

HE Extenuating Circumstances Policy

1. Scope and Purpose

- 1.1. To define the rights of students to claim Extenuating Circumstances in respect of their academic studies and assessments.
- 1.2. To detail the procedure as to how Extenuating Circumstances can be claimed by students.
- 1.3. This procedure is applicable to students on designated Higher Education courses.
- 1.4. It is the responsibility of all staff to ensure that the procedure is adhered to within the stages and procedures outlined.
- 1.5. This policy applies to Loughborough College Group and its colleges. References to the Group or College refer to all parts of the group.

2. Policy Statement


- 2.1. Extenuating Circumstances (EC), which can also be known as Impaired Performance or Mitigating Circumstances is a process designed to ensure that matters that may impact on a student's performance, such as illness, mental health problems, bereavement or family problems, can be taken into account when marks are allocated for an exam or assignment.
- 2.2. 2.1.2 While Loughborough College Group policies and procedures have been approved by our validating University partners, for courses which have been validated by the University of Derby and Sheffield Hallam University, the procedures will differ. Students should refer to the relevant pages on HE Learnzone for individual course requirements.

3. Impact Assessments

- 3.1. This policy/procedure has undergone an impact assessment process during review to ensure that any foreseeable risks and implications have been appropriately considered.
- 3.2. Equal Opportunities: The policy has been reviewed to uphold principles of equality and non-discrimination in accordance with equal opportunities legislation, ensuring fair treatment for all individuals.
- 3.3. Data Protection: All personal data processing activities governed by this policy have been assessed for risk and are fully compliant with current data protection laws.

Name:	HE Extenuating Circumstances Policy	Owner:	Higher Education
Document Reference:	HE-PCG-012	Last Review:	September 2025
Version:	1.0	Next Review:	September 2026

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Privacy-by-design has been embedded as a core approach, with safeguards implemented to protect data subjects.

- 3.4. Safeguarding, Health & Safety, and Environmental Sustainability: Relevant aspects of safeguarding, health and safety, and environmental sustainability have been impact assessed to support a secure, inclusive, and responsible working and learning environments for all.

4. Policy

- 4.1. The EC policy is separate from the existing system of reasonable adjustments and assessment of exam concessions regarding learner needs and disabilities.
- 4.2. Extenuating Circumstances claims are considered by the Higher Education Extenuating Circumstances Committee. Claims must be submitted before the assessment/ exam is due, unless it is demonstrably impossible for the student to do so. In cases such as this, the claim must be submitted 5 days prior to an EC Committee in order for it to be considered at that Committee. In these circumstances, students will be additionally required to provide evidence as to why they were unable to submit their claim on time, which must account for the entire delay.
- 4.3. The committee shall consist of Curriculum Managers from all academic departments plus Academic Tutors and a minimum of one other member of academic staff. The Committee will be chaired by the Dean/Head of Higher Education. The secretary to the College Extenuating Circumstances Committee shall be the Higher Education Registrar (or identified replacement).
- 4.4. A student and/or their tutor may feel that a seven day 'Late Submission' is more appropriate to meet students' needs (see footnote for guidance).
- 4.5. Extenuating Circumstances can be considered for:
- 4.5.1. Performance in an element(s) of assessment(s) and/or an examination(s) in module(s).
- 4.6. Students are encouraged to submit an EC Claim if there is any possibility that their performance may be affected. Please note that EC claims can only be considered retrospectively should there be a compelling case that the claim and supporting evidence could not be submitted prior to the assessment taking place. Once marks have been considered by an Exam Board, they are final and any claims will not be considered.
- 4.7. What Constitutes Extenuating Circumstances?

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4.7.1. Students will be entitled to use the EC process if an event can be seen to impair the ability of the student to maximize their potential for example (this list is indicative and not exhaustive):

- An event occurs in an unforeseen manner and disrupts your studies which is beyond your control.
- It relates to a specific piece of coursework or examination.
- An event seriously disrupts your performance, including non-submission of assignments or the taking of examinations. For example, illness or personal injury
- You experience family issues such as bereavement
- You are in receipt of counselling or are suffering from mental health issues which impact your ability to complete work
- You are experiencing work-related pressures and problems

4.8. What Type of Evidence is Acceptable?

- A medical certificate
- A copy of a death certificate
- A police incident number notification
- A letter of confirmation from your Tutor or other appropriate third party
- A letter of confirmation from the Counselling Service etc.

