UCL Academic Manual 2018-19
Chapter 4: Assessment Framework for Taught Programmes

Section 6: Extenuating Circumstances 2018-19

6.1 Overarching Principles

Principle 23: Students must notify UCL of any circumstances which are sudden, unexpected, significantly disruptive and beyond the student's control and which may affect their performance at assessment, such as a serious illness or the death of a close relative.

Principle 24: UCL should ensure that alternative arrangements are put in place for such students, such as an extension or Deferral of assessment to a later date.
6.2 Student Guide to Applying for Extenuating Circumstances

**Step 1:** Check whether your circumstances are covered by these procedures – we may be able to support you better through Reasonable Adjustments, Special Examination Arrangements or an Interruption of Study.

**Step 2:** Complete an Extenuating Circumstances Form and obtain supporting evidence from a doctor or other appropriate authority.

**Step 3:** Submit your form and evidence to your home Department/Faculty office within one week of the circumstance taking place. The receiving office will forward your form and evidence, confidentially, to the appropriate person:

- Requests for extensions of up to one week can be approved by your Programme Leader, Departmental Tutor or Exam Board Chair who will try to respond to your request as soon as possible.
- Your Faculty or Departmental EC Panel will consider all other types of mitigation, including:
  - Coursework extensions of more than one week
  - Condoned late submission of coursework
  - Deferral (postponement) of assessment to the next occasion

If the above options are not possible, other mitigation options may also be considered by the EC Panel – please refer to the full EC regulations for more details.

Your request will be considered at the next meeting of the EC Panel, or by Chair’s Action if your deadline is imminent. The panel will contact you with the outcome of your request within one week of the meeting.

6.3 Scope & Definitions

1. The Extenuating Circumstances (EC) regulations apply to the summative assessment of all UCL taught students and to postgraduate research students undertaking taught components/modules.

2. Extenuating Circumstances are defined as circumstances which are sudden, unexpected, significantly disruptive and beyond the student’s control and which may affect their performance at assessment, such as a serious illness or the death of a close relative. Further guidance about the types of circumstances which are generally considered to be extenuating can be found in Annex 4.1.1: Grounds for Extenuating Circumstances.

3. UCL does not operate a ‘Fit to Sit’ Policy. Students are strongly advised not to sit an examination if they feel unwell but, if they decide to do so, UCL will still consider EC Requests if the student feels that their performance in the assessment has been seriously impaired. Mitigation should, however, be limited to a deferral of the assessment to the next normal occasion without penalty. Marks must not be changed in any circumstances.
Information for Students

4. Departments must ensure that information about procedures, forms, evidence and deadlines for submission are published in the Student Handbook or equivalent from the start of the academic year and in the information provided for students about their assessment (see Section 2: Assessment Information).

Authorised Absence for Students on a Tier 4 Visa

5. These regulations seek to ensure that a student’s performance is not adversely impacted by an EC at assessment. In addition, any student who is studying at UCL on a Tier 4 visa and who is absent from UCL must obtain authorisation under the procedures set out in Chapter 3, Section 3.2: Authorised Absence for Students on a Tier 4 Visa.

Intercollegiate and Affiliate Students

6. Incoming intercollegiate and affiliate students may use these UCL procedures for a coursework extension. For any other form of mitigation, such students are normally subject to the procedures at their home institution.

7. UCL students studying modules at other colleges are subject to these UCL procedures, although the receiving institution may provide some forms of mitigation, such as an extension, in consultation with the relevant UCL EC Panel. Students should ensure that their request makes clear that mitigation is being sought for an intercollegiate module and appropriate mitigation should be agreed with the receiving institution.

ECs ‘Banked’ from Previous Years

8. Students with ECs ‘banked’ under the previous UCL EC regulations (i.e. students who submitted an EC in 2014-15 or earlier) should still have these circumstances taken into consideration by the Programme Board of Examiners. Any new requests made by such students will only be considered under the regulations herein i.e. no further ECs can be ‘banked’.

Multiple Requests for the Same Condition

9. Where a student submits repeat requests for the same condition, the Faculty/Departmental EC Panel may use its discretion to continue to accept the requests or to reject a request and instead require the student to apply for Reasonable Adjustments – see Section 5. Where the EC Panel feels that this is necessary, the normal course of action is to accept the EC request in hand but warn the student that further requests for the same condition are unlikely to be permitted.

