *fit-to-sit*, they may submit an *academic appeal* to present mitigating circumstances to be considered.
 - b. Requests to consider that a student was not *fit-to-sit* must demonstrate how the mitigating circumstances affected the student's judgement and ability to determine their *fitness to present* for assessment and could not therefore have reasonably requested mitigation at the time of the assessment.

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- 3.5.2. Students that did not submit or present themselves for assessment and did not request mitigation (as indicated in in Appendix A: Table 1) may submit an *academic appeal* to consider the mitigating circumstances which must demonstrate why, for justifiable reasons, those circumstances could not have been disclosed before the respective deadline.
- 3.5.3. Requests to consider mitigation for *fitness to present or late requests* should be made in accordance with the *Academic Appeal Regulations and Procedure*.
- 3.6. The university will not consider dishonest or vexatious mitigation requests.
- 3.6.1. Requests that are received which are deemed to be the subject of a dishonest attempt to seek an academic advantage will be referred to the *Academic Misconduct Regulations and Procedures*.
- 3.6.2. Requests that repeatedly attempt to illicit a consideration or outcome not permitted within the University's regulations will be considered as vexatious. Examples of vexatious claims may include but are not limited to the following:
- a. Repeated requests for circumstances to be considered by any other means than prescribed by the published procedures.
 - b. Requests that repeatedly cite grounds, circumstances or seek outcomes that are not permitted within the University's regulations.
 - c. A case that relies upon circumstances that were either not upheld or had been rejected by previous requests, appeals or other procedure.
- 3.7. Confidentiality
- The disclosure of mitigating circumstances and a request for assessment support will be treated confidentially by the University, subject to the following conditions:
- a. The circumstances will not be disclosed or discussed with other students. However, where the assessment involves group work it may be necessary to advise or negotiate with other members of the group to support assessment adjustments.
 - b. The circumstances may be disclosed to relevant members of staff and departments where their specialist knowledge is required to inform a decision or to record and process its outcome.
 - c. Some circumstances may be disclosed to the University's support services staff (or appropriate authorities) where there are significant concerns for the student's wellbeing (such decisions will be informed by the University's designated Safeguarding Officers).
- 3.8. Immigration Compliance.
- International students who are subject to a visa sponsored by the University should note that visa sponsorship cannot be extended because of a delay in the student's progression (or Resit) resulting from mitigating circumstances or assessment deferment (including deadline extensions).
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3.9. Application of the regulations.

- 3.9.1. The University reserves the right to make reasonable adjustments to the procedure in exceptional circumstances where it deems it necessary to best support a student.
- 3.9.2. Where a pattern of continued claims for mitigating circumstances by any one student is identified, the programme director may, in consultation with the student and Library & Student Services, refer to the Support to Study Procedure.

4. Grounds for requesting Assessment Support

- 4.1. In order for an Assessment Support request for Mitigating Circumstances to be accepted, the student must demonstrate that the circumstances meet all of the following criteria:
 - 4.1.1. The circumstances are outside of the student's control and are either:
 - a. unforeseen and could not be anticipated (e.g. sudden illness or bereavement);
or
 - b. are known in advance but cannot be avoided (e.g. court appearances or scheduled surgery and short-term convalescence).
 - 4.1.2. Are short-term and contemporaneous with the period of study and will have (or had) a significant adverse effect upon the student's assessment performance.
 - 4.1.3. Can be supported by appropriate evidence.
- 4.2. Examples of the most common mitigating circumstances for which a request for assessment support might be accepted are detailed in Appendix A: Table 1.
- 4.3. Circumstances that will **not** usually be considered.

Students are expected to manage life circumstances. By enrolling on a course, students are considered to have accepted the required dedication and responsibility to manage their studies. The following will therefore not usually be considered as mitigating circumstances:

- a. Circumstances that existed or were known before the student registered on their course or subsequent annual re-enrolment (excluding a sudden and unexpected deterioration of those circumstances).
- b. Circumstances that occurred during the student's studies prior to the assessment(s) in question, but where a directive negative impact cannot be demonstrated.
- c. The late disclosure of circumstances on the basis that a student felt unable or uncomfortable disclosing these.
- d. Examples of circumstances that will not usually be accepted as grounds for mitigated Assessment Support are detailed in Appendix A: Table 4.

