



Academic Regulations 5:

Mitigating Circumstances and Student Assessment

2025-2026

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Section 1 - What are mitigating circumstances?

- 1 We expect you to take ownership of your learning and to be responsible for managing your own time along with the demands of everyday life so that you can complete the requirements of your chosen course. It is your responsibility to undertake and engage with your assessments at the correct time and in accordance with the instructions provided to you.
- 2 However, we recognise that situations and events beyond your control sometimes arise which may affect your ability to complete assessments on time or to the best of your potential. We call these situations Mitigating Circumstances. We want you to be able to let us know about a mitigating circumstance when it happens so that its effect is not carried into your academic record. However, we also need to make sure that we are fair and consistent in the treatment of all our students.
- 3 We have developed rules for Mitigating Circumstances to ensure you understand how we define a mitigating circumstance and that we are treating all students fairly in all our decisions.

Section 2 - What are the definitions and rules?

- 4 All reference to periods of 5 days or 10 days in this document refers to university working days, which are any day except weekends, bank holidays and the period between Christmas and New Year when the University's administrative offices are closed. This applies even when some areas of the University, such as libraries and learning spaces, are open during these times.
- 5 Mitigating Circumstances are defined as specific circumstances that have impacted you in the lead up to or during an assessment event or submission. They are:
 - Sudden, serious and/or unpredictable or unforeseeable in nature, and
 - Relevant to you, the individual student making the claim, and
 - Likely to seriously impair your performance, and
 - Taking place at the same time as an assessment event or before an assignment deadline.
- 6 We do not consider ongoing conditions mitigating circumstances. However, we do consider significant fluctuations in a long-term condition to be mitigating circumstances (see paragraphs 56 to 61 for more information on disability, mental health conditions and other ongoing medical conditions).
- 7 If you submit your assignment or attend an assessment event you will have declared yourself 'fit to sit' the assessment in question and have implicitly acknowledged that there have been no mitigating circumstances affecting your performance. (See paragraphs 66 to 68 on Retrospective Mitigating Circumstances for the one exception to this rule.)

- 8 If you make a claim for mitigating circumstances prior to an assessment deadline or event and subsequently hand your work in on time or attend the event, your mitigating circumstances claim will be annulled.
- 9 We expect you to let us know as soon as you realise you will not be able to complete an assessment or attend an assessment event due to mitigating circumstances. If you tell us about a mitigating circumstances over 10 days after the assessment deadline or event, we will expect you to provide a good reason why you could not have told us earlier and provide us with evidence to support this (see paragraphs 48 to 54 for more information on Evidence).
- 10 We will require you to provide evidence that supports your explanation of the mitigating circumstance that has affected your ability to complete your work.
- 11 We do not accept mitigating circumstances as a justified reason for the presence of academic misconduct in an assessment. If you have an unconfirmed case of academic misconduct pending, you will not be able to submit a claim for Mitigating Circumstances for the element(s) of assessment that are still subject to investigation. You must wait until the outcome of the Academic Misconduct investigation is confirmed before making an application.
- 12 We do not consider cross-university disruption to learning and assessments that may have impacted groups of students to be mitigating circumstances. For example, disruption from building work, IT access issues, or issues with VLE submissions. In these circumstances, and to ensure fairness to all impacted students, we will take a common approach to resolving the issue and therefore these matters fall outside of the scope of this procedure.
- 13 If you determine that you have Mitigating Circumstances that will, or have, impacted your ability to engage with an assessment, you should follow the procedure set out below (How do I make a claim for mitigating circumstances?)
- 14 If your Mitigating Circumstances application is accepted by the University, the University will decide what the appropriate outcome will be. This could be:
 - A 10-day extension to the deadline of the assessment that has been impacted by the circumstance, or
 - Where a 10- day extension is not possible (in cases where submissions are close to the deadline) you may be offered a 5-day extension, or
 - An opportunity to complete the impacted assessment at another time (See section on additional opportunities to retrieve mitigated assessment),

Further information is provided in Section 6 **Outcomes** and a list of normally acceptable and unacceptable circumstances and typical associated evidence is provided in Annex 1.

