

Extenuating Circumstances (EC) Process 24/25

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1. What are Extenuating Circumstances?

Extenuating circumstances (EC) are circumstances that are unforeseen and are out of your control, and which may negatively affect your performance in an assessment; for example, a recent bereavement or illness of a relative, or an illness or injury affecting yourself. A list of acceptable and unacceptable Extenuating Circumstances can be found in Section 2.

The Extenuating Circumstances procedure can be used to address the following:

- absence from an examination/assessment or non-submission of coursework
- requests for extensions to deadlines for submission of written assignments
- cases where a student has received a diagnosis of a disability or long-term medical condition less than 6 weeks prior to an assessment, and reasonable adjustments have not been arranged.
- removal or reduction of a late submission penalty where extenuating circumstances prevented the student from submitting an assignment by the deadline
- cases where a student has attempted an assessment and subsequently realised, they were not well enough to sit or submit the assessment – [see Fit to Sit Policy \(Section 11.11v\)](#)
- appeal of provisional results, where a student's performance was affected by extenuating circumstances that they could not report at the time of assessment for valid reasons.

This procedure should not be used for absence from compulsory teaching, placements or laboratory sessions that are not part of a formal assessment. Please contact your programme team in these instances.

2. Grounds for Extenuating Circumstances

2.1 Acceptable grounds of EC

These are some of the issues which you can submit an application for; the list is not exhaustive, and you should submit an application for other circumstances which have affected you personally.

If you are unsure and need advice, please contact your programme team or the Extenuating Circumstances team, EC@sgul.ac.uk.

- Serious personal illness or injury, including:
 - Mental ill health
 - Physical illness
 - Hospitalisation

- Road traffic accident
- A flare-up of a long-term medical condition or disability (already made known to City St George's through the Disability Service)
- Recent diagnosis of a disability or long-term medical condition (within 6 weeks)
- Severe or ongoing complications linked to pregnancy.
- Bereavement of a relative, guardian, partner, or close friend.
- Serious or sudden illness/injury to a relative, guardian, partner, or close friend
- Compulsory religious holidays or observance that falls on the day of an examination, please see the [Religious Observance Policy](#)
- Consideration for IT/computer failure will be restricted to issues such as an extended outage relating to a product/platform supported by the University. These outages seldom occur but when they do, they can be verified. We strongly encourage students to submit work in advance of deadlines. Technical issues that occur when submitting close to the deadline would not be a sufficient reason for an ECs application. Please see Appendix B for further guidance on technical issues.
- Other acute personal circumstances that have a severe impact on your assessment(s), such as, but not limited to:
 - Significant worsening of personal, family or welfare issues
 - New or changing caring responsibilities
 - Being a victim of crime
 - Being a victim of violence, discrimination, or harassment
 - Court or tribunal service attendance
 - Impact of national or global disruption
 - Serious unforeseen financial problems preventing you from studying
 - Statutory parental leave (more information can be found in the [Student Pregnancy, Maternity, and Paternity Policy and Guidance](#))
 - Representing the University or country at a significant or prestigious event.

2.2 Unacceptable grounds of EC

These are issues that are not normally considered as Extenuating Circumstances:

- Short-term circumstances which do not affect the period of the assessment.
- Self-certified illness or medical circumstance.
- Minor illnesses or ailments that would not cause you to take time away from work or study (such as colds and coughs, blocked nose, sore throat, hay fever)
- Foreseeable and/or preventable circumstances such as:
 - Holidays, weddings, and other family events
 - Sports events other than representing University or country.
 - Religious holidays or observance that overlaps with coursework deadlines, or non-compulsory religious holidays or observance (please see the [Religious Observance Policy](#))

- Paid employment or voluntary work
- Jury service (that can be deferred)
- IT/computer fault other than as described above. We encourage you to ensure that your work is stored on a network or cloud storage, such as your OneDrive, so that you can still access your work from another device even in the event of a network or hardware failure on a specific device. We also encourage you to backup drafts of your work at key stages to minimise the impact of any IT failure.
- A long-term condition or disability that the University is already aware of unless there is a flare up. It is recommended that you discuss any long-term conditions and disabilities with the [Disability Service](#) at the earliest possible opportunity during your studies.
- Transport difficulties (you are encouraged to plan for these circumstances).
- Being unaware of assessment requirements, such as misreading the timetable, poor time management or organisation.