Group Work

10. Where a student is affected by ECs and is working in a group, the EC Panel or Programme Team should use their discretion to consider the impact on other students in the group, for example if the EC prevents the group from meeting a deadline or from completing the required work.

6.4 Support Available to Students

1. There are a number of other ways in which UCL can support students in addition to the EC procedures, including:

   Special Examination Arrangements

2. Students may also apply for Special Examination Arrangements (SEAs). SEAs are adjustments to central or departmental written examinations which can be made as a form of Reasonable Adjustment for students with a disability or long-term condition or as a form of mitigation for students with shorter-term Extenuating Circumstances - see Section 4.3: Special Examination Arrangements.

   Interruption of Study

3. Where a student is affected by adverse circumstances for an extended period of time they may decide to apply for an Interruption of Study - see Chapter 3, Section 5: Interruption of Study.
Support to Study Policy and Fitness to Study Procedure

4. Where a student’s physical or mental health gives rise to concerns about their fitness to study, their capacity to engage with their studies and/or their behaviour in relation to the UCL community as a whole, the Support to Study Policy and Fitness to Study Procedure may apply - see Chapter 6, Section 2: Support to Study and Chapter 6, Section 3: Fitness to Study Procedure.

Reasonable Adjustments

5. Students with a disability or ongoing medical or mental health condition should ensure that they apply for Reasonable Adjustments as this allows UCL to support them throughout their learning and assessment - see Section 5: Reasonable Adjustments.

6.5 Longer-term Conditions

1. Ongoing medical or mental health conditions are not usually considered to fall within the definition of ECs because UCL supports the student through Reasonable Adjustments (see Section 5). However there may be times when a student with a disability or ongoing medical or mental health condition needs to use the Extenuating Circumstances procedures if they feel they need a one-off coursework extension, a Deferral of assessment or some other form of shorter-term help. Examples include, but are not limited to:
   a) An acute episode or crisis
   b) A serious worsening of their condition
   c) A mental health problem which may fluctuate unpredictably
   d) An acute flare-up of a mental health or medical condition due to increased exam stress
   e) A new condition
   f) Circumstances where there may be insufficient time to put Reasonable Adjustments in place
   g) A severe long-term illness which can only be addressed by an extension, Deferral or other form of one-off mitigation.

2. Longer-term medical or mental health conditions can fall between the definition of a ‘disability’ and an ‘Extenuating Circumstance’. In such cases it may be appropriate to support the student through a combination of both Reasonable Adjustments and Extenuating Circumstances. The options in Section 6.4 above - such as Interruption of Study, Special Examination Arrangements and Fitness to Study - should also be considered. The principal aim should be to draw up a support package which provides the best level of care for the student concerned but which also ensures that arrangements uphold the academic standards of UCL and do not unfairly advantage or disadvantage any student over another.

3. If a student has questions about a longer-term condition or is unsure of which procedure to use, they should contact their Personal Tutor, Programme Leader, departmental administrator, the Disability, Mental Health and Wellbeing team in Student Support and Wellbeing (SSW) or Student Psychological and Counselling Services who can help the student to assess the options open to them and provide assistance in completing the relevant forms.

Extensions

4. There may be times when the Disability, Mental Health and Wellbeing team recommends that a student with a disability or long-term condition needs regular extensions to coursework deadlines. If this is considered to be an appropriate adjustment for the student, this should be explicitly stated in the Summary of Reasonable Adjustments (SORA). Such students do not need to submit a separate EC Form for each assessment - see Section 5.12: Extensions as a Form of Reasonable Adjustment for further details.

5. If extensions are not explicitly included in a student’s SORA then the same regulations around extensions apply to that student as to all other students i.e. they are subject to these Extenuating Circumstances regulations.
6.6 Confidentiality and Data Security

1. Departments and Faculties must take steps to assure the security of sensitive student information, using encryption, password protection and/or secure platforms to share data in accordance with UCL’s GDPR Data Protection Policy.

2. Any information relating to a student’s EC must be treated confidentially. This means that sensitive information must only be accessible to the relevant Programme Leader/Departmental Tutor/Chair of Board of Examiners and the members and secretary of the home Faculty or Departmental EC Panel.