Section 3 - Support and Advice

- 15 It is for you to decide if you are too ill or otherwise impacted by mitigating circumstances to take an assessment. While you can seek advice from members of staff and/or the [Kingston Students' Union](#) about whether to submit an assessment or apply for mitigation, they will limit their advice to explaining the procedure that you should follow and the requirement for evidence to be supplied in support of a mitigation claim. Ultimately it is you who must make the final decision on your fitness to undertake an assessment.
- 16 In all instances we encourage you to talk to us about any issues impacting your wellbeing and your ability to engage with your chosen course of study. If you are unsure of what to do, then please speak to your Personal Tutor, Module or Course Leader or with the [Kingston Students' Union](#) who are very experienced with supporting students with these procedures. If, for whatever reason you find it difficult to engage with these individuals, there are a range of services available from Kingston University to support you during your studies. Please see [advice and support](#) for more information the range of support available to you during your time studying with us.
- 17 Students with disabilities, mental health or other medical conditions who are considering applying for Mitigating Circumstances should note that support is available to them via the University's [Disability and Mental Health](#) Advisors and via the [Student Well-being Hub](#). You should also read the Section on Disabilities, Mental Health conditions and other ongoing medical conditions below.
- 18 If you have any questions about the process for submitting your claim, you should contact your Faculty's Student Casework Coordinator (SCC) team who will be able to provide advice and support. Contact email address for the SCC team can be located [here](#).

Section 4 - How do I make a claim for Mitigating Circumstances?

- 19 You must apply no later than 10 days after the date of the assessment for which you are seeking consideration. If you have any questions about the process for submitting your claim, you should contact your Faculty's Student Casework Coordinator (SCC) team who will be able to provide advice and support. Contact email address for Student Casework teams can be located [here](#).
- 20 Any applications submitted outside of this timeframe will be dismissed as 'out of time' unless you can demonstrate that submitting within this timeframe would have been impossible or unreasonable. We expect late applications to be supported by evidence that explains why the claim is late.
- 21 If you believe that a 10-day extension is what you need to complete your assessment, tell us in your application statement. This will help us to see the level of impact you believe the mitigating circumstances are having on you. We may not be always able to offer a 10-day an extension as this depends on other factors (see paragraphs 30 to 36 on Extensions).

- 22 To submit a claim for mitigating circumstances procedure, you will need to log into [OSIS](#) (see paragraph 23 for exceptions) using your Kingston University Student ID (e.g. K12345).
- Access OSIS using your Kingston University ID
 - Go to the 'Your Studies' tab
 - Review the guidance information provided
 - In the list you will see the title 'Mitigating Circumstances' which contains a link 'click here to start a new claim' – and follow the online instructions
 - You will either be required to upload any supporting evidence (if available) at this stage, or if you are 'self-certifying' for time limited assessment you should indicate the grounds upon which you are self-certifying your absence in the supporting statement section
 - If evidence isn't immediately available, you should note this on your claim with an indication of when you will be able to provide it.
- 23 For some students studying at collaborative partners, mitigating circumstances claims are submitted directly to the collaborative partner. If you are not sure how you should be submitting your claim, speak to your Personal Tutor or Student Casework team.
- 24 If it is not possible for you to submit a claim via OSIS, then you should contact:
- IT Support for computer/technical issues
 - The Student Office for missing modules or access issues
 - Your Faculty Student Casework Coordinator if the above services cannot resolve your issue or you have a more specific issue affecting your OSIS profile. Contact details are provided [here](#).
- 25 Claims for Mitigating Circumstances that are made on or after the day that your results are formally published following an Assessment Board cannot be considered under this procedure. You may be able to submit an Academic Appeal if you have appropriate grounds (See Section 7 on **Appeals** below).

Section 5 - Who will make the decision on my claim?

- 26 When you submit your claim, it will first be reviewed by a Student Casework Coordinator (SCC) or an appropriate member of your faculty's staff. The SCC is authorised to take decisions on mitigating circumstances. They will review the claim and evidence, and will either:

Approve your claim if:

- it is provided by the deadlines set by the University
- it is for one of the acceptable reasons
- There is appropriate evidence to support it
- The evidence relates to the time-period in which the assessment task or event took place.

Or reject your claim if:

- It lacks appropriate supporting evidence
- The supporting evidence does not cover the time-period in which the assessment activity was set.

Or refer your claim to be reviewed by a Mitigating Circumstances Panel.

- 27 Mitigating Circumstances Panels will normally be comprised of three members of staff, of which two will be academic staff and the third will be from Academic Registry. The Panel will review your claim and associated evidence and will make a decision to accept or reject it.