2.3 Long-term conditions

ECs are designed for emergencies. If your circumstances are not sudden, unexpected and beyond your control, St George's has a wide range of other options to support your studies.

If you are disabled or have a long-term condition that you feel might impact on your ability to perform in assessments or meet coursework deadlines, you can apply for reasonable adjustments. It is recommended that you contact the [Disability Service](#) at the earliest possible opportunity during your studies.

If you have recently received a diagnosis of a disability or long-term condition, and your exam or assessment deadline is less than 6 weeks away, please submit an EC application, see Section 5 – How to Apply.

If a student has an existing Summary of Support Needs (SOSN) that allows for extensions, and the grounds for EC are met (point 2.1), they can apply for an extension using this procedure.

3. Standard of acceptable evidence

It is important that you provide as much information about your circumstances and how they have impacted on your study as you can. Your application should be supported by original, independent, dated, signed documentation that is written in English. Please ensure that dates are clearly visible and are relevant to the assessments affected.

Examples of supporting documentation might include:

- A letter or other correspondence from a doctor, hospital, A&E Department or other healthcare professional or service who is independent of the student, i.e. is not a family member or friend of the student.
- In the case of a bereavement, a death certificate, order of service or obituary.
- Written evidence from the police, including a crime reference number.
- A letter from a social worker, care provider or other relevant support organisation.
- St George's or external counselling support services who have been actively supporting you.
- A statement of support from an academic member of staff who is familiar with your circumstances and has knowledge about your situation.
- A letter from or medical documentation supplied by online doctors, provided that they are UK based and CQC-regulated.

Please note that self-certification, photographs (of a situation or medical condition) and statements from family are not considered to be valid evidence.

4. Difficulty obtaining evidence

If applications are submitted without evidence, you will need to explain why you are unable to provide evidence; you will be required to submit your evidence at a later date. However, this could cause a delay to the outcome of your request.

If you are requested to provide additional documentation, you will be expected to submit this within 7 calendar days. If you are unable to provide documentation within that period, please let us know, or your request may be rejected.

