



EXTENUATING CIRCUMSTANCES PROCEDURE

1. Purpose and Scope

- 1.1 The purpose of these regulations and procedure are to support LSCI students who have been affected by circumstances outside their control (extenuating circumstances). Students can apply for extenuating circumstances using the procedure explained in this document.
- 1.2 LSCI works with a validating partner who have their own extenuating circumstances policies and procedures which may be used in place of the LSCI procedure by prior agreement with the validating partner. As the students are direct beneficiary of these procedures, the following paragraphs are addressed to students as 'you' rather than in third person.
- 1.3 It is your responsibility to manage your learning during your studies at LSCI. It is therefore essential that you manage your workload efficiently, and do not leave activities until too late. Difficulties and stress are a part of everyday life and it is expected that you will manage their work accordingly.
- 1.4 The College recognises that sometimes events may happen to you over which you have no control and which may have a serious impact on your capacity to sit examinations, attend prescribed placements, or complete coursework to the published deadlines. These regulations set out the processes through which you can ask the College to take such events into account.

2. Circumstances outside your control

- 2.1. If you believe that your assessed work has been negatively affected by circumstances outside your control, you may draw these circumstances to the attention of the examination board by submitting a claim for extenuating circumstances.
- 2.2. If your claim is accepted this will allow you to resist the assessment without having your marks capped. If your extenuating circumstances are not accepted, then you would still be entitled to re-sit but your marks would be capped at 50%.

2.4. Extenuating Circumstances may include but are not limited to:

- Serious personal illness;
- A change in an existing health condition at the time of assessment;
- Death or serious illness of a family member, or other person with who you had a close relationship;
- missing part or all of an examination as a result of serious and unforeseeable disruption to public transport

2.5. You may not claim extenuating circumstances on the grounds you:

- Consider marks given to be too low;
- Did not understand or were unaware of the course regulations;
- Misread or missed the published examination/coursework submission timetable;
- Lost work because of a technical or other failure (e.g. computer failure);
- did not check your emails regularly for new messages.

3. Making an extenuating circumstance claim

3.1. Your extenuating circumstances claim must be submitted as soon as you are aware of the extenuating circumstances and no later than 5 working days from the assignment deadline or exam date (including in the event that you are taken ill unexpectedly during an examination or an assessment) and, in any event, before the publication of results. If you submit your claim later than this, you will also need to provide evidence and/or have a good and clear reason that shows why you could not have submitted your claim within the 5-day time limit. The Principal shall decide in his/her absolute discretion what constitutes “a good and clear reason”. You can claim extenuating circumstance in accordance with the details below using the Claim Form attached below as Appendix 1.

3.3. Extenuating circumstances claims need to explain the specific circumstances that you want to be considered and should specify how these circumstances have affected your performance in the exam, placement or submission of coursework.

3.4. If the extenuating circumstances persist, you will be expected to make a new claim in each semester and to specify the period covered by the claim and the modules affected.

3.5. For an extenuating circumstance claim to be successful it will normally be based on evidence of circumstances that are:

- Non-academic;
- Unexpected;
- Significantly disruptive;
- Arising from matters beyond your control;
- Likely to have affected your academic performance

3.6. To submit an extenuating circumstance claim you need to provide supporting evidence that is relevant and objective (for example, provided by an independent and reliable third party).

3.7. A claim should be supported by one or more original documents (or independently verified copies translated in English) or other appropriate independent evidence dating from the time the circumstances occurred.

3.8. Self-certification and/or parental letters, or statements from personal tutors or course directors will not generally be accepted.

3.9. If you want to make a claim but cannot provide the supporting evidence within the 5-day time limit, you should submit your claim anyway with an explanation as to why the evidence is not currently available. The Principal will specify a deadline for the submission of supporting evidence. The deadline for the submission of supporting evidence can be subsequently extended provided that there are compelling reasons for doing so.

3.9 If you have submitted a claim and provide the supporting evidence later (within the set deadline) a decision will be made in relation to your claim and directed to the examination board. If you have submitted evidence of extenuating circumstances within the deadline set by the Principal but not in time for the meeting of the relevant examination board, the board will defer consideration of your application.

4. Extenuating Circumstances Decisions

4.1. The remit of the Examination Board is to ensure consistency of treatment of claims; provide a forum in which the confidentiality of the extenuating circumstances can be maintained.

4.2. The Examination Board shall consist of a minimum of three members, at least two of which shall be members of academic staff or faculty, and a quorum for any decision-making meeting is two.

4.3. If a course has additional awarding body requirements, decisions will be made in consultation with the appropriate body representative.

Records

4.4. A copy of your claim and supporting documents will be retained until after you have completed your course.

The decisions of the Examination Board

4.5. The Examination Board's decision will be recorded using the following terminology as appropriate:

- 'Claim supported': if the board has concluded that your claim meets the requirements and is supported by evidence;
- 'Claim acknowledged, evidence to follow': if the board have accepted the claim and your evidence is to be provided by a set deadline;
- d) 'Claim rejected': if the board has concluded that your claim or evidence provided does not meet the requirements. The decision-making board must give reasons for rejecting your claim on this basis;
- e) 'Claim rejected, reasons for non-submission of evidence not accepted': the board should make clear why it is unwilling to provide you with an extended deadline for you to provide your supporting evidence;
- f) 'Claim rejected, deadline for submission not met': this applies either where your claim was not submitted by the date published or where you were given an extended deadline to submit supporting evidence, but you did not submit the evidence by the extended deadline and you were not granted a further extension of time.

4.6 The Principal, will be responsible for ensuring that each and every decision on claims is communicated promptly in writing to you. You may appeal against the decision. For further information, please see the Student Appeals Procedure.

**LSCI/Policies/2026/
Extenuating Circumstances Procedure
Effective from: Jan 2026 Review date: Dec 2026**

**Reviewed: Jan 2026
Dr Anwarul Haque
Version 6**



Mitigating/Extenuating Circumstance Form

This form should be completed by candidates who would like to apply for Mitigating Circumstance during Assessments/examinations. Please read the Extenuating Circumstances Procedure before completing the form. All applications must be submitted to the following address:

Principal

London School of Commerce & IT

59-66 Greenfield Road

London, E1 1EJ, UK

1. Candidate Details

| | |
|----------------|--|
| Candidate Name | |
| Student Id No | |
| Address: | |
| Telephone | |
| Email | |

2. Exam/coursework details

| | |
|-----------------------|--|
| Subject/Module | |
| Submissions Date | |
| Awarding Organisation | |

3. Reason for Application:

- ❖ Sudden illness
- ❖ Bereavement of a close relative
- ❖ Accident
- ❖ Other – Please specify

(i)

- ✓ Please provide details that led to this application: (Please continue on a separate sheet if necessary)

4. Supporting Evidence:

LSCI requires supporting evidence to accompany the application for circumstances. The nature of this evidence will depend on the candidate's reason to apply for special consideration. In any case, a written report detailing the Circumstances that have led to the candidate's application will be required. Please note that you must attach original documents to this form as photocopies cannot be accepted

Please indicate which of the following documents you have included in your application:

- ❖ Doctor's certificate
- ❖ Other – Please specify

(ii)

✓ I confirm the information supplied on this form is accurate and complete.

(iii)

| | |
|-----------|--|
| Signature | |
| Date | |

(viii)

Office Use Only

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