3. Communications to any other parties must only describe the form of mitigation which has been agreed and must not disclose any details of the circumstance itself. To facilitate this, the EC Form is divided into five sections:
   - Part 1: Student Details
   - Part 2: Assessments Affected
   - Part 3: Details of the EC
   - Part 4: Supporting Evidence
   - Part 5: Decision

4. The person or body responsible for approving the request must ensure that only Parts 1, 2 and 5 are included in communications to the teaching Department/College, UCL Student Records (where applicable) or any other body which needs to know about the mitigation required.

5. Once approved, the full EC Form (Parts 1 to 5 inclusive) should be sent to the secretary of the home Faculty or Departmental Extenuating Circumstances Panel for secure and confidential record-keeping.

6. If a student is concerned about disclosing particularly sensitive circumstances to a Departmental EC Panel or their Programme Leader/Departmental Tutor/Chair of Board of Examiners, they may ask that their request is considered by the Faculty Extenuating Circumstances Panel.

6.7 Evidence

1. All EC requests must be supported by written evidence from an appropriate, independent and verifiable authority such as:
   a) A registered medical practitioner (i.e. listed in the GMC’s List of Registered Medical Practitioners or an equivalent overseas body)
   b) A solicitor
   c) An undertaker or coroner
   d) A registrar of births, marriages and deaths
   e) A police or fire officer
   f) A court or tribunal officer

2. Evidence must cover the full period for which the student is requesting mitigation.

3. Evidence must be provided in English or accompanied by a translation formally notarised by a solicitor.

4. UCL recognises that it can be very difficult to be asked for ‘evidence’ in the case of very sensitive circumstances such as the death of a close relative or sexual assault, or in the case of sudden short term severe illnesses such as food poisoning. In such cases, the Faculty EC Panel may exercise its discretion to suspend the need for formal evidence (this cannot be delegated to a Departmental EC Panel or Programme Leader/Departmental Tutor/BoE Chair). However the Faculty EC Panel retains the right to require the student to submit formal evidence to support their request.

Students with Reasonable Adjustments

5. Where a student is already in touch with the Disability, Mental Health and Wellbeing team or Student Psychological and Counselling Services, their Summary of Reasonable Adjustments (SORA) may be used as supporting evidence.

Late Evidence

6. If a student is unable to obtain the necessary evidence within the deadlines stated herein they should still submit their form on time and indicate that their evidence is to follow. However, a decision cannot be made until evidence is received.
Applying for an Extension of Up to One Week

1. A Programme Leader (or equivalent), Departmental Tutor or Exam Board Chair may approve a coursework extension of **up to one week**.
2. Other members of staff are not able to approve an extension.
3. Where a student with a disability or long-term condition needs regular extensions to coursework deadlines this should be explicitly stated in the Summary of Reasonable Adjustments (SORA). Such students do not need to submit a separate EC Form for each assessment. If extensions are not explicitly included in a student’s SORA the student will need to complete an EC Form according to these procedures.

**How to Apply**

4. Students should submit an EC Form, together with appropriate supporting evidence as described in Section 6.7 above, as soon as possible and **no more than one week after the Extenuating Circumstance has taken place**, to their home Department/ Faculty office. Student handbooks/ Moodle should include clear details of where to submit forms.
5. Where a student is unable to submit a request within these deadlines because the EC is still ongoing, they should refer to Section 6.11: Late EC Requests.
6. Students are responsible for submitting a request. If they are unable to make an application for themselves, their next of kin may submit a request on their behalf. A member of staff is not permitted to submit a request on a student’s behalf. However where a student is severely affected by their condition, or having difficulties with the process, a tutor or other member of staff may assist the student in completing their form, or may refer the student to Student Support & Wellbeing, the Disability, Mental Health and Wellbeing team or Student Psychological and Counselling Services for assistance.
7. Where the request relates to a module taken outside of the student’s home Faculty or Department, they must include the name of the teaching Department and clear information about the assessment concerned on their EC Form.