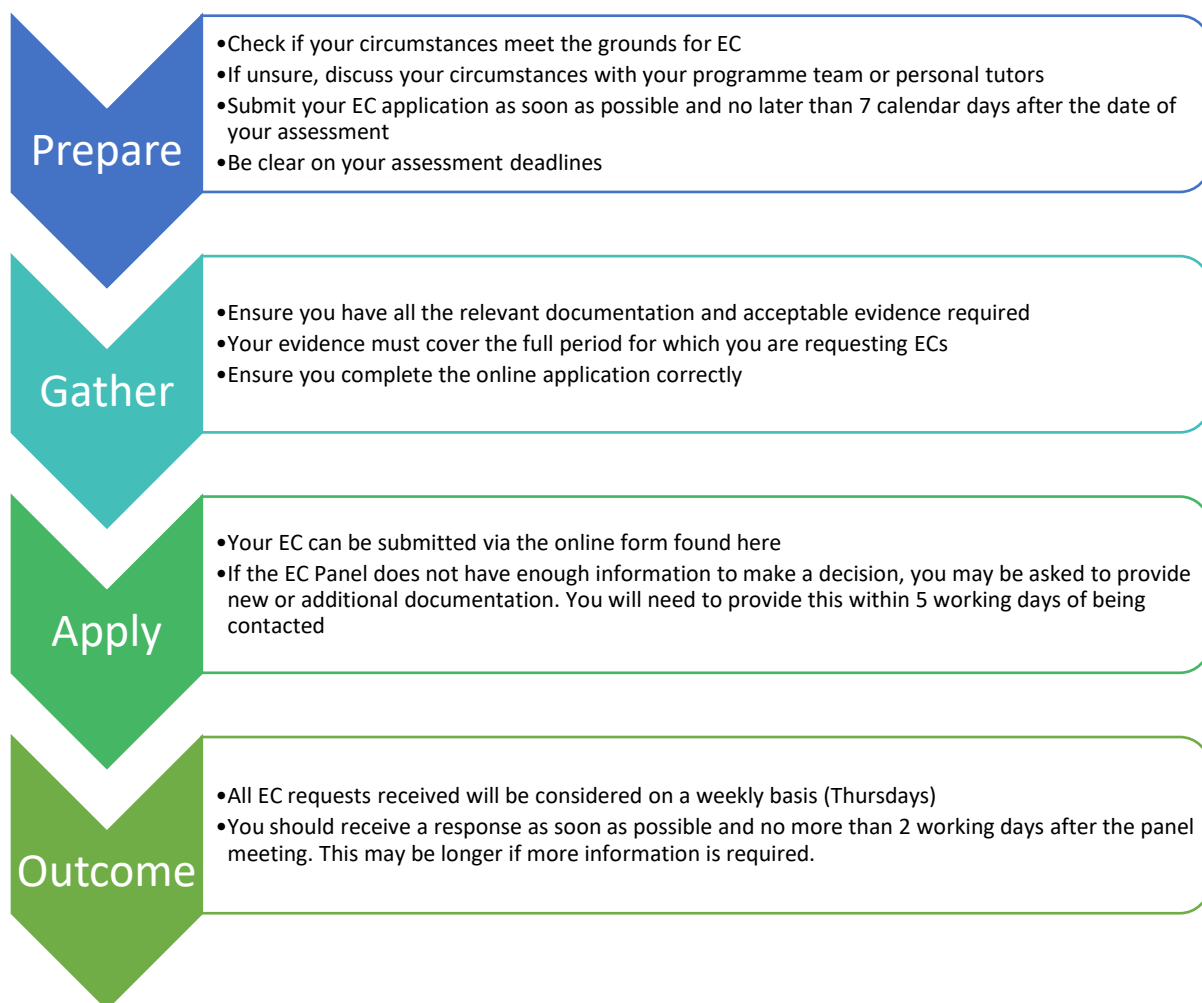
The University recognises that it can be distressing to be asked to provide evidence in sensitive circumstances such as the death of a relative, harassment, discrimination, or

sexual assault. If this is the case for you, please include an explanation as to why you are unable to provide evidence. Requests will be considered on an individual basis and the requirement for supporting documentation will be proportionate to the seriousness of the student's situation.

5. How to apply

Please read this guidance carefully before applying for Extenuating Circumstances.

You may wish to discuss your circumstances with your personal tutor, module lead, programme director or other relevant member of academic staff before submitting an EC to establish if other support may be appropriate. Students may wish to obtain guidance and support from the Student's Union, President of Education, President of Welfare, or Education and Welfare Support Officer



Submit the EC application form via the online form [here](#).

Make sure that you provide both a full explanation of your ECs and evidence to support your application. The information that you provide on the form will become the sole basis for assessing your application. If your situation changes or develops further, please notify the team as soon as possible by emailing EC@sgul.ac.uk.

It is particularly important that you submit your application as soon as you can, so that we can process your application before the assessment due date wherever possible:

- a. Applications submitted **before** Monday 12pm (UK time) in any given week will be considered by the end of Friday in the **same week**. You will be notified of an outcome within 2 working days following the panel meeting.
- b. Applications submitted **after** Monday 12pm (UK time), will be considered by the Friday of the **following week** at the latest, with priority given to the most urgent applications. You will be notified of an outcome within 2 working days.
- c. If your ECs arise in the period immediately before an assessment or you become unwell during an assessment, you may submit an application up to and including 7 calendar days after the assessment deadline or exam.
- d. Applications submitted later than 7 calendar days after the assessment deadline will not be accepted unless your circumstances have prevented you from submitting an EC request. You should contact EC@sgul.ac.uk for advice before submitting your request.
- e. If you sit the assessment and then submit an application, you must explain why you took the assessment but subsequently realised you were not well enough to sit or submit the assessment – see Fit to Sit Policy.

