



BUCKINGHAMSHIRE
NEW UNIVERSITY
EST. 1891

STUDENT SUPPORT FOR EXCEPTIONAL CIRCUMSTANCES

We recognise that sometimes things can happen to you over which you have no control, but which affect your ability to sit an exam, attend a placement, or submit an assignment. In these circumstances you can ask the University to take these events into account by either applying for an Extension OR claiming Mitigating Circumstances OR Interrupting your programme of study.



EXTENSIONS OF SUBMISSION DEADLINE MITIGATING CIRCUMSTANCES CLAIM INTERRUPTION OF STUDIES

If you are experiencing difficulties, you should contact your Personal Tutor and Registry Officer within Academic Registry as soon as possible. They can advise you on the most appropriate course of action.

This may be:

- An application for an **Extension** to a submission deadline for an assignment(s) – where a later deadline will enable you to complete the work. An assignment / practice extension form can be submitted to the tutor up to a maximum of 2 working days following the original submission deadline. OR
- A claim for **Mitigating Circumstances** – where an unexpected event during or in the period leading up to (normally 15 working days) an assessment deadline or exam seriously affects your studies and an extension is not feasible or appropriate. A mitigating circumstances form should be completed and submitted to your Registry Officer by email within 15 working days of the event for which you are claiming. If claim is approved the student is taken to an Assessment Board to make recommendation. The claim must be submitted within 15 working days of the assessment deadline/exam, rather than the event being claimed for. (e.g. if you miss an examination). OR
- An application to suspend or Interrupt your studies – Sometimes, as a result of changes in your personal life, or due to a prolonged or serious bout of illness, you may be having difficulties fulfilling all the requirements of your course. In these circumstances you may wish to consider requesting to interrupt your studies and return when you are able to focus again on your course.

Your personal tutor will be able to discuss your situation with you and explain the options open to you. Depending on your programme of study there may be certain restrictions, such as the point at which an interruption must be taken or the date of return to your studies.

To submit a request you will need to complete an Interruption of Studies Form and return this to your Registry Officer.

You can find their name and email here: bucks.ac.uk/current-students/registry-helpdesk-and-academic-advice

MITIGATING CIRCUMSTANCES EXPLAINED:



Circumstances which might normally be considered include:

- Illness at the time of an examination or in the period preceding coursework submission or during placement
- Death of a family member or close friend
- Severe unforeseen personal or psychological problems
- Flare-up or exacerbation of a chronic condition
- Complication of an existing condition
- Additional impact of a disability
- Complications in pregnancy e.g. premature labour
- Serious transport difficulties which could not have been avoided
- Specific religious observance
- University technical difficulties lasting for a short time e.g. such as an unscheduled disruption to the usual VLE provision



Examples of circumstances that will **NOT** normally be considered include:

- Paid employment – although exceptions may be made where an employer makes additional and unforeseen demands on an employee, e.g. sending an employee overseas at short notice
- Misunderstanding of the University procedures, e.g. not knowing an examination date or coursework deadline
- Transport problems, e.g. missed bus or train, lateness of lift
- Computer or printing problems
- Holiday
- An inability to effectively manage your time
- Group coursework tasks – failure by one member of the group to submit work or undertake the tasks assigned by the group; this will be taken into account in the marking guidelines
- A back-dated claim for reasonable adjustments completed prior to the release of a formal assessment by the Disability Service, e.g. retaking an examination with extra time



WHAT EVIDENCE DO I NEED?

Examples of documents which may be acceptable include:

- Medical certificates which cover the appropriate period of time
- Doctors letters/letters from medical specialists
- Letters from professional counsellors / advisers, which should refer to the appropriate period of time. This may include the Students' Union Advice Centre
- Relevant legal documents
- Death certificate/ Copy of Order of Service
- Letters from legal professionals
- Letters from church or spiritual leaders
- A supporting statement from a senior member of academic staff
- For short-term illnesses where you do not need to see a Doctor, you can instead submit a [Self-Certification Form](#)

You can find Academic Registry: **E2.08 High Wycombe Campus** or **Second Floor Reception, Uxbridge Campus** if you wish to speak to a Registry Officer.