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- 4.4. Requests for mitigation relating to IT systems, software and upload (submission).
- 4.4.1. The University considers that it is a student's responsibility to ensure their work is uploaded before or on the deadline, in the correct location, format and available to assessor for marking. However, it is recognised that unavoidable technical issues can occur.
- 4.4.2. Requests for assessment support in the event of technical difficulties will only be considered where the following can be demonstrated.
- a. Evidence to substantiate the difficulty existed at the time of submission or at the assessment event.
 - b. That reasonable action was taken by the student to resolve the problem, including contacting the Library IT Advisor where appropriate and requesting support on time.
 - c. That the systems issues were not in because of the student's access being suspended because of their debtor status.
 - d. That, on the balance of probabilities, there is sufficient evidence to suggest that the work would have been submitted had it not been for those IT issues.
- 4.5. Requests for mitigation relating to the short-term care (or support) for a dependant or close family that has been taken ill, injured or experienced appropriate grounds for mitigating circumstances, must demonstrate the following:
- a. How the circumstances (e.g. care requirements) impact the student's assessment performance.
 - b. That the mitigating circumstances were beyond their control and that no alternative arrangements are/were possible.

5. Outcomes of Assessment Support requests

- 5.1. Assessment Support is designed to provide an equitable adjustment to the assessment requirements.
- 5.2. The University's assessment regulations require that all students' work is graded against demonstrated assessment evidence. Under no circumstances will individual marks be adjusted or compensated because of mitigating circumstances.
- 5.3. Adjustments to assessments may include one (or an appropriate combination) of the following:
- 5.3.1. A *deadline extension* to course work submissions that is equivalent or proportionate in length to the study days lost due to the mitigating circumstances claimed (usually up to an individual extension of up to three weeks).
 - 5.3.2. A deferment of an assessment event until the next available opportunity. Where possible, this may be within the same assessment period. If it is not possible, the assessment may be deferred until the next assessment period (e.g. Resit) or

require an interruption to study until the following academic year/progression point.

5.3.3. *Minor Adjustments or Alternative Assessment* may be made where such an adjustment does not change the intended module or course learning and assessment outcomes.

- a. A *minor adjustment* to the assessment brief or requirements such a reduction in assessment load (e.g. word count, number of required articles).
- b. An *alternative assessment* (including a viva voce or reflective piece).
- c. Minor adjustments or alternative assessments will only be made at the discretion of the programme director, executive dean or by OSCAR where, in their opinion, such amendments are appropriate to mitigate the disadvantage or will enable the department to better support the student in view of their circumstances.
- d. Where an adjustment is required to the learning or assessment outcomes, measures and criteria the case will be referred to the Procedure for Reasonable Adjustments.

5.4. Academic Opportunity

Mitigation is intended to support a student's academic opportunity for success in their respective assessment(s).

5.4.1. Where mitigating action is granted in accordance with these regulations, it should be noted that any extension or deferral may prevent a progressing into the next year/level of study or graduating within the respective academic year (including attendance at a graduation ceremony).

5.4.2. Where it is not possible for a student to progress due to mitigating action they may be required to interrupt their studies until the next progression point.

5.5. Support to Study

5.5.1. Where a student is experiencing long-term issues which are negatively affecting their wellbeing and ability to study, it may be more appropriate for the student to be supported via the University's Support to Study Procedure.

5.5.2. The Support to Study Procedure is designed to offer students help to remain on their course or placement and to achieve their best potential.

5.5.3. Where a pattern of continued claims for mitigating circumstances is identified, the programme director may refer to the student to the Support to Study Procedure.