**Approval**

8. The receiving office should forward the request to the relevant member of staff as soon as possible.
9. The member of staff should consider the request and the evidence presented with reference to Annex 4.1.1: Grounds for Extenuating Circumstances and make a decision as to whether an extension can be granted.
10. **Where an extension is agreed**, the new deadline must be communicated to the student in writing as soon as possible.
11. Where a Programme Leader, Departmental Tutor or Chair of the Programme Board of Examiners approves a request, the new deadline should also be communicated to the teaching Department/ College.
12. **Where an extension is not granted**, the decision must be communicated to the student in writing as soon as possible. Such students retain the right to submit a request for other forms of mitigation for consideration by the Faculty/ Departmental EC Panel.
13. Communications must include only the form of mitigation which has been agreed (i.e. Parts 1 and 5 of the EC Form) and should not include details of the EC itself.

**Record-keeping**

14. Once a decision has been made, all completed request forms should be forwarded to the secretary of the relevant Faculty/ Departmental EC Panel for confidential and secure record-keeping.

Applying for all other Types of Mitigation

**6.9.1 How to Apply**

1. All other forms of mitigation beyond a one week extension must be considered by the Faculty or Departmental Extenuating Circumstances Panel.
2. Students should submit an EC Form, together with appropriate supporting evidence as described in Section 6.7 above, as soon as possible and no more than one week after the Extenuating Circumstance has taken place, to their home Department/ Faculty office - student handbooks/ Moodle should include clear details of where to submit forms.

3. Where a student is unable to submit a request within these deadlines because the EC is still ongoing, they should refer to Section 6.11: Late EC Requests.

4. The EC Form asks students to indicate which type of mitigation they are seeking. This information will be used to determine how the request is processed but in no way determines the outcome of the request. The type of mitigation offered is entirely at the discretion of UCL.

5. Students are responsible for submitting a request. If they are unable to make an application for themselves, their next of kin may submit a request on their behalf. A member of staff is not permitted to submit a request on a student's behalf. However where a student is severely affected by their condition, or having difficulties with the process, a tutor or other member of staff may assist the student in completing their form, or may refer the student to Student Support & Wellbeing, the Disability, Mental Health and Wellbeing team or Student Psychological and Counselling Services for assistance.

6. Where the request relates to a module taken outside of the student’s home Faculty or Department, they must include the name of the teaching Department and clear information about the assessment concerned on their EC Form.

7. The receiving office should forward the EC Form to the secretary of the relevant Faculty or Departmental EC Panel (see Annex 4.1.2: EC Panel Contact Details).

6.9.2 Types of Mitigation

1. The EC Panel will consider the request and the evidence presented with reference to Annex 4.1.1: Grounds for Extenuating Circumstances.

2. For interdepartmental or intercollegiate modules, the type of mitigation must also be discussed with the teaching Department/ College to ensure that the mitigation is possible within, and appropriate to, the curriculum. The details of the EC itself should not be disclosed.

3. The EC Panel should determine whether one of the following types of mitigation can be provided:
   a) To offer the student a specified extended deadline.
   b) To condone the late submission of coursework (late submission penalties suspended and full mark awarded).
   c) To offer the student a Deferral i.e. the opportunity to sit/ submit the assessment as if for the first time and without penalty at the next occasion, including where the student has already made an assessment attempt – see Section 6.10: Deferred Assessment for further details.

4. If the EC Panel agrees that the options in paragraphs 3a) to 3c) will not provide sufficient mitigation for a student, the Panel may determine that one of the following types of mitigation can be provided:
   a) Subject to consultation with the Programme Leader and approval by the External Examiner, to offer the student an alternative method of assessment which allows the student to demonstrate achievement of the same learning outcomes.
   b) To exclude the affected component from the Requirements to Pass a Module and/or the module mark calculation, up to a maximum of 50% of a module, where Professional, Statutory and Regulatory Bodies permit.
   c) To permit the student to spread their assessments between two examination periods without penalty.

5. In exceptional circumstances, if the EC Panel agrees that the options in paragraphs 4a) to 4c) will not provide sufficient mitigation for a student, the Panel may determine that one of the following types of mitigation can be provided:
   a) To exclude the affected module from the Progression or Award Requirements up to a maximum of 30 credits in each year of study (or 30 credits in each level of study for part-time or flexible programmes), provided that:
      i. The student will still be able to meet the minimum credit requirements for the qualification, AND
      ii. Any Professional, Statutory and Regulatory Bodies permit such an exclusion.
   b) To exclude the affected module from the Classification calculation, up to a maximum of 30 credits across the whole programme.
c) For students still undertaking Deferrals or Reassessments for modules first attempted in the 2017-18 academic session, the EC Panel may also consider excluding the affected component or module from the Undergraduate Completion Requirements.