Section 6 - Outcomes – what happens next?

What happens if my claim is accepted?

- 28 The decision to accept your claim for Mitigating Circumstance means that we are satisfied that you will be, or were, adversely affected at the time of the assessment event for which you are claiming. We will then recommend on the appropriate opportunity for you to complete your assessment. This will depend on a range of factors, including but not limited to, the type of assessment, the delivery pattern of your course, and the time of year.
- 29 You should note therefore that a successful mitigation application could mean that the opportunity for you to undertake the mitigated assessment could result in one or more of the following scenarios:
- undertake the assessment within the same assessment period
 - undertake the assessment up to one year later
 - repeat a module
 - undertake a different form of assessment
 - a recommended break from study for a period
 - change your mode of attendance (e.g. from full-time to part-time)

Extension to an assessment deadline

- 30 There is a 24 hour period after the deadline within which you can submit work without a penalty.
- 31 If we determine that an extension is the most appropriate outcome to support you and it can be accommodated by the delivery pattern of your course and the time of year, we will normally agree an extension to your assessment deadline of 10 days.
- 32 It may not be possible to agree extensions for submission deadlines that are close to assessment board periods or in the reassessment period. Where this occurs, you may be offered a 5-day extension.
- 33 If an extension of 5 or 10-days is not possible, you will normally be given the opportunity to take a new uncapped assessment in the next assessment period.
- 34 If you submit your work after an agreed extension it will be considered a non-submission and it will receive a mark of 0 unless you make a subsequent successful mitigation claim under this procedure. We will not agree an extension to an already extended deadline. If you make a second claim following an extension and this is accepted, you will receive a different outcome, such as a deferred assessment attempt.
- 35 If you want to request a 5 or 10 day extension, you could submit your work up to five or ten days after the submission deadline alongside a claim for mitigating circumstances respectively. If your claim is accepted and an extension is the agreed outcome of your claim, then your work will be marked.
- 36 If you are prevented from completing your work before the agreed extension by mitigating circumstances, you can make a new application following the same process described in the Section 4 **How do I make claim?**

Deferred Assessment Attempt

- 37 Deferred attempts allow you to take the assessment at a later point in time, with no related penalty or cap applied to your mark. It is general practice that the deferred assessment will be in the next assessment period. This might be in:
- the next teaching block
 - the retake period
 - the following academic year (for example when it is agreed that you can trail the relevant module)

Repeat or Replaced Assessment Attempt

- 38 Sometimes, accepted mitigating circumstances means that you have not had the opportunity to undertake a first sit or retake assessment by the end

of the academic year. In this situation, the final decision on the outcome will be made by an Assessment Board.

- 39 The Assessment Board may require you to repeat the module, which means:
- You will be required to repeat the module with full attendance
 - You will be required to undertake all assessments again, including those you may have previously passed
 - No fees will be charged to you in this situation
 - No caps will be applied to your marks
 - This module will be treated as 'new' on our Student Record System.
- 40 On rare occasions, the Assessment Board may require you to replace a module rather than repeat it, which means that you will be studying a new module, but one that will still enable you to meet your overall programme learning outcomes. Just like a repeat module, you will attend this new module in full, undertake all assessments and receive a repeat fee waiver for the module.

What happens if my claim is rejected?

- 41 If your claim for Mitigating Circumstances is not approved, we will notify you of this as soon as the claim has been considered.
- 42 If you do not submit or complete your assessment, it will be recorded as a failed attempt with a mark of 0.
- 43 If you have not submitted your assessment by the deadline, you can submit work up to five days after the submission deadline. It will still be marked and if it is of a pass standard the work will receive a capped pass mark. Retake submissions can only be submitted by the deadline in order to receive marks. (Note that if your work is being handed in for the first time due to an earlier approved mitigating circumstances claim, it is not a retake submission.)

Section 7 - Can I appeal the decision?

- 44 You cannot appeal the University's decision to accept or not accept a claim of Mitigating Circumstances, nor can you appeal the subsequent outcome following a successful claim, for example, the offer of an extension or deferred assessment attempt.
- 45 You may contact your Faculty Student Casework Coordinator to discuss the outcome of your claim, or if you have new supporting evidence that was not available at the time the claim was reviewed, you may submit this to your Faculty Student Casework coordinator for further consideration.
- 46 The Assessment Board is the ultimate authority for confirming Mitigating Circumstances Claims and outcomes. If you wish to have the decision of an Assessment Board reviewed, then you may be able to use the procedures set out in Academic Regulations 8: [Academic Appeals \(Taught Courses\)](#) or Academic Regulations 9: [Academic Appeals \(Research Degrees\)](#) to request a review of the decision of the Assessment Board if you have grounds for

appeal, for example there is evidence that this procedure has not been followed or if more evidence that for good reason could not be supplied to us previously becomes available.