6. Assessment Request Procedure

6.1. Stage 1: Local Consideration and Resolution

- 6.1.1. Students wishing to request Assessment Support for Mitigating Circumstances should complete an MCF1 form and submit it by email (or in person) to their Campus Life Office before the stated date (see Appendix A: Table 1).
- 6.1.2. The Campus Life Office will make an initial review of the request and take the following action:
- a. Self-certified requests, where they are determined to meet the criteria for eligibility, will be processed with a 5 working day extension provided for coursework; or referred to the programme director for other assessment events.
 - b. Requests for mitigation due to technical difficulties submitting the work will be provided assessment support where the request meets the criteria for eligibility.
 - c. The Campus Life Manager will determine all other requests as to whether they meet eligible criteria and if the most equitable outcome requires academic judgement. Where the request can be accommodated by administration, the Campus Life Manager will make appropriate arrangements or provide an appropriate coursework extension.
 - d. Where the Campus Life Manager determines the request is eligible for assessment support but requires academic judgement to inform the outcome, they will refer the request to the respective programme director for the course of study. The programme director or their nominee within the academic department will consider the request and determine the appropriate assessment support. The completed form will be returned to the Campus Life Office within two working days.
- 6.1.3. The Campus Life Office will notify the student, within three days working (wherever possible) of either making the determination or receiving the programme director's decision, indicating the outcome of the request (upheld or rejected) and any relevant assessment support to be provided.
- 6.1.4. The Campus Life Office will make a record the outcome of the request.
- 6.1.5. Where an assessment support request is upheld, subject to the submission of evidence that cannot reasonably be provided at time of the request, the evidence must be provided before the Progression and Award Board considers the assessment outcome. Where the evidence has not been provided, the Progression and Award Board will not consider the mitigating circumstances; any assessment support proposed (e.g. deadline extension) will be voided and the work will be recorded as a non-submission.

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- 6.1.6. Students may request up to two deadline extensions for any individual assessment. Further extensions will be considered at the discretion of the programme director who may decide to refer the case to Support to Study.
- 6.1.7. Where a request is rejected, the given assessment deadline must be adhered to. Failure to submit or present for assessment will be treated in the same way as any other non-submission or non-presentation of that assessment task.
- 6.1.8. A student who has been provided with Assessment Support but subsequently submits or presents for that assessment at the scheduled time or deadline will forfeit any mitigation decision made in their favour.
- 6.1.9. Fitness to Present or Late Requests for mitigation should be considered in accordance with Stage 1 of the *Academic Appeal Regulations and Procedure*.
- 6.1.10. If the student believes either the resolution provided is not appropriate or that the decision to reject their request is unreasonable, they may submit a request for a Stage 2 Appeal Consideration by OSCAR within 10 working days of receiving notification of their request outcome.

6.2. Stage 2: Appeal Consideration

- 6.2.1. Stage 2 Appeal Considerations are conducted by OSCAR.
- 6.2.2. To make a stage 2 appeal against a decision made regarding a request for Assessment Support for Mitigating Circumstances, the student must submit the following to OSCAR [oscar@uca.ac.uk]:
- A completed appeal form (AAF2);
 - Evidence to substantiate the request; and
 - A copy of the Mitigating Assessment Support request outcome.
- 6.2.3. A Stage 2 Appeal Consideration will only consider an appeal against the outcome of an Assessment Support request where the following grounds are met:
- a. The request for Assessment Support was made on or before the deadline indicated in Appendix A: Table 1.
 - b. The appeal request is received by OSCAR no later than 12pm (midday) on the 10th working day following notification of the Assessment Support request outcome.
 - c. That in view of the circumstances presented, was the resolution to the request (or rejection) fair and in accordance with the *Mitigating Circumstances Regulations*.
- 6.2.4. A Stage 2 Appeal Consideration will **not** consider an appeal against the specified length of an individual deadline extension or specific adjustment to any assessment requirement in consequence of a deferment.

6.2.5. Please see Section 6.2 of the *Academic Appeal Regulations and Procedures* for further information about how to appeal against either a decision to reject a request or an unreasonable outcome of an Assessment Support request for Mitigating Circumstances.