6. **Subject to approval by the Faculty Tutor**, the EC Panel may recommend that a student takes an Interruption of Study which may, in some circumstances, be backdated. See Chapter 3, Section 5: Interruption of Study for further details.

7. If the EC Panel agrees that more evidence is required, the student should be asked to provide the additional evidence within a further two weeks. Where no further evidence is received, the EC Panel should reject the request and notify the student in writing.

6.9.3 Communication of Outcomes

1. Students should be informed of the mitigation decision in writing within one week of the EC Panel meeting.
2. Within one week of the Panel meeting, the FECP/ DECP secretary should also communicate the mitigation decision for each affected module to:
   a) The relevant Programme Board of Examiners
   b) In the case of interdepartmental or intercollegiate modules, the relevant teaching Department or College
   c) If the student is granted a Deferral, UCL Student Records
   d) If an alternative method of assessment is recommended, UCL Examinations and the teaching Department
   e) If a component or module exclusion is recommended, UCL Student Records.
3. Communications must only include the form of mitigation which has been agreed (i.e. Parts 1 and 5 of the EC Form) and should not include details of the EC itself.

6.9.4 Programme Board of Examiners

1. The Programme Board of Examiners (BoE) is responsible for applying the FECP/ DECP’s decision, recalculating any results, confirming module marks and determining whether the student may progress or graduate.
2. The BoE should receive only the mitigation decision (Parts 1 and 5 of the EC Form). Only the Chair and Secretary of the BoE should have access to the full EC Form (Parts 1 to 5 inclusive) in order to verify information.
3. In order to respect the sensitive nature of students’ circumstances and to ensure that the academic standards of UCL are upheld, the BoE must ensure that:
   a) Only ECs validated by the Faculty/ Departmental EC Panel are received
   b) New cases are not raised at the meeting of the Board
   c) The nature or severity of the EC is not discussed
   d) Marks are not adjusted in any circumstances
   e) Students are not raised from a fail to a pass
4. Students should refer to Section 14: Award of Degrees for information about when they can expect to receive their formal results following the BoE meeting.

6.10 Deferred Assessment

6.10.1 Scope & Definitions

1. A **Deferral** is the opportunity to sit an assessment as if for the first time and without penalty as a form of mitigation for students with Extenuating Circumstances.
2. A Deferral should be undertaken **without tuition**.
3. A Deferral may be taken **with tuition** where a student:
   a) Has missed a large amount of teaching, AND/OR
   b) Has failed or failed to complete a large number of credits due to ECs, AND/OR
   c) Has ECs on a second attempt.
4. Where a student passes a Deferral of a **first attempt** the student must receive the full mark for all components and modules (marks must not be capped).
5. Where a student passes a Deferral of a **second attempt** (i.e. a Deferral of a Resit or Repeat), the module mark(s) must be capped at the Pass Mark (Section 3.7). Students should refer to
Section 11: Consequences of Failure for full details of the regulations around Resits and Repeats.

6. Deferrals must be available to students at all levels of study, including finalists.

7. A Deferral may be offered to a student who has already made an assessment attempt. The mark from the original attempt will be disregarded and the student will be offered the opportunity to sit the assessment as if for the first time. The Progression and Award Requirements, including any rules around Condonement, must not be applied until the student has undertaken the Deferral.

8. Deferrals may not be possible for students who are unable to complete an Extra-Mural Study Abroad or Placement Year. Where such a Deferral is not possible, students must transfer to an equivalent programme without a Study Abroad or Placement requirement.

9. A Deferral must be completed within two years of initial registration on the module or, where a module is substituted, within two years of initial registration on the substituted module.

10. The Faculty/ Departmental EC Panel must communicate the decision to offer a Deferral, with or without tuition, to the Programme Board of Examiners.

11. The Programme Board of Examiners must implement the decision, confirm the date of the next assessment, and ensure that the student's Portico registration is amended.