- 47 If you are considering making an appeal, we strongly advise you to seek guidance from the [Kingston Students' Union](#) who are experienced with supporting students with these procedures.

Section 8 - What else do I need to know?

Evidence

- 48 You will need to provide evidence from an independent third party to support your claim, except when:
- You are submitting self-certification for a missed examination, in-class test, or another type of time limited assessment * (see Self-certification below)
 - You are applying for a 5 or 10-day extension due to a fluctuation in an ongoing condition covered by a Statement of Support Needs* (See Disabilities, Mental Health conditions and other ongoing medical conditions below)
- * You must tick the relevant box in OSIS or the system will expect you to submit more supporting evidence.
- 49 If you have not provided appropriate or relevant evidence we will reject your claim or ask you for further evidence.
- 50 Evidence must be related to the specific circumstance for which you are claiming Mitigating Circumstances. It is also important that the evidence relates to the specific time period of the assessment for which you are claiming Mitigation.
- 51 Evidence provided in a language other than English must be accompanied by an independent professional translation.
- 52 We require absence or lateness due to a medical condition to be supported by independent, contemporaneous, and explicit corroboration from a registered GP, hospital or other medical practitioner. We expect medical evidence to include the practitioner's registration number and/or employer details and, in the case of emails, be clearly sent from the employer's email address.
- 53 Although we will not generally contact medical professionals to discuss your medical circumstances, we do retain the right to audit, review and verify the evidence which may include checking registration/organisation details, registration numbers, email addresses or other details.
- 54 In order for your claim to be considered, you must authorise the University to seek verification of your evidence under the Data Protection Act. You will be asked to provide your authority for us to do this at the time that you submit your claim (see Fraudulent Evidence and Information).

Fraudulent Evidence or Information

- 55 The Mitigating Circumstances Procedure operates on the basis of trust in the integrity and honesty of the student body. We retain the right to audit claims and will treat fraudulent or misleading claims made under this procedure under [General Regulations 3 \(GR3\)](#) Student Conduct and Behaviour Procedure. This may ultimately result in the termination of a student's registration without the opportunity to complete their course of study.

Disabilities, Mental Health conditions and other ongoing medical conditions

- 56 If you have a disability or an ongoing medical condition, you are encouraged to declare this to us at any point either prior to your admission to the University or during your studies. If a disability or ongoing medical condition has been declared to us, we will direct you to Kingston University's [Disability and Mental Health Advisors](#) in order for a Summary of Support Needs (SoSN) to be agreed.
- 57 The SoSN will set out the reasonable additional support or facilities that will be put in place by the University to support your learning and assessment. It is your responsibility to make arrangements for a SoSN to be agreed in order for reasonable adjustments to be put in place for you.
- 58 Once a condition or disability is declared and appropriate support is in place, routine academic adjustments are managed through the SoSN. However, students with a SoSN can request a 5 or 10-day extension without needing to demonstrate fluctuation or submit evidence. You **must** complete a Mitigating Circumstances Claim to access a 5 or 10-day extension.
- 59 If you experience a significant fluctuation in your disability that prevents you from submitting your work within the 5 or 10-day extension period you may still be eligible for consideration under the Mitigating Circumstances procedures. To do so, you must submit a new claim with supporting evidence that demonstrates how a fluctuation in your health diagnosis specifically affected you at the time of the assessment. If your new claim is accepted, we would look to offer the opportunity to do this assessment at the next available assessment period.
- 60 Where disability-related support needs arise after starting your course the University can provide support and guidance to enable you to complete your programme of study. Where the condition has an immediate impact on assessment activity, the Mitigating Circumstances Procedure can be used for assessments up until the point that the appropriate support has been put in place.
- 61 It is not possible to consider a Mitigating Circumstances claim once an assessment has been undertaken on the basis of a subsequent diagnosis of a disability or specific learning difference. See also Retrospective Mitigation.