7. Students with disabilities or specific learning differences

- 7.1. Disability is defined under the Equality Act 2010 as a “*physical or mental impairment which has a substantial or long-term adverse effect on ability to carry out normal day to day activities*”.
- 7.2. For University purposes, students who have a disability (including specific learning difference) are direct to the appropriate Campus Life Office for advice.
- 7.3. The purpose of learning support is to enable students to develop study strategies to be able to demonstrate learning outcomes through assessment tasks delivered to deadline. For this reason the University does not offer automatic extensions to students with a disability or specific learning difference. All claims must follow the procedures as outlined above and meet the given criteria for mitigating circumstances.
- 7.4. A specific learning difference will not in itself be considered a justifiable reason for an extension to an assessment deadline, nor is it considered to be a mitigating circumstance **except** where the following apply:
- a. It can be evidenced that the University failed to provide support as articulated as specified within the Individual Learning Plan (ILP).
 - b. Where a student has recently been diagnosed and as yet has not received sufficient support to enable effective study strategies to be employed to meet a deadline
- 7.5. The University recognises that some students with disabilities and long-term medical conditions may from time to time experience adverse impacts on their ability to study or meet deadlines due to a deterioration in health and wellbeing arising from that condition (for example a mental health condition with periods of illness, or a worsening of a long term physical health condition such as arthritis). Such students are required to apply for assessment support as indicated in section 6.
- 7.6. Where the student’s Individual Learning Plan indicates potential periodic requirements for extensions to deadlines, the ILP can be used as evidence in support of a request for Assessment Support.

8. Document Control

Responsible Officer	Director of Student Life
Responsible Department	OSCAR
Version	1.2
Approved by	Director of Academic Registry
Approval Date	01 February 2025
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Next Scheduled Review	2026-27 academic year

Version Amendments

26/11/2025	1.1	Introduction of Campus Life Offices to triage Assessment Support requests Clarification of request deadlines. <i>Approved by Director of Student Life</i>
09/01/2026	1.2	Removal of pre-submission deadline for evidenced requests for coursework. <i>Approved by Director of Student Life</i>

Appendix A: Examples of evidence and assessment support for mitigation

Table 1: Examples of mitigating circumstances that will normally be considered, indicative evidence requirements and recommended assessment support options.

	Circumstance	Evidence Type (Table 2)	Assessment Type	Request Deadline	Support Type (Table 3)
1	<p>Self-Certified short-term physical or mental illness or injury (of no more than 5 working days) that impacts the student's assessment performance.</p> <p>The following are examples but not limited to:</p> <ul style="list-style-type: none"> • Short-term illness that can be treated at home. • Sudden bereavement (death of a relative or close friend). • Minor injury that prevents travel to campus. • Sudden and or shorty-term mental health deterioration due to personal crisis where long-term support cannot be arranged in time. • Unexpected short-term care requirements for a dependant or close relative. 	A	Coursework	No less than 5 working days before submission deadline.	1
			Event	On day of the event or before.	5, 6
2	<p>Extended physical or mental illness or injury (of more than 5 working days) that impacts the student's assessment performance.</p> <ul style="list-style-type: none"> • Illness, accident or severe trauma or an unexpected deterioration of a known medical condition (whether disclosed or undisclosed). • Contemporaneous effect of previously disclosed conditions or circumstances. • Serious levels of prolonged trauma, stress or anxiety. • Recent bereavement within 3 months that had an ongoing affect. 	A+ B and/or E	Coursework	Before submission deadline.	2, 3, 4
			Event	On day of the event or before.	4, 5, 6
3	<p>Self-Certified carer responsibility (no longer than 5 working days) where the student can demonstrate they are responsible for the short-term care of a dependant that is affected by the circumstances detailed in example 1 above.</p>	See circumstance 1.			