12. Decisions relating to Deferred Assessments must be honoured regardless of any volume of credit failed and dealt with under the Consequences of Failure provisions. The number of deferred credits must not be added to failed credits when considering whether students should Resit or Repeat.

6.10.2 Deferral without Tuition

Timing of the Deferral

1. A Deferral without Tuition should be scheduled as per the regulations in Section 11.4: Resitting a Module.

2. Up to a maximum of 30 credits, a student with ECs extending beyond the Late Summer Assessment Period, may be permitted to Provisionally Progress onto the next year of study and to undertake a Deferral without Tuition in tandem. Such students must successfully pass the Deferral and meet the Progression requirements before they will be permitted to progress to any subsequent years of study or be considered for an Award. See Section 9.4: Provisional Progression for further details.

Requirements and Entitlements

3. Students should be assessed in the module component(s) affected by the EC.

4. Students should not attend any additional lectures, seminars or other teaching activities. They may be offered, but are not automatically entitled to, additional tutorials or supervision.

5. Students must not be charged an additional fee for deferring the assessment.

6. Students should have access to UCL’s facilities such as the library and other learning resources, although there may be limited availability of some resources during UCL vacation periods.

7. Students must be entitled to the Reasonable Adjustments provisions for students with disabilities and other long-term medical or mental health conditions.

8. Students should undertake the Deferral before they commence any Study Abroad Year or Placement Year.

Format of the Deferral

9. Students must be assessed under the syllabus in place for the original assessment.

10. Students should be assessed by the same Method used for the original assessment (e.g. essay, exam, practical etc.). Where assessment by the same Method is difficult or impossible, a Programme Board of Examiners may set a different Method of assessment. The alternative Method must:

   a) Allow students to demonstrate achievement of the learning outcomes to the same extent as the original assessment, AND
b) Be approved by the External Examiner, preferably at the point of Programme and/or Module Approval.

11. The Programme Board of Examiners must determine whether Deferral students will be assessed in the same Task (e.g. the same essay topic) or whether a new Task will be set (e.g. a new essay question or new exam paper). Any new assessment Task must:
   a) Allow students to demonstrate achievement of the learning outcomes to the same extent as the original task, AND
   b) Be approved by the External Examiner, preferably at the same time as the original task/paper.

12. Students cannot substitute a module with an alternative module because the Deferral includes no tuition.

6.10.3 Deferral with Tuition

Timing of the Deferral

1. A Deferral with Tuition must take place in the following academic session.
   a) Up to a maximum of 30 credits, a student may be permitted to Provisionally Progress and to undertake a Deferral with Tuition in tandem with the next year of study. Such students must successfully complete the Deferral and meet the Progression requirements before enrolling on any subsequent years of study or being considered for an Award. See Section 9.4: Provisional Progression for further details.
   b) A student who is offered a Deferral with Tuition in more than 30 credits must not commence the next year of study until the Deferrals are complete.

Requirements and Entitlements

2. Students should be assessed in all the components of the affected module(s).
3. Students must re-enrol on the affected module(s) in the following academic session, attend all teaching activities and are entitled to the standard tuition and supervision provisions on the module(s).
4. Students must not be charged an additional fee for deferring the assessment except for any fees to be incurred in respect of additional tuition which must be charged pro-rata to the credit value of the modules.
5. Students must have full access to UCL’s facilities such as the library and other learning resources.
6. Students must be entitled to the Reasonable Adjustments provisions for students with disabilities and other long-term medical or mental health conditions.
7. Students must meet UCL’s minimum attendance requirements to be eligible for their deferred assessment attempt.
8. Students should undertake the Deferral before they commence any Study Abroad Year or Placement Year.

Format of the Deferral

9. The components and/or syllabus of the affected module(s) may be different if the programme or module has changed between years of study. Students must be assessed in the components and syllabus of the new year.

Substitution of Modules

10. Subject to approval by the Departmental Tutor, a student may apply to substitute up to 30 credits of modules with one or more alternative modules in any one academic session, up to a maximum of 60 credits across the whole programme.
11. If a programme has changed between years of study, or a module will not be running, the Departmental Tutor may permit a student to substitute more than 30 credits per year, or more than 60 credits across the programme, with one or more alternative modules.
12. The substitute module(s) must satisfy the programme requirements in terms of credit-weighting and academic level. Students must not take modules from a subsequent year of study in advance.