Claims without such evidence will NOT be considered. Students are allowed to submit the form first and the supporting evidence later if this is delayed, but the evidence must be received before the EC Committee considers your case. Students are solely responsible for completing the application and obtaining the supporting evidence.

4.9. You are not likely to be successful in your claim if it is based upon:

- Computer problems.
- 'Bunching' of examinations or coursework deadlines.
- Problems caused by English being an additional language. You should seek advice in good time from the International Department.
- Poor time management or personal organisation.

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- Minor ailments.
- A long-term illness or disability or already in receipt of a support plan, where the team has already made special arrangements for the administration of assessments.
- Circumstances which were known to you prior to the date of your registration as a student.
- Circumstances where students have had good opportunities to plan.
- The demands of your sport training/competition where you have not taken this into account and informed tutors beforehand.
- Students own negligence or carelessness.

4.10. How to Claim Extenuating Circumstances:

4.10.1. EC claims must be submitted before your assessment/ exam is due, unless it is demonstrably impossible for you to do so. In cases such as this, the claim must be submitted 5 days prior to an EC Committee in order for it to be considered at that Committee. In these circumstances you will be also be required to provide evidence as to why you were unable to submit their claim on time, which must account for the entire delay.

4.10.2. Submit EC form online, this can be found on the Student Registry page on HE LearnZone. Normally no later than 5 days before the published date of the College Extenuating Circumstances Committee. Ensure you express clearly what the circumstances are and exactly why they have impacted on your study and /or assessment.

4.11. Evidence will need to be submitted to the Student Registry in the following ways:

- Via email on student.registry@loughcoll.ac.uk or in person, Room F001, Higher Education Building, Loughborough College Campus.


4.12. The Loughborough College Group EC Committee receives the application at least 5 days before it meets. These papers are confidential and will be considered on the day of the committee. All evidence must be submitted with the form. Should the panel meet and there is no evidence, the application will be deferred to be considered at the next committee. After this, if evidence is still not submitted, the application will be rejected.

4.13. Ensure you hand in your coursework (this includes any incomplete work) using the normal submission methods for said assessment.

4.14. Failure to hand in any assessed work could lead to a judgement of non-submission at the exam board, irrespective of your EC Application. The only exception to this requirement

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is where it is demonstrably impossible for you to hand in any evidence of having worked towards or completed the assessment requirements.

4.15. Committee meets and the decision will be communicated to you electronically by the Student Registry. There are 3 outcomes:

4.15.1. Application Granted:

- Normally you will be offered to re-sit a new assessment without penalty at the next assessment period.
- You will need to formally accept the EC offer prior to the Final Exam Board. Once the EC offer is accepted any previous grade will be removed and your submission will be without penalty. Failure to accept the EC offer will result in your grade standing and should you need to re-sit, your grade will be capped in line with programme regulations. Seek advice and tutor support if you are unclear.
- Submit your work as per college/course regulations and you will receive a new grade when confirmed by the Exam Board.

4.15.2. Application Declined:

- You will be informed that your application has been unsuccessful.
- The original grade will stand for any work submitted. If no work was submitted, you will be graded as non-submission. Where applicable you will be offered a resit of the assessment at second attempt which will be capped at 40% or restricted to a pass mark in line with programme regulations. Seek course leader advice if you are unclear.

4.15.3. Application Deferred.

- You will be advised that the committee requires further professional evidence to be submitted by the next committee meeting.

4.16. We appreciate that EC Claims often relate to sensitive matters and we would like to assure students that all matters are kept completely confidential. Physical evidence will be stored in a locked filing cabinet and digital evidence is secured in restricted folders. The only people to see the evidence and the claim are the EC Committee.

4.17. NB. this procedure does not affect the rights of a student under the HE Academic Appeals Procedure.

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5. Location and Access

5.1. This document can be found here:

- The Loughborough College Group's Website
- The Loughborough College Group's SharePoint

6. Linked Policies and Procedures

6.1. You may wish to view the following policies:

- Complaints Procedure
- Higher Education Academic Appeals Procedure

7. Change Log

Date	Version	Details of Change	Reviewer	Reviewer Title

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