	Circumstance	Evidence Type (Table 2)	Assessment Type	Request Deadline	Support Type (Table 3)
4	Evidenced short-term carer responsibility (exceeding 5 working days) where the student can demonstrate they are responsible for additional short-term care of a dependant that is affected by the circumstances detailed in example 2 above.	See circumstance 2.			
5	Court, tribunal or police investigation: attendance as a witness, defendant or plaintiff during the period of assessment.	A+C	Coursework	Before submission deadline.	2, 3, 6
			Event	Before event.	5, 6
6	Victim of Crime: The student is the victim of a crime that has been reported to the appropriate authority.	A+C	Coursework	Before submission deadline and no more than 24 hours after.	2, 3, 4, 7
			Event	Before event and no more than 24 hours after.	5, 6
7	Representation at national or other significant sporting event or active exercise of citizenship such as an unanticipated or non-negotiable commitment to duties associated with voluntary organisations or services with armed or reserve forces.	A+D	Coursework	No less than 14 working days before deadline.	2, 6
			Event	No less than 14 working days before event.	5, 6
8	Transport Difficulties: Difficulties with public or personal transport which prevented attendance at an assessment event that could not reasonably have been anticipated.	A+D	Coursework	Does not apply.	N/A
			Event	On the day of the assessment event and no more than 24 hours after.	5, 6
9	Technical Difficulties during the submission of coursework	A+F	Coursework	No more than 24 hours after deadline.	7
10	Availability and functionality of University provided equipment and facilities at an assessment event or in the development of coursework.	A+ E and/or F	Coursework	Before submission deadline.	2, 4
			A+E	Event	At the event.
11	Minor user-error: where work has been digitally submitted to the wrong location or is otherwise unavailable to the assessor (and where it can be demonstrated that it had been submitted on time and that to accept the work will not advantage to the student).	A+E	Coursework	Requested by Academic Appeal.	7

Circumstance	Evidence Type (Table 2)	Assessment Type	Request Deadline	Support Type (Table 3)
12 Domestic Crisis: Unforeseen serious accident or serious illness of a close relative, or other circumstances that directly affected the student's wellbeing or imposed unavoidable care giving responsibility with a contemporaneous affect of more than 5 working days.	A+ B, D or E	Coursework	Before submission deadline.	2, 3, 4
		Event	Before start of event.	4, 5, 6
13 Course related opportunities: such as short-term (not exceeding more than five working days) shadowing experience, conference or exhibition that are directly linked to a student's course subject or intended career path that cannot reasonably be attended at any other time or again in the future will be considered but cannot be guaranteed to be accepted.	A+D	Coursework	Not Applicable	N/A
		Event	No less than 14 working days before the assessment event.	5, 6
14 Unfit-to-sit	A+ B or E	Coursework	Request by Academic Appeal	8
		Event		8
15 Other: Exceptional circumstances that do not fall under any of the criteria defined above may be considered.	As determined appropriate, in consideration of the above examples, at the discretion of the programme director, executive dean or OSCAR.			

Table 2: Description of appropriate evidence required to support Assessment Support requests.

Evidence	Description
A	Student's statement of circumstances.
B	Medical evidence which may include correspondence (letters or emails) of hospital appointments, doctor's notes, admission and discharge notes, diagnosis reports, etc. These must be dated in full and include the hospital or office address of the issuing medical professional. Retrospective evidence (i.e. where the medical professional explains in their opinion a medical condition may have affected assessment performance prior to consultation) must be explained and demonstrate that it had a contemporaneous impact.
C	Official correspondence from the appropriate authority issuing the summons, investigation, selection (e.g. police crime number, Court letters).
D	Supporting evidence from a relevant, independent and recognised body (e.g. national sporting or governmental body, public transport company, etc.).
E	Verified in person or determined at the discretion of the programme director, executive dean or OSCAR on the balance or probabilities and in consideration of any previously disclosed circumstances.
F	Copies of upload receipts, images of error messages, and emails demonstrating attempts to resolve issues; or where work has been lost/corrupted, drafts should be included in the request.

Table 3: Description of indicative assessment support options that may be provided.