Self-certification

- 62 You are expected to plan your time and work preparation appropriately, including accounting for usual 'life events' such as minor illnesses (e.g. common cold) or everyday demands. However, such events have the potential to disrupt your ability to attend time limited assessment such as written examinations or in-class tests* on the day. We recognise that in many examples of short-term disruption, you may not find it easy to provide corroborative evidence. Therefore, for time limited assessments we will accept self-certification to support a claim for mitigating circumstances.

**where the in-class test constitutes the full element of assessment; an element of assessment being a significant part of the overall module assessment identified on the record of progress. In cases where you miss an in-class test which is part of a number of different assessments that together form an element, you should discuss this with your module leader in the first instance.*

- 63 If you feel that you cannot attend a time limited assessment such as written examinations or in-class tests due to an unforeseen and serious adverse event, you may submit a claim to 'self-certify' your absence using the same process described above in How do I make a claim? You need to follow the online instructions to indicate that you are making a self-certified claim and explain in your supporting statement the grounds upon which you are self-certifying your absence. Please refer to Annex 1 for normally acceptable and not normally acceptable reasons for submitting a mitigating circumstances claim.
- 64 As self-certification is designed to capture short term events, this option is only available from 5 days before the date of the assessment to 10 days after the assessment.
- 65 If you fall ill during the examination, you must inform the chief invigilator that you are leaving the venue due to illness. They will include this in their examination report. Unless you apply for mitigating circumstances we will mark your paper. If you apply for mitigating circumstances within 10 days of the event using the self-certification option, we will not mark your paper and record that you have not attempted the examination.

Retrospective mitigating circumstances

- 66 We have a fit to sit policy which means that if you submit work or attend an examination, you have declared yourself fit to undertake the assessment and that there have been no mitigating circumstances affecting you. Therefore, if you do an assessment and submit a claim for mitigating circumstances after completing it, we will normally not consider your claim. We call such a claim retrospective mitigating circumstances.
- 67 However, we may accept a claim for retrospective mitigating circumstances where there is evidence of a certified illness that would have meant that you would have been unable to exercise the rational judgement necessary at the appropriate time to deem yourself unfit to undertake assessments

and where this is explicitly confirmed by a registered GP or practitioner suitably qualified to make this judgement.

- 68 If you do have a successful claim for retrospective mitigating circumstances we will annul the marks for all assessments cited in the claim including those that meet or exceed the pass mark. You may be required to supply medical evidence from a registered GP or other suitably qualified practitioner confirming that you are fit to return to study prior to being able to do so.

Fitness to Practise Courses

- 69 Specific professional programmes within the University are governed by [Fitness to Practise Regulations](#). If you are not sure if you are on a course that is governed by the Fitness to Practise Regulations, you should speak with your Course Leader.
- 70 There is an expectation that if you are on a professional programme, you will take responsibility for only practising when you are physically and mentally fit to do so. There is an expectation that if you recognise that you are impacted by a physical or mental impairment, you seek help at the correct time. If you attend or submit a practice assessment you are declaring yourself as Fit to Sit. If you subsequently lodge a claim for Mitigating Circumstances for an assessment that forms part of a professionally recognised programme it will be considered a potential 'Fitness to Practise' matter. In these circumstances, we will refer to [Fitness to Practise Procedure](#):

Professional, Statutory and Regulatory Body courses

- 71 Some courses are accredited by external Professional Statutory and Regulatory Bodies (PSRBs) and these Bodies may set conditions in relation to the professional accreditation status of students upon qualification which may be impacted by Mitigating Circumstances claims. For example, failure to complete your course within a defined timeframe may impact your ability to gain accreditation in the future.
- 72 It is therefore extremely important that if you are on a professionally accredited programme, you are aware of the potential impacts of making a Mitigating Circumstances application upon your qualification and future career.
- 73 We therefore encourage you to discuss these matters with your Module or Course Leader to ensure that any measures taken to support you do not conflict with other external expectations.

International Students/Student Visas

- 74 For international students it is important to note that external regulatory bodies including UK Visas and Immigration (UKVI) maintain separate expectations for students who are sponsored to study in the United Kingdom. If you are on a Student Visa you should be aware that any

decision taken by us in relation to the claim for mitigating circumstances application has no bearing on the UKVI requirements of your visa.