5.1 Document verification

By submitting evidence in support of your application, you are agreeing that City St George's can check the authenticity of any documentation you provide; for example, we may contact your GP regarding a letter submitted to support an application. If at any stage of an application the evidence put forward to support the application can be shown to have been dishonestly acquired or is itself dishonest and/or can be shown to be vexatious, the application will be dismissed, and the evidence will be submitted to the University's disciplinary/fitness to practice procedures.

6. The Extenuating Circumstances Panel

Your application will be reviewed by a central EC panel. You will receive an email confirming receipt of your application.

The ECs panel is responsible for:

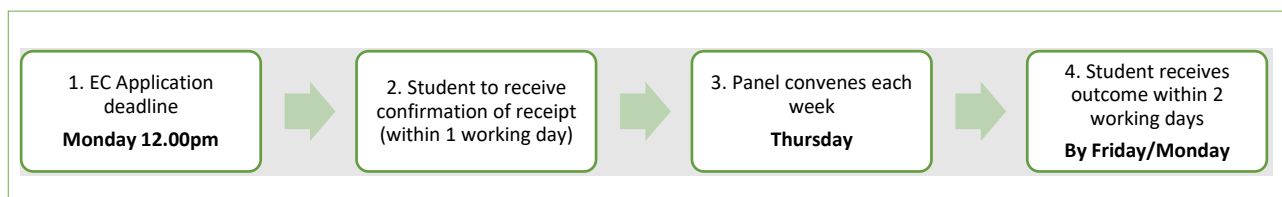
- Overseeing decision-making for all applications submitted by students
- Making impartial decisions about the validity of applications submitted in alignment with the criteria listed above
- Providing fair, transparent, and unbiased decisions on a case-by-case basis
- Determining the most appropriate outcome for individual circumstances
- Processing and communicating the outcome of applications in a timely manner
- Providing programme teams with advice and guidance, with particular focus on appropriate types of extenuation.

ECs panel will be constituted by an appointed Chair or their nominated representative (Deputy Chair), and at least two other members of staff. The panel meeting will be clerked by the Academic and Student Support Officer or nominated representative. All members of the panel will have received specialist panel training in dealing with Extenuating Circumstances.

Panel meetings may be conducted in-person, by online meeting or via email. The Panel meetings will be held every Thursday. All decisions will be dated and recorded in writing. The Chair or nominated Deputy Chair is entitled to take Chair's action.

Any panel member who has a personal or professional conflict of interest with any student being considered must withdraw from discussions about that student.

Students and programme teams will be notified of outcomes by email within 2 working days of the panel decision:



Timeframes for EC outcomes

7. Outcomes of EC applications

7.1 Examples of accepted EC outcomes

Below are some examples of outcomes that may be applied if your application is accepted:

- For coursework (e.g. a project report or essay), extensions will be dependent on individual circumstances and may vary. The length of your extension may in part be determined by the nature of the EC, the assessment, and the dates of Board of Examiner meetings.
- For an exam, you will be withdrawn from the current sitting and entered for the next available sitting, please read Section 7.2 below. The exam you are withdrawn from will not count as an attempt.
- Marks for the assessment will be derived from the assessment you submit at the extended deadline or deferred sitting. If you have previously failed an attempt at the assessment, your mark for the assessment will be capped in accordance with the SGUL assessment regulations.
- The removal of any [late submission penalties](#) applied
- An alternative assessment and/or extension and/or deferral will be offered

If a student requires a longer extension, or experiences further ECs, they may submit a further application.