Support Type	Usual Assessment Support Option
1	Coursework deadline extension of up to 5 working days (1 week). No amendment to assessment requirements.
2	Coursework deadline extension of up to 15 working days (3 weeks). No amendment to assessment requirements.
3	Coursework deadline extension of up to 15 working days (3 weeks) with minor adjustment to assessment requirements.
4	Minor amendment to assessment requirements to support existing scheduled deadline or participation at an event.
5	Rescheduling of event within the period of study (which may include amendment to assessment requirements to support the facilitation of the event task).
6	Deferral of assessment to next assessment opportunity.
7	Submission accepted late. The work will be marked as soon as reasonably possible for the department but may not be within indicative assessment feedback response times.
8	Attempt voided with opportunity for a deferred assessment attempt or retrospective deadline extension in accordance with the above support options as determined by the programme director or appeals officer.
	Minor adjustment to assessment requirements may be a variation in assessment load (word count, number of items, or change in group task to individual) or replacing like-for-like (e.g. live-presentation/pre-recorded).
	Alternative assessment may include replacing a task (or supplementing it) with an alternative method of delivering assessment requirements (e.g. a viva voce, reflective piece, extended essay) to either support the student demonstrate the assessment criteria or facilitate their assessment within reasonable time.
	Rescheduling of event to enable student to participate within intended period of study on an alternative date/time (which may include replacing live-performance with pre-recorded).
	Deferment until the next assessment opportunity may be required where the facilities or resources to accommodate the required event (including venue, equipment, group collaboration) is essential to the assessment criteria; or that an alternative form of assessment is required such that the student would need adequate time to prepare.
	Marking and Feedback: Work submitted subject to assessment support for mitigating circumstances will be marked in accordance to the university's Assessment and Feedback Policy requirements (with the exception of work accepted late as indicated above).

Table 4: Examples of what will **not** usually be considered mitigating circumstances.

Circumstances	Description
Self-Certified within 5 days of coursework submission.	It is expected that a student will be sufficiently prepared to submit their coursework on time and that any short-term circumstances within five days of submission will not have a significant impact upon their assessment performance. Where such instances occur that a student believes their assessment performance was substantially impacted immediately before the submission of course work they may request an Academic Appeal.
Transport difficulties	Known disruption to travel that could have been prevented through alternative means and advanced planning (including requesting Assessment Support for an event in advance).
Holidays or other domestic travel	The University's regulations require students to attend all scheduled learning activities. Therefore holidays and travel that prevents attendance and assessment should not be taken during term-time.
Work commitments or financial difficulties	The University recognises that students may need to undertake paid employment to support their studies. However, it is expected that students prioritise their study commitments and manage their employment hours and responsibilities outside of university hours.
Medical conditions lasting more than five working days without supporting evidence.	Where a student believes that their assessment performance is or has been affected by medical conditions beyond five working days, they are expected to provide evidence showing their engagement with medical providers at the time of the issue.
Social activities and temporary self-induced conditions	The University expects students to engage with and prioritise their commitment and responsibilities to their course and assessments. A Hectic social life, parties, visits to/by friends, sporting fixtures, hangovers, etc. are not considered mitigating circumstances.
Assessment stress	It is understood that assessment periods can be stressful times for students. This in itself will not be considered as a mitigating circumstance. Students that find themselves experiencing difficulty due to stress should contact Gateway Services for support. Where this support has been insufficient to resolve the difficulties for the student they may request Assessment Support in accordance with example 2 in Table 1 above.
Domestic or personal disruptions which could have been anticipated or planned.	Moving house, weddings, regular dependant support (including routine anti and post-natal care support) will not usually be considered for late or retrospective Assessment Support.
Debtors	Suspension of access to university systems due to outstanding fees will not usually be considered for Assessment Support.
Poor study practice, time management or ignorance of assessment requirements and deadlines including submitting work for the wrong unit/assessment.	Students are expected to manage their personal study practices and to be responsible for knowing (or to clarify if in doubt) the requirements of their assessment briefs, deadlines or assessment events.

Appendix B: Assessment Support Procedure Flowchart