13. The substitute module(s) must be treated as a Deferral attempt:
   a) Where a student passes a Deferral of a first attempt the student must receive the full mark for all components and modules (marks must not be capped).
   b) Where a student passes a Deferral of a second attempt (i.e. a Deferral of a Resit or Repeat), the module mark(s) must be capped at the Pass Mark (Section 3.7). Students should refer to Section 11: Consequences of Failure for full details of the regulations around Resits and Repeats.

14. All approved applications for substitutions must be submitted to UCL Student Records who will confirm that the substitutions are possible and amend the student’s record.

6.10.4 Extenuating Circumstances on a Deferral Attempt

1. If a student experiences further Extenuating Circumstances on their Deferral attempt, they must submit a new EC Form.

2. Students should, however, be aware that multiple requests for the same Extenuating Circumstances may not be accepted if they do not meet the criteria of being sudden, unexpected and beyond the student’s control. Where a student has a longer-term difficulty, they must contact the Disability, Mental Health and Wellbeing team or Student Psychological and Counselling Services as early as possible so that UCL can support them effectively throughout their studies via the provisions in Section 5: Reasonable Adjustments.

6.11 Late EC Requests

1. If a student is unable to obtain the necessary evidence within the deadlines stated they should still submit their EC Form on time and indicate that their evidence is to follow. However, a decision cannot be made until evidence is received.

2. Where a student is physically or psychologically unable to submit their EC Form within the specified deadline because the EC is still ongoing, and the Programme Board of Examiners has not yet made a decision, the person or body responsible for considering the request may use their discretion to consider the late request following the standard procedures outlined above.

3. Where a student is physically or psychologically unable to submit their form within the specified deadline because the EC is still ongoing, and the Programme Board of Examiners has already made a decision, the student may be able to request a review of the Board’s decision:
   a) Students should submit a request for review no more than two weeks after receiving their formal results. The student handbook/ Moodle page for each UCL programme must specify where student requests are to be submitted; requests for review should be submitted to the same location.

   b) The receiving office should forward the request to the FECP Chair who will review the case. This function must not be delegated to a Departmental EC Panel.

   c) Where the FECP Chair agrees that there are valid grounds for late submission of the request (i.e. it was physically or psychologically impossible for the student to submit it on time and/ or before the Programme Board of Examiners) the FECP Chair should make a recommendation to UCL Academic Services on behalf of the Vice-Provost (Education & Student Affairs).

   d) Where UCL Academic Services accepts the request for review, it will overturn the original Programme Board of Examiners’ decision and put a new one in its place. The FECP and Programme Board of Examiners should be notified as soon as possible. UCL Student Records should amend the student’s record and issue the student with a new results notification.

   e) Where the FECP Chair or UCL Academic Services rejects the request for review, they should notify the FECP as soon as possible. The FECP secretary should notify the student that their request has been rejected within one week of the decision being made.
6.12 Appealing an EC Decision

1. Students cannot contest the outcome of an EC request on the grounds of academic judgement. However if the student feels that there has been a procedural error in the handling of their request, or that the type of mitigation offered is unsuitable, the student may request that the FECP Chair reviews the decision. This function must not be delegated to a Departmental EC Panel.

2. Requests for review must be submitted within two weeks of the extension or mitigation decision.

3. Student handbooks/ Moodle should include clear details of where to submit ECs; requests for review should be submitted to the same office.

4. The FECP Chair should consider the request and make one of the following decisions:
   a) To uphold the original decision, OR
   b) To retain the original decision but amend specific details such as length of extension, Deferral deadline etc., OR
   c) To make a new decision on the type of mitigation.

5. The FECP Chair should communicate their decision to the student in writing within one week of receiving the request. The FECP secretary should ensure that any new decision is communicated to the relevant parties as described in Section 6.9 above.

6. If, after the review, a student is still unhappy, they may be able to appeal the decision under the regulations set out in Chapter 6, Section 10: UCL Student Complaints Procedure.

