



Higher Education Course Regulations 2025/26

Section 4: Extenuating Circumstances

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The following regulations apply to all taught Higher Education courses at the University of the Arts London. Further Education regulations and guidance are provided by the University of the Arts London Awarding Body.

Extenuating Circumstances

4.1. Extenuating Circumstances Policy

- 4.1.1. There may, on occasion, be exceptional circumstances that might affect a student's ability to meet an assessment deadline or affect their performance in assessment. Students have an obligation to make known any special circumstances which have a bearing on the production or assessment of their work. Where appropriate these circumstances may be taken into account by the Exam Board in making a decision.
- 4.1.2. Where an Extenuating Circumstance affects more than one student, the Exam Board will consider each student claim on an individual basis using the student's grade profile to determine whether any adjustment should be made.

4.2. Extenuating Circumstances Claim Process

- 4.2.1. Students have an obligation to make any special circumstances known by completing an Extenuating Circumstances Application and submitting either through the online Student Portal. Students are required to provide supporting evidence with an EC application.
- 4.2.2. Where evidence is not available, a student can submit an EC application without evidence for units totalling a maximum of 60 credits per academic level or stage (e.g: Year 2 of a BA course is one level). **This is referred to as 'Self-Certification'.**
- 4.2.3 Self-Certification is intended to support UAL's students at points of crisis, where something unforeseeable and unavoidable has occurred but there is no opportunity to obtain supporting documentation in advance of an EC submission deadline. A full explanation of the circumstances must be included as part of the application process, to confirm the application is acceptable. Fraudulent claims will be investigated under the Student Disciplinary Code.
- 4.2.4 Where a student elects to use the Self-Certification process, the outcome will be identical to those set out at 4.4.1, below.
- 4.2.5 Self-Certification should only be considered by a student when there are grounds to do so. Courses are designed to ensure the assessment workload is appropriate and manageable for students and therefore extension to deadlines through an EC claim should only be considered in extreme circumstances.
- 4.2.6 Where required to retake units, or an entire year/stage of their course, students will only be entitled to self-certify if they have not previously used all 60 credits for that stage.

Claim Deadlines

- 4.2.7 Completed forms should normally be submitted as close as possible to the time the circumstance took place and ideally within two weeks of it commencing. **All claims must be received by the submission deadline of the assessment that has been impacted.**

- 4.2.8 Students should be advised to hand in work at a time where they are satisfied with their submission up to a maximum of seven days beyond that original deadline. **Work submitted up to seven days beyond the original deadline with a successful EC application would not be penalised.** Students are advised to discuss with their tutors when opting to submit late.
- 4.2.9 **Work submitted beyond the seven-day EC deadline will not be accepted and will be considered as a non-submission. A student with a validated EC will be offered the opportunity to resubmit without penalty if they have not already had three attempts.** When considering whether to submit late, students should be aware that this may have an impact on their ability to attend Graduation.

Confidentiality

- 4.2.10 The Extenuating Circumstance process allows matters which are confidential to be made known directly to the Clerk and Chair of the Extenuating Circumstances Panel and the Exam Board. Students are advised, in these circumstances, to inform their tutor that they are submitting confidential extenuating circumstances.

4.3. Consideration of Claims

- 4.3.1. All work submitted within the deadline will be marked as presented with no account taken of extenuating circumstances.
- 4.3.2. Colleges are required to ensure their student's Extenuating Circumstances applications are presented to an Extenuating Circumstances Panel (ECP) to consider claims and make recommendations to Exam Boards. For an ECP to be quorate, the Chair and/or Clerk's attendance is required.
- 4.3.3. The Exam Board (or Sub-Board where appropriate) will receive the recommendations of the EC Panel, and determine an appropriate decision as laid out in 4.4 below.
- 4.3.4. In reaching a decision on a grade or classification, the Board will not take account of claims for extenuating circumstances which have not been upheld.

4.4. Exam Board Decisions for ECs

- 4.4.1. If an Exam Board is asked to consider a successful Extenuating Circumstances application, it may choose from the following options:
- a) **A student who has not submitted their work for assessment, and have not previously been given three deadline opportunities to submit the assessment by an Exam Board, will receive the opportunity to submit the work without an additional penalty;**

- b) **Where the student has submitted within seven days of the deadline the Exam Board will approve the uncapped unit Letter Grade their submission received. If the assessed work is marked as a fail normal regulations will apply.**
- c) **Where a student receives a pass mark after submitting an EC claim, no further opportunities will be given to improve the grade.**

4.4.2 A student with a valid EC claim will be given a maximum of three deadline opportunities to submit the assessment and pass by an Exam Board. **The Exam Board will not provide any further resubmission attempts If after the third deadline opportunity to submit the assessment the student has not passed.** Normal regulations will apply.