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MITIGATING CIRCUMSTANCES POLICY & PROCEDURE

# Key Details

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| **POLICY TITLE** | Mitigating Circumstances Policy and Procedure |
| **DATE APPROVED** | 20 Apr 2010 |
| **APPROVING BODY** | Academic Board via AQSC/LTSEC |
| **VERSION** | 7 |
| **PREVIOUS REVIEW DATES** | Feb 2011, Aug 2016, Jan 2018, Jul 2019, Sep 2021, May 2022, Jul 2025 |
| **NEXT REVIEW DATE** | 2026 |
| **OUTCOME OF EQUALITY IMPACT ASSESSMENT** |  |
| **RELATED POLICIES / PROCEDURES / GUIDANCE** | [*Academic Handbook Ah1\_05 (cardiffmet.ac.uk)*](https://www.cardiffmet.ac.uk/registry/academichandbook/Pages/Ah1_05.aspx) |
| **IMPLEMENTATION DATE** | 20 Apr 2010 |
| **POLICY OWNER (JOB TITLE)** | Chief Student Officer |
| **UNIT / SERVICE** | Registry Services |
| **CONTACT EMAIL** | regulations@cardiffmet.ac.uk |

# Version Control

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| **VERSION** | **DATE** | **REASON FOR CHANGE** |
| 6 | 25 May 2022 | Minor updates, change to self-certification extension length, reference to Parental Support Policy, clarification on (in)admissible evidence |
| 7 | 02 Jul 2025 | Major updates:  Introduction of late submission and permits  Removal of requirement for third party evidence  Enhanced integration with student support policies and procedures |

Mitigating Circumstances Policy and Procedure

# Introduction

## The University understands that students can face a range of challenging circumstances which may impact their university studies and provides a breadth of support for students encountering short or longer-term challenges.

## The University works to the principle that students are most likely to achieve their academic potential when supported to engage with assessment at the first opportunity, in accordance with the assessment schedule designed for that programme of study.

## In the event that personal difficulties arise, students are encouraged to contact their Personal Academic Tutor/Year Tutor as soon as possible, in order that support can be promptly put in place to ensure they can continue to engage with their studies and submit assessments on time.

## Students with a disability or chronic illness should contact the University’s Student Wellbeing Team to discuss any appropriate reasonable adjustments which may be made to their learning and assessments.

## Mitigating Circumstances, often called Exceptional Personal Circumstances or requests for Additional Consideration, are significant changes in a student’s circumstances during their studies, which are outside the control of the student and which they believe have adversely affected their ability to engage with one or more assessment.

# Provision for Late Submission

## The University recognises that student life can be difficult to manage, and sometimes students might need some flexibility to manage their studies and wellbeing. Minor or short-term challenges which may affect students’ ability to submit on time could include:

1. minor illness;
2. other commitments (e.g. work or caring responsibilities);
3. technical difficulties encountered during submission.

## According to the University [Assessment Regulations](https://www.cardiffmet.ac.uk/media/cardiff-met/content-assets/english-documents/Academic-Handbook---AH1_04_01.docx), all students may submit eligible assessments up to five working days after the assessment deadline. Such late submissions will be marked as usual but will be awarded a maximum of the threshold pass mark.

## Up to four times per academic level, students may submit within the late submission window (i.e. up to five working days after the deadline) with no penalty. For these submissions, the work will be marked as if received on time.

## A self-declaration including a reason for late submission must be completed by the student at the time of assessment submission, i.e. no later than five working days after the assessment deadline. Students will not be required to provide third-party evidence and confirmation of the late permit use will be provided to the student immediately.

## After using a late permit, students are encouraged to consider what support may benefit them for future assessment deadlines, such as help with study skills or managing workload.

## The five working day late submission window will only apply to the original assessment deadline, as listed on the Assessment Brief, i.e. it will not apply to reassessment. Subsequent reassessment will have a standard twenty-four hour late submission window, to allow some flexibility for last minute unexpected circumstances or any submission difficulties.

# Limitations of Late Submission Permits

## Live or time-sensitive assessments (e.g. exam, in-class test, presentation or practical) are not eligible for the late submission window. The eligibility of assessments will be specified on the relevant Assessment and Feedback page on Moodle.

## Once submitted, a late permit cannot be withdrawn.

## Each late permit is valid for one assessment point only.

## The late submission window is a fixed period of five working days immediately following the assessment deadline. As such, students can only use one late permit per assessment point (i.e. cannot extend deadline by ten working days by using two self-declarations consecutively).

## If all four late permits have been used, any further late submissions will be awarded a maximum of the threshold pass mark (40% for undergraduate, 50% for postgraduate), except as in 4.2 below.

## At the start of each new level of study, allocation of late permits will be reset, i.e. unused late permits cannot be carried over to the next level.

## Late permits will not be available or necessary for reassessments, which have a standard twenty-four hour submission window.

# Further support: Late Submissions

## The number of permits used by a student will be monitored to ensure that students are signposted to additional support as required, at the earliest available opportunity.

## Once a student has used all four late submission permits, any further adjustment to assessment deadlines can only be considered and approved via engagement with an appropriate support procedure. This may be under any of the below policies:

## Support to Study Procedure

## Reasonable Adjustments Policy

## Student Parental Support Policy

## Performance Sport Dual Career Athlete Policy

## In exceptional instances, a student case may be referred to the institutional Mitigating Circumstances Panel (see 8.1).

# Mitigating Circumstances and Deferred Assessment

## As stated in the Assessment Regulations, if a student does not submit an assignment before the deadline or within the late submission window, or attempt a scheduled live assessment, this will be recorded as a non-attempt (NA).

## In cases where a student is experiencing significant personal challenges (defined as ‘Mitigating Circumstances’), which prevent them from attempting the assessment they may wish to request that their assessment attempt is deferred.