6.13 Extenuating Circumstances Panels

6.13.1 Terms of Reference

1. Each Faculty must have a Faculty Extenuating Circumstances Panel (FECP).

2. The FECP has the following responsibilities:
   a) To make objective, impartial decisions about the validity of ECs submitted by students in the Faculty.
   b) To determine the most appropriate course of action for the circumstances in hand and make recommendations to the relevant Programme Board of Examiners.
   c) To ensure that all ECs are supported by appropriate evidence.
   d) To ensure that mitigation is only applied to the affected module(s).
   e) To ensure that mitigation is only applied once for each assessment.
   f) To ensure that ECs are processed within the timeframes stated above.
   g) To ensure that ECs remain confidential to the EC Panel and to the Chair and Secretary of the relevant Programme Board of Examiners.
   h) To ensure that all data relating to ECs are stored securely.
   i) To meet at the start of each academic year to discuss and agree the arrangements for the delegation of decision-making to any Departmental EC Panels.
   j) To report annually to the Academic Regulations and Quality Assurance Sub-committee on the efficacy of the EC regulations and on the profile of cases received.

Delegation of Authority to Departmental EC Panels

3. The FECP may delegate authority to consider ECs to a Departmental EC Panel (DECP). It is assumed that ‘Department’ also covers local variations like division, school, institute, life learning provider etc.

4. The FECP must determine the authority of any DECP under its responsibility. This should include:
   a) Determining which forms of mitigation and/ or which grounds for ECs may or may not be considered by a DECP
   b) Determining where cases must be referred up to the FECP
   c) Determining where DECP Chair’s Action may be used
   d) Providing guidance on common forms of mitigation
   e) Providing guidance on the local processes for communication and record-keeping
   f) Publishing the panel arrangements in place within the Faculty, and ensuring that the contact details of the relevant FECP/ DECP secretaries are readily available to staff in other Faculties.
5. FECPs should not delegate decision-making to any person or body other than a DECP.
6. Annex 4.1.2: EC Panel Contact Details indicates the appropriate contact for each FECP and DECP.

Jurisdiction
7. Each student’s ‘home’ Faculty is responsible for processing any ECs submitted by that student.
8. Where the student is registered on a combined honours or joint degree, one of the Faculties will be specified as the home Faculty, which will be responsible for processing the EC.
9. Where a student is registered on an interdepartmental module, the home FECP is responsible for processing the request, in consultation with the teaching Department.

Frequency
10. Each Faculty should determine how frequently the FECP/DECP meets.

Chair’s Action
11. The Chair of the FECP is entitled to act on behalf of the Panel in respect of any matter delegated to them by the Panel, the Faculty Board of Examiners or UCL Education Committee. The FECP is responsible for determining where DECP Chair’s Action may be used.

Virtual Meetings
12. To facilitate decision-making, FECPs and DECPs may meet ‘virtually’, where decisions are approved electronically and formally recorded by the EC Panel Secretary.

Confidentiality
13. All FECP and DECP members are responsible for preserving confidentiality in respect of the proceedings of the Panel.

Conflicts of Interest
14. FECP and DECP members who have a personal or professional conflict of interest with any student being considered at a particular meeting must withdraw from the meeting for discussions on that student.

6.13.2 Constitution and Membership

Faculty EC Panel
1. The FECP should be chaired by the Faculty Tutor.
2. A Deputy Chair may be nominated to stand in for the Chair where necessary.
3. In addition to the Chair and Deputy Chair, the FECP must include at least two members of senior Faculty staff such as Faculty Graduate Tutors, Programme Leaders, Departmental Tutors etc.
4. The FECP secretary should be a named member of staff from the Faculty administration team.

Departmental EC Panel
5. The DECP should be chaired by the Head of Department or the Departmental Tutor.
6. A Deputy Chair may be nominated to stand in for the Chair where necessary.
7. In addition to the Chair and Deputy Chair, the DECP must include at least two members of senior Departmental staff such as Programme Leaders, Departmental Tutors etc.
8. The DECP secretary should be a named member of staff from the Departmental administration team.

Quoracy
9. The minimum number of members permissible at a meeting of the FECP or DECP is three, including either the Chair or Deputy Chair.

External Examiners
10. External Examiners should not be invited to attend FECP/DECP meetings.
Rotation of Membership

11. Where possible, the members of academic staff *should* change on an annual basis to ensure maximum sharing and awareness of the EC process across UCL.