Please note that the EC Panel are unable to give you a higher mark/assessment outcome. Marks are awarded purely on the academic merit of your work based on academic judgement.

7.2 Impact of an accepted outcome

Board of Examiners meetings are often scheduled soon after an assessment deadline, so any extension or deferral granted may mean that you cannot be considered at the Board. This could result in a delay to your course progression or completion.

The next available sitting for an exam may be in the following academic year. This is particularly important to be aware of when requesting ECs for a resit exam.

If your exam is deferred to the following academic year, you may not be able to progress into the next year of study. This could mean spending the following academic year as an [Assessment Only student](#).

Please check your [Scheme of Assessment](#) for progression requirements and/or trailing assessments. If you are unsure whether this will apply to you, please contact your programme team.

7.3 Rejected outcomes

If your application is rejected:

- Students are advised to sit or submit the assessment on the original date or deadline, and the marks you gain for the assessment will stand if you pass or fail.
- If you do not take the assessment, you will be deemed to have failed the assessment. You will be entitled to a second attempt where a cap will be applied.
- If you submit coursework late, the [late submissions policy for assignments](#) will apply.

Students can request that their EC application to be reconsidered, if they have additional information or documentation that was not submitted (for good reasons) as part of the original application (see Section 8.1)

Please note that the EC Panel are unable to give you a higher mark/assessment outcome. Marks are awarded purely on the academic merit of your work based on academic judgement.

7.4 How does the timing of my EC request impact an outcome?

The tables overleaf set out how the timing of your application might affect the outcome of your EC application.

*Table 1: Outcomes if you apply for ECs **before** the assessment*

Timing of submission of application	EC Panel Decision	Student takes assessment	Outcome
<p>Before the assessment</p> <p><i>Applications submitted by 12pm (UK time) on the Monday of each week will be considered by the end of Friday in that same week.</i></p> <p><i>Applications submitted after 12pm (UK time) on the Monday of each week will be considered by the end of the following week, with priority given to the most urgent applications.</i></p>	Accepted	No	<p>For assignments: Extension granted, see Section 7.2</p> <p>For exams: You will be withdrawn from the current sitting and entered for the next available sitting, see Section 7.2. The exam you are withdrawn from will not count as an attempt.</p>
	Accepted	Yes	<p>For assignments: Your work will be marked once your extended deadline has passed</p> <p>For exams: If you have requested ECs, and have had these approved, your exam(s) will be deferred to the next opportunity, see Section 7.2.</p> <p>If you would like to void your EC request and sit your exam(s) at the original opportunity, you should let the EC team as soon as possible.</p>
	Rejected	No	Fail assigned, or Late submission penalty applied
	Rejected	Yes	<p>You are advised to sit or submit the assessment on the original date or deadline.</p> <p>The mark for the attempted/submitted assessment will stand.</p> <p>You can apply for re-consideration of your application by the EC Panel, see Section 8.1.</p>

Table 2: Outcomes if you apply for ECs **after** the assessment

Timing of submission of application	Student takes assessment	EC Panel Decision	Outcome
After the assessment <i>If your ECs arise in the period immediately before an assessment or you become unwell during an assessment, you may submit an application up and including 7 calendar days after the assessment deadline or exam.</i>	No	Accepted	For assignments: Your attempt will be discounted, you will be given a new assignment deadline, see Section 7.2 For exams: Your attempt will be discounted, and you will be entered for the next available sitting, see Section 7.2
	No	Rejected	Fail assigned, or Late submission penalty applied You can apply for re-consideration of your application by the EC Panel, see Section 8.1.
	Yes - pass	Accepted	The mark for the attempted/submitted assessment will stand.
	Yes - fail	Accepted	For assignments: Your attempt will be discounted, you will be given a new assignment deadline, see Section 7.2 For exams: Your attempt will be discounted, and you will be entered for the next available sitting, see Section 7.2
	Yes	Rejected	The mark for the attempted/submitted assessment will stand.

