



The Language
Gallery

Document Version Number	Version 2
Last Reviewed Date	December 2025
Next Review Date	December 2026

Extenuating Circumstances Policy

1. Introduction and Purpose

1.1 'Extenuating circumstances are defined as unforeseen, unpreventable circumstances that significantly disrupt a student's ability to undertake assessment.'

1.2 In order for such circumstances to be taken into account with regard to assessment, students need to make a timely Extenuating Circumstances claim, fully supported with documentary evidence. This will enable The Language Gallery (TLG) to make an informed decision and ensure appropriate support is offered. This document outlines the policy and procedures required to process an Extenuating Circumstances claim.

2. Fit to Sit/Submit Assessment

2.1 The Language Gallery recognises that there are occasions when students are affected by extenuating circumstances to take an assessment. Application of the Extenuating Circumstances policy will be dependent on the provision of appropriate documentation and will not normally be applied to students retrospectively.

2.2 The Language Gallery will not ordinarily accept claims of extenuating circumstances once an assignment has been submitted by the agreed deadline (or agreed extended deadline).

2.3 In these cases, The Language Gallery assumes that the student has judged themselves fit to undertake the assessment and so no concurrent or a subsequent claim for extenuating circumstances relating to the assessment will be accepted. This also applies to partial submission of coursework – so an Extenuating Circumstances claim cannot be made for a piece of unfinished work submitted before the deadline.

2.4 The Language Gallery may waive these restrictions in the case of a student with a certified illness that would have meant that the student would have been unable to exercise the rational judgement necessary at the appropriate time to deem them unfit to undertake assessments, where this is confirmed by the Disability and wellbeing officer or similar practitioner qualified to make this judgement.



The Language
Gallery

3. Students' Responsibilities

- 3.1 Students are responsible for making the decision to take an assessment, or to decide that they are too ill or otherwise affected by Extenuating Circumstances which would impede their ability to take an assessment. The Extenuating Circumstances Policy should only be used by students who experience significant, unforeseen disruptions to their studies in circumstances over which they had no control.
- 3.2 Students may seek advice from staff, but such advice should be limited to the procedures to be followed and the required evidence. It must place the onus clearly on the student to make the final decision. All claims must be provable; students must be able to provide evidence of what happened and be able to say how this disadvantaged them.
- 3.3 Students are responsible for ensuring that they have read and understood this policy and the supporting guidelines documents.
- 3.4 Students are responsible for reporting extenuating circumstances within the assessment period/module of the assessments affected and by the submission date. Students are responsible for complying with the deadline(s) relevant to the assessment being claimed for.
- 3.5 Students are responsible for ensuring that all relevant information and supporting documentary evidence is submitted with the Extenuating Circumstances claim. Students should be aware that an Extenuating Circumstances claim can only be considered once the fully completed form and relevant supporting evidence has been submitted.
- 3.6 A claim without supporting third party evidence will be rejected, However, in exceptional circumstances, the Extenuating Circumstances Board may exercise discretion to accept a claim without such evidence, based on the information provided and the merits of the case.

4. Examples of Grounds for Extenuating Circumstances

- 4.1 Extenuating Circumstances are circumstances that are exceptional or unforeseen and are over and above the course of everyday experience. They may include:
- Significant illness, accident or injury
 - The death or serious illness of a close family member or dependent (a death certificate must be provided)
 - Family crisis directly affecting the student
 - Disability i.e., where the student's disability comes to light for the first time at assessment
 - Absence caused by maternity, paternity or adoption leave
 - Absence caused by jury service (deferral of which has been denied by the Court)



The Language Gallery

- Exceptional and unforeseen financial hardship, i.e., over and above that experienced by all students
- Unavoidable absence from domicile – e.g., eviction.
- Other serious circumstances which could not be foreseen by the student.

4.2 Circumstances that will not normally be considered as Extenuating Circumstances include:

- Inadequate planning preventing completion or submission of assessments.
- Computer problems; specifically, when completing written assessments.
- Stress and panic attacks caused by assessments (that are not diagnosed as an illness or already documented by Disability and wellbeing office).
- Personal or domestic events, such as moving house or attending a wedding.
- Ongoing position of being a carer for a family member or friend (however unexpected illness or an emergency of the person cared for would be considered).
- Holidays;
- Consequences of paid employment or voluntary work which are not part of the substantive Programme of study; and
- Normal and/or scheduled sports activities.

Please note: The above examples are for illustration only and not intended to be definitive or exhaustive.

5. Supporting Evidence

5.1 Students are responsible for providing acceptable and sufficient evidence in support of their Extenuating Circumstances claim. The Language Gallery will not make enquiries to obtain evidence on their behalf. Evidence must be relevant, legible and in English. Evidence obtained overseas which is written in another language must be accompanied by a certified translation. Evidence obtained overseas may not be accepted without the certified translation.

5.2 Any costs incurred in supplying evidence are the responsibility of the student.

5.3 Where a student is presenting medical evidence in support of their application, they must present certification by a registered medical practitioner. Such evidence must be directly relevant to the circumstances and the timing of assessments as appropriate even if concerning a long-term medical condition.

5.4 Evidence of personal problems must also be documented and supported by appropriate independent professional statements. Statements from a family member or friend will not be accepted.

5.5 The Language Gallery cannot investigate every claim made under this policy and it trusts the honesty and integrity of its student body. However, it reserves the right to contact any person named in an application for extenuation to seek clarification or further information including checking the authenticity of the evidence submitted. This is not done to remedy



The Language Gallery

omissions in the completion of the documentation by the student, or to seek supporting evidence when not supplied.

6. Confidentiality

6.1 In making an extenuating circumstances request, students may reveal sensitive personal information. The Language Gallery treats all requests as confidential and access to this information is limited to only those members of staff required to be involved in the administration and approval process for extenuating circumstances.

7. Consideration of Claims

7.1 Claims for extension to the scheduled submission deadline will be reviewed and approved or rejected by the nominated members of staff within The Language Gallery in line with the Extenuating Circumstances Policy.

7.2 The Extenuating Circumstances Board is delegated authority by the TLG Examination Board. The Language Gallery Extenuating Circumstances Board will comprise:

- a chair
- an appropriate/ senior member of Academic personnel, or nominee
- Student Support Officers who record the outcomes and recommendations of the Panel

7.3 Terms of reference of the Extenuating Circumstances Sub Board are:

- I. to establish that the evidence is valid, i.e., authentic and appropriate and that it relates to the assessment in question and that it has been submitted by the required date.
- II. to review Extenuating Circumstances claims and evidence and make recommendations to the TLG Examination Board whether or not individual claims should be accepted.
- III. to make for improvements to the effectiveness and efficiency of the procedure and ensure that consistent decisions are made to for all students to be treated fairly at all times.

7.4 Submissions must be made with supporting evidence; where evidence is awaited, the TLG Extenuating Circumstances may defer decisions, and authorise the Chair to act on their behalf without calling a further panel.

8. Outcomes

8.1 A Request for Extension to Submission Deadline may be approved or rejected and the outcome will be communicated to the student by email to the student email address no more than 5 working days of receipt by the Student Support team.

8.2 If a claim for extenuating circumstances is granted on the basis of serious ill-health, it is likely that The Language Gallery will require a medical note advising fitness to return to studies to be authorised, before the student can continue.

9. Policy Review



The Language Gallery

This policy is reviewed annually or as required to maintain alignment with academic regulations and institutional requirements.