- 75 This means that it is possible that your Mitigating Circumstances claim may be accepted but you will not be able to undertake your deferred assessment attempt because you will breach the conditions of your Visa.
- 76 If you are considering making a claim for mitigating circumstances, we strongly advise you to seek advice on the impact of a successful claim on your Visa with the [CAS and Visa Compliance Team](#)

Confidentiality

- 77 We are committed to complying fully with the Data Protection Act 1998 and subsequent legislation in our handling of personal data and will treat all claims for mitigating circumstances with confidentiality. Disclosure of information will be restricted to those parties involved in the consideration and administration of claims.
- 78 There are circumstances where the University's commitment to confidentiality is overridden by other considerations, these are:
- When a student's health and safety, or that of others, is considered to be at risk
 - When a student is considered to be at serious risk of exploitation
 - When disclosure is required by law
 - When a student's behaviour or health requirements compromise our responsibilities to outside agencies, including practice placements and partner institutions.
 - When a student's behaviour or health requirements compromise our responsibility to other students to the extent that those other students are being adversely affected to the serious detriment of their academic progress

Annex 1 – Guideline on Acceptable/Unacceptable Mitigation

Normally acceptable	Evidence	Notes and Examples
1. Illness, accident or severe trauma	Medical certification of illness or serious accident (you can use the mitigating circumstances medical certificate for academic studies)	<p>Evidence to show that reason occurs at the time of an assessment.</p> <p>Evidence should independently confirm the illness or accident. A letter that states a student reported an accident or illness to the medical practitioner, without further diagnosis, will not be sufficient.</p> <p>It is recognised that it can be difficult to get timely verification from hospitals, but you should submit your claim, pending confirmation.</p>
2. Mental Health issues	<p>Medical note</p> <p>Note from a crisis service</p> <p>Note from a counselling service</p> <p>Where students do not have an SoSN, medical evidence of a mental health condition can be used for extensions while an SoSN is being prepared.</p>	<p>Students with long term mental health issues should seek advice and support from the University's mental health advisers. This team will be able to provide you with a Summary of Support Needs.</p> <p>Evidence of an ongoing condition can be used for extensions, but the expectation is that students with ongoing conditions will ask for an SoSN.</p> <p>Evidence of a fluctuation in a mental health condition will be considered contemporaneous if it is dated 2 months either side of the assessment event.</p> <p>It is noted that mental health diagnoses are based on a history taken from the student. Where the medical evidence states a student reported a downturn in their mental health, this will be considered sufficient evidence of a fluctuation in an already known mental health condition.</p>
3. An unpredictable fluctuation in an ongoing illness or an unexpected issue impacting on completion of assessments because of a disability or health condition.	<p>Summary of Support Needs (SoSN)</p> <p>Medical certification or independent verification</p>	<p>A Summary of Support Needs can be used for extensions. For further mitigation, additional medical evidence of the fluctuation is required</p> <p>University disability and mental health advisors should be consulted as appropriate</p> <p>The SoSN will be permitted evidence only when it supports the reason for which the student is applying for mitigation.</p>

Normally acceptable	Evidence	Notes and Examples
4. Recent death (< 3 months) of someone close	For example: Death certificate Funeral service Obituary	If the bereavement was over 3 months before the assessment it is necessary for the student to provide a letter from a medical practitioner confirming the impact that the bereavement has had on the student’s ability to engage with the assessment.
5. Sudden serious illness of a close relative	Medical certification Third party verification from a community leader or professional.	The event will be considered contemporaneous with the assessment if it occurred within 2 months of the assessment deadline or date. Where a relatives wellbeing continues to impact the student after 2 months, the student should seek support and provide evidence of impact on self for further mitigation.
6. A significant change to the condition or circumstance of someone for whom the student has a caring responsibility	Relevant medical certification Letter from Social Services Third party verification from a community leader	Illness or other event that precipitates more care required by the student just before or on the deadline.
7. Serious personal disruption	Independent verification such as supporting third-party evidence Police report where relevant	Fire, burglary, requirement to appear in Court etc. relevant to the date of the assessment event or the period leading up to it. Travel problems are not normally accepted as students are expected to plan ahead.
8. Significant change of employment circumstances	Employer letter providing evidence	The evidence must confirm a sudden and unforeseen change that will have only a short-term impact to specified assessments. Note: full-time students should not be working more than 20 hours per week at the very maximum. Where work commitments are impacting on your ability to engage with your academic studies, you may need to consider an interruption of studies.
9. If evidence of a declared disability is provided too late to be taken into account in the deadline for assessment	Corroboration from a Disability or Mental health Advisor	If evidence of a disability is provided too late to be taken into account in the delivery or assessment of the module.