Applications submitted more than 7 calendar days after the assessment will not be considered unless circumstances have prevented you from submitting an EC request. Please contact EC@squl.ac.uk for advice.

8. Reconsideration and Appeal process

8.1 Request for reconsideration of a decision

You cannot contest the outcome of an ECs application on the ground's professional judgement; however, if you can provide further information or new evidence that supports your application, you may request the panel to reconsider your application. You can only request one reconsideration for each application submission.

Requests for panel reconsideration can be made through the online form. Requests for reconsideration must be made to the ECs panel within 7 calendar days of receiving the initial outcome decision.

Outcomes of panel reconsideration include:

- Original decision is upheld
- Original decision is upheld, but specific details are amended, such as length of extension or deferral deadline.
- Original decision is reversed

8.2 Academic Appeals

If you have requested an outcome to be reconsidered and the panel has upheld the original decision, you may wish to make a formal Academic Appeal in relation to the results of your assessment with reference to Extenuating Circumstances. The University will have expected you to have raised these previously, through the ECs procedure at the time of the assessment or shortly afterward, or to be able to explain why you were unable to do this.

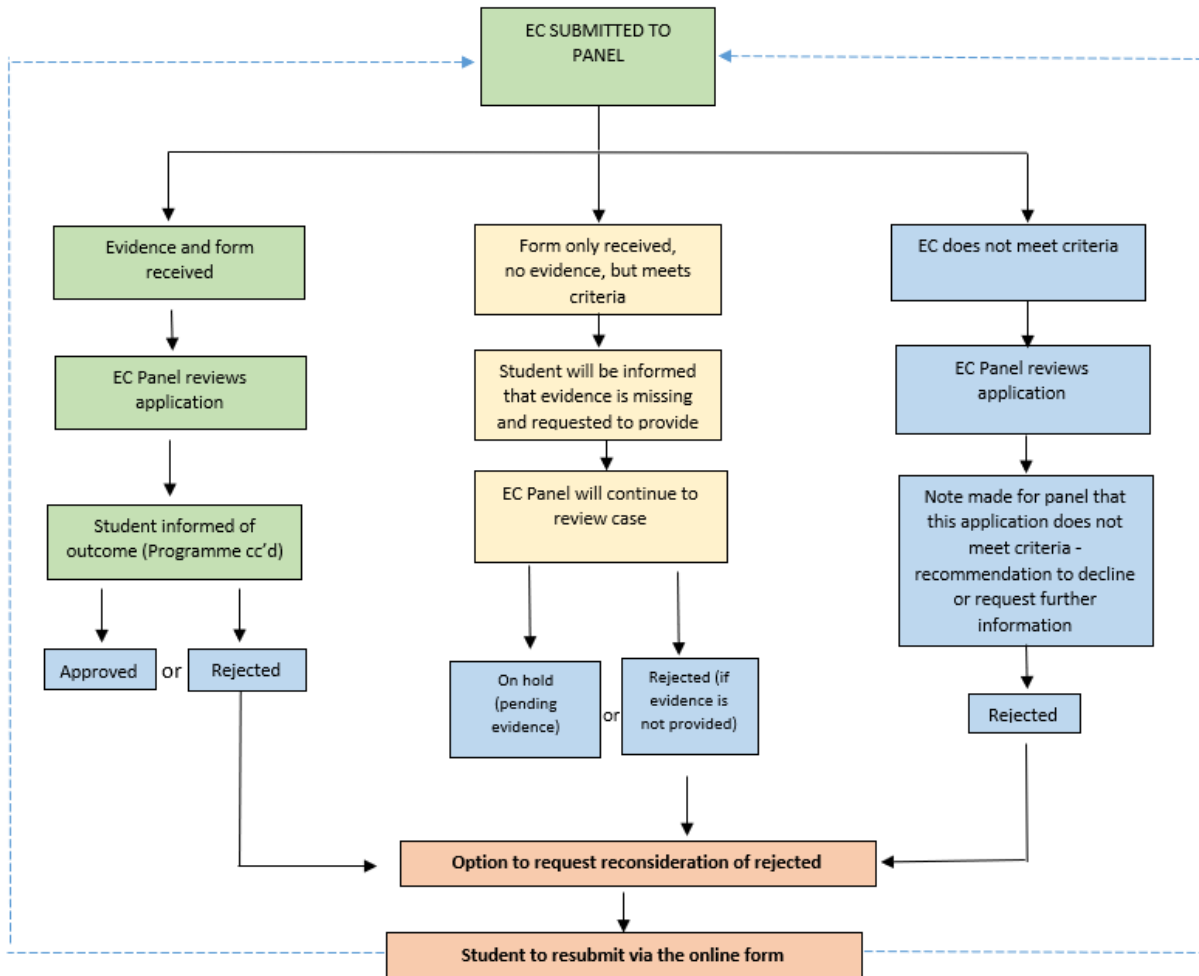
- Where programmes release provisional results, where a student's performance was affected by Extenuating Circumstances that they could not report at the time of assessment for valid reasons. You can appeal provisional results through the EC process at least 2 weeks before the Board of Examiners meeting.
- You can appeal results which have been ratified by the Board of Examiners provided you have evidence in support of specific grounds as detailed under section 6 of the Academic Appeals Procedure. To find out more about how to appeal please visit the Student Conduct and Compliance website: [Academic Appeal Procedure](#)