## It is not possible to provide a definitive list of all possible Mitigating Circumstances, but these might include:

* 1. Serious illness of the student;
  2. Serious illness of a partner/spouse, close family member or close friend;
  3. Bereavement;
  4. Accident;
  5. Court appearance or jury service.

## Students participating in elite sport should not apply for Mitigating Circumstances in relation to their sporting participation. Such students should contact the Sport Performance Director to make arrangements to manage their academic commitments in line with the University’s Performance Sport Dual Career Athlete Policy.

## Students who become pregnant or who expect to become parents should not apply for Mitigating Circumstances, but should consult the Student Parental Support Policy in order for reasonable adjustments to be made to accommodate their pregnancy and/or expected parenthood.

## Live assessments are subject to a ‘Fit to Sit’ principle. If a student attempts the assessment, they cannot subsequently request for the attempt to be deferred.

# Submission of Declarations for Deferred Assessment

## A declaration of Mitigating Circumstances must be submitted in accordance with instructions in the relevant Programme Handbook. It is a student’s responsibility to submit their own request.

## Students are required to select the category their circumstances fall under and write a short statement explaining how their circumstances have impacted their ability to meet the relevant assessment deadline. No third-party evidence is required.

## Declarations must be submitted within 20 working days following the original assessment deadline (not from the end of the late submission window).

## If a Mitigating Circumstances declaration is not submitted within 20 working days of the relevant deadline, it will be recorded as a non-attempt and any subsequent reassessment will be recorded at the next attempt number.

## A record of any deferred attempt will be shared with the relevant programme team and Registry Services for Examination Board purposes.

## If a student defers their assessment, the new deadline will usually be in the next assessment period.

## Deferring assessments is likely to have a significant impact on a student’s academic journey and may impact their ability to progress to the next level of study or achieve their award. Students may self-declare a deferred assessment up to twice per academic year. Those students with deferred attempts will be supported through the Support to Study process.

# Further Support: Deferred Assessments

## The number of deferred assessments will be monitored to ensure that students are signposted to additional support as required, at the earliest available opportunity.

## Once a student has used had two deferred assessments, any further adjustment to assessment deadlines or additional deferrals can only be considered and approved via engagement with an appropriate support procedure. This may be under any of the below policies:

* Support to Study Procedure
* Reasonable Adjustments Policy
* Student Parental Support Policy
* Performance Sport Dual Career Athlete Policy

## In exceptional instances, a student case may be referred to the institutional Mitigating Circumstances Panel (see 8.1).

# Variation to Procedure

## An institutional Mitigating Circumstances Panel may consider exceptional student cases and is empowered to make recommendations to the Exam Board. Such recommendations may be made in the interest of expediency, proportionality and/or fairness.

## Should there be any dispute as to the application of this procedure this will be reviewed by the Chief Student Officer (or nominee) whose decision will be final.

## Operation of Mitigating Circumstances is devolved to partner institutions. While Cardiff Met will support local implementation of this procedure to be robust and safeguard academic standards, some adaptations may be agreed in order that processes can genuinely support the needs of students in a contextualised way, as appropriate.

### Any partner institution deviations from this procedure will be agreed and documented with Global Engagement and reviewed on an ongoing basis.

# Confidentiality

## Information submitted as part of the Mitigating Circumstances procedure will be reviewed by people who need to see it in order to ensure any appropriate support is promptly signposted. This may include programme administrators, Student Services staff and/or academic staff.

## If the nature of a Mitigating Circumstances declaration gives cause for concern as to the student’s immediate wellbeing, the student may be referred to the Wellbeing Service team to establish if any support can be provided. In exceptional circumstances, the University’s Safeguarding Lead may be asked to review the content of a declaration.

## All sensitive information pertaining to a student’s declaration will be stored confidentially within University systems. Any staff member found to have breached the confidentiality of a student declaring Mitigating Circumstances will be subject to Cardiff Met disciplinary processes. All information is retained as per the University’s Data Retention Policy.

# Appendix 1 – IT issues (written assessments only)

If, when trying to submit your work, you receive an error message, take the following actions:

1. Take a screenshot of the error message, ensuring that the time is clearly visible.
2. Contact the IT Helpdesk immediately on 02920 41 7000 or via the self-service portal [www.halo.cardiffmet.ac.uk/portal](http://www.halo.cardiffmet.ac.uk/portal).
3. If you are not able to resolve the error problem by the submission deadline, send the screenshot and the work you were attempting to submit to the school admin team. setting out the problem.
4. Do not resave the work after attempting to submit.
5. Submit a late submission application form, attaching the dated screenshot.
6. You must complete all these actions by the next working day from the time of submission.
7. You will receive email confirmation of the action you need to take next.
8. For any issues during an online exam or class test, please contact the school admin team immediately.

School admin office contacts:

Cardiff School of Sport & Health Sciences [MitCircsCSSHS@cardiffmet.ac.uk](mailto:MitCircsCSSHS@cardiffmet.ac.uk)

Cardiff School of Management [CSM-UG-MSc@cardiffmet.ac.uk](mailto:CSM-UG-MSc@cardiffmet.ac.uk)

Cardiff School of Education & Social Policy [MitCircsCSESP@cardiffmet.ac.uk](mailto:MitCircsCSESP@cardiffmet.ac.uk)

Cardiff School of Art & Design [CSADadmin@cardiffmet.ac.uk](mailto:CSADadmin@cardiffmet.ac.uk)

Cardiff School of Technologies [cstadministration@cardiffmet.ac.uk](mailto:cstadministration@cardiffmet.ac.uk)

# Appendix 2

## MC institutional panel – Terms of Reference (tbc)