Normally acceptable	Evidence	Notes and Examples
<p>10. Religious Observance and scheduled examination, field trips and in-class tests</p>	<p>To enable consideration, one or more of the following pieces of evidence should be submitted:</p> <ul style="list-style-type: none"> • a letter from a religious leader explaining the nature of the obligation and the way in which it impacts on the student; • a personal statement by the student explaining the nature of the obligation and the way in which it impacts on their timetable supported by a published timetable of festivals or events showing the date, time and nature of the observance. 	<p>The University’s Faith and Spirituality Service is able to assess and provide advice to staff and students on any evidence provided.</p> <p>See here for further information on religious festivals.</p>
<p>11. Planned industrial action affecting the transport network</p>	<p>Evidence of cancellation of travel e.g. Photograph of travel board confirming cancellations with date and time visible</p> <p>Screenshot of relevant app confirming cancellation or delay</p>	<p>Alternative forms of travel should be considered. If a student lives close to the University, they will be expected to use an alternative mode of transport. Where students live away from the University, they will not be expected to use a different mode of transport.</p>
<p>12. Study-related (when the use of specialist software or equipment is essential to complete an assessment and the resource has failed)</p>	<ul style="list-style-type: none"> • A clear verifiable record that an IT issue occurred. • Communication with IT support • Communication with Course team <p>Evidence that: the student has raised the issue and undertaken actions to recover work, the loss has a significant impact on ability to complete work in time, the failure of the resource is due to an outside cause.</p>	<p>Screenshots of error messages are not enough to establish this problem. Evidence should show a trail of efforts to resolve the issue which indicates the extent of the time the student was impacted.</p> <p>Where such occurrences can be rectified by support from the course team, including where appropriate local extensions, such a solution can be applied without recourse the mitigating circumstances procedures</p>

NOT normally acceptable	Examples
1. Alleged medical conditions without supporting evidence	<p>Claims will not be accepted without appropriate medical evidence.</p> <p>Appropriate medical evidence will usually include confirmation of illness or injury – a letter stating a student has reported an accident or illness without corroborating this as a fact is normally not sufficient to support a claim</p>
2. Alleged medical conditions without contemporaneous evidence or sufficiently detailed subsequent evidence	<p>If a student does not consult a medical practitioner at the time of the illness, it is not acceptable for a student to obtain generic corroborative medical statements at a later date. A letter from a medical practitioner stating, for example, "the student informs me that he/she was unwell during...." will not be deemed acceptable supporting evidence.</p>
3. Social activities	<p>Hectic social life, parties, visits by/to friends, sporting fixtures.</p>
4. Temporary self-induced conditions	<p>Hangovers, drug taking (unless possibly for a registered medical user influenced by the medical treatment involved including prescribed medication for certain conditions where it is known that there may be adverse reactions eg. drowsiness.)</p>
5. Minor ailments and other conditions	<p>Coughs, colds, sore throats, sprains (other than in the writing hand/arm). Long-standing medical conditions for which special arrangements could have been made or treatment anticipated and taken.</p> <p>Accidents/illness affecting relatives or friends unless serious or the student is the sole carer.</p>
6. Examination stress	<p>Examination stress or stress in practice placement will not, by itself, be considered as a mitigating circumstance. It is expected that individuals in higher education will develop the ability to deal with this and produce satisfactory work whilst meeting deadlines.</p>
7. Domestic or personal disruptions which could have been anticipated or planned	<p>Moving house, holidays, weddings or other events where the student has control over the date. Change of job or "normal" job pressure (exceptional crises at work might be acceptable), failed travel arrangements, illness of pets, oversleeping, misreading examinations timetable or other assessment details, poor time management, taking the wrong examination.</p>
8. Study-related	<p>Computer difficulties, losing work which has not been backed up, deadline congestion, examination congestion, missing books, examination rescheduling, late distribution of materials by the School, delays in printing, photocopying and/or binding of assessed work.</p>

9. Examination conditions	<p>Disruption in the examination room: poor lighting, ventilation or heating, excessive noise, illness or behaviour of other students, noise from invigilators.</p> <p>Normally such conditions will have been reported by the invigilators, who will pass reports on to the Faculty.</p>
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