8.3 Further support

Before submitting an academic appeal, students are strongly encouraged to seek advice and guidance. Support is available from a variety of services on campus. These include:

- Your Personal Tutor
- Student's Union: Students may wish to obtain guidance and support from the [Deputy President Education \(Tooting\)](#), [Deputy President Welfare \(Tooting\)](#), or the [Education and Welfare Support Officer](#)
- [Disability Service](#)
- [Academic Success Centre](#)
- [Student Life Centre](#)

Appendix A: Outcomes diagram



This guidance should be read in conjunction with the ECs guidance.

1. IT/computer issues would not normally be accepted as grounds for ECs unless it relates to an extended outage relating to a product/platform supported by City St George's, for example, should MS Office or Turnitin or Canvas or MyProgress become inaccessible for an extended period.

NB: Extended outage refers to an outage that prevents you from accessing a product/platform supported by City St George's and where this outage commenced before the submission deadline and lasted through the submission deadline.

2. You should ensure that you leave enough time to submit your work and not leave it to the last minute. This ensures that any issues can be resolved without it affecting the submission deadline.
3. Where you are experiencing technical problems during submission, please take screenshots of any error messages and contact the Learning Technology Services team immediately at its@sgul.ac.uk. Please be aware when planning your submission that support can only be provided during normal working hours.
4. If you do not have the financial means to replace your IT equipment such as a laptop, we encourage you to apply for support/funding for a laptop or apply for a laptop loan by emailing IThardship@sgul.ac.uk. Alternatively, you can use the computers on campus to submit your work. Further details relating to technology support are available on the website [here](#).
5. If you have been informed by your Internet Service Provider, energy company, etc., of a maintenance or other scheduled downtime that will coincide with your assessment submission dates, you should immediately make an alternative arrangement such as planning your submission on-campus.
6. If you experience continuous/multiple IT issues (e.g., regular disruption of your internet provision), you should make an alternative arrangement immediately such as planning a submission on-campus.
7. If you experience a network or hardware fault at the point of submission, this is unlikely to be accepted as grounds for ECs. We encourage you to ensure that your work is stored on a network or cloud storage (such as your OneDrive) so that you can still access your work from another device even in the event of a network or hardware failure on a specific device. We also encourage you to backup drafts of your work at key stages to minimise the impact of any IT failure. Failure to back up work regularly and leaving completion or submission of work so late that you cannot submit would not normally be accepted as grounds for ECs