Mitigating Circumstances Policy

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dyson
institute of
engineering+
technology

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1.0 Introduction

During their studies, students may from time to time be subject to events that are beyond their reasonable control, such as suffering from serious illness or personal misfortune. Such events may adversely affect their ability to attend an examination or complete the coursework required for formal assessment as part of their course, or the results they obtain for an examination or coursework which is subject to formal assessment. In such circumstances, it may be appropriate to consider applications for either a short extension to the coursework deadline or full Mitigating Circumstances.

This policy is intended to cover unforeseen, exceptional, and unpreventable issues affecting academic and workplace performance which are beyond a student's reasonable control.

This policy outlines the Dyson Institute's approach to Mitigating Circumstances and Extensions. It applies to all students enrolled at the Dyson Institute.

For long-term or recurrent issues, please refer to the Reasonable Adjustments Policy.

1.1 Objectives

The aims of this policy are:

- To define deadline extensions and Mitigating Circumstances;
- To set out the procedure for requesting deadline extensions and Mitigating Circumstances;
- To explain and set expectations for the possible outcomes of a Mitigating Circumstances claim;
- To set out the procedure for agreeing extensions

2.0 Definitions

Reference to any post holder at the Dyson Institute in this policy shall also include any other person (including parties external to the Dyson Institute) to whom the responsibilities of that post holder have been delegated.

2.1 Assessment

In this policy, assessment includes both examinations and coursework.

2.2 Deadline Extensions

In this policy, reference to deadline extensions includes brief adjustments to the original submission deadline of a piece of coursework for formal assessment. Applied for by students under Section 3.0 of this policy.

2.3 Mitigating Circumstances

In this policy, Mitigating Circumstances are defined as unforeseen, exceptional, and serious circumstances that are beyond a student's reasonable control, which have adversely affected their academic performance in relation to an examination or coursework submitted for formal assessment which contributes to the student's qualification. These include, but are not limited to, the following:

- Serious personal accident or injury
- Hospitalisation
- Serious illness or death of a close family member or friend
- Sudden deterioration of a long-term condition
- Serious personal disruption (e.g., relationship breakdown, separation or divorce, victim of crime, pregnancy, parenthood, illness of a dependent)
- Major household problem (break-in, fire)
- Major incidents (i.e., public transportation breakdown)
- Absence for public service (e.g., Jury Service)
- Recent diagnosis of disability/long-term condition, such that reasonable adjustments have not yet been put in place.

Students must take responsibility for their own personal organisation, including managing their learning, assignments, and revision, in a way that anticipates that events will not always run smoothly. As such, students are expected to cope with normal and minor life events without requiring extensions to assessment deadlines. Some examples of these events are colds and minor illnesses, bunching' of assessment deadlines, concurrent workplace and assessment deadlines, loss of own work due to own IT error, family events, or normal examination pressure.

Please note that claims pertaining to religious observances will not be considered eligible grounds for Mitigating Circumstances. Further details on the Institute's approach towards religious observances and requests thereof can be found in the supporting document on Religious Observance located on the hub.

2.4 Type 1 Mitigating Circumstances

The Dyson Institute refers to Mitigating Circumstances (as defined in Section 2.3) that can be resolved by a short deadline extension of up to five working days Type 1 Mitigating Circumstances.

2.5 Type 2 Mitigating Circumstances

The Dyson Institute refers to Mitigating Circumstances (as defined in Section 2.3) that cannot be resolved by a short deadline extension of up to five working days as Type 2 Mitigating Circumstances.

2.6 Student

In this Policy, a reference to student means a registered student at the Dyson Institute as defined in its Academic Regulations.

3.0 Unforeseen Circumstances

We would normally expect an individual to submit Mitigating Circumstances before an assessment takes place, however, there are a limited number of circumstances in which a student may have been unable to recognise the need for Mitigating Circumstances prior to undertaking an assessment. For example, where a student became ill during an exam, or a student was so unwell that they were unable to recognise or determine their own ill health prior to undertaking the assessment. In such circumstances, a student can make a Mitigating Circumstances claim. It should be noted that barring any unanticipated and extraordinary deterioration in health, circumstances falling within the scope of (or already covered by) Reasonable Adjustments would not be deemed admissible as valid grounds for Mitigating Circumstances.

If the claim is approved, the student's previous sitting or submission will be declared null and void, and the student will be offered an opportunity to resit at the first attempt. If the exam has already been marked, the script will be securely archived, and the mark will be disclosed neither to the Board of Examiners nor to the student. If the coursework marks and feedback for the rest of the cohort have already been released, the student will be provided with a different, but equivalent, piece of coursework to complete with a revised submission date.

4.0 Type 1 Mitigating Circumstances: issues resolvable by a short deadline extension

4.1 Type 1 Mitigating Circumstances

In some circumstances, a student may experience an issue such as short-term ill health, personal difficulties, or similar which could not have been planned for but are in evidence before a coursework deadline. In such circumstances, a deadline extension of up to 5 working days be sufficient to address the problem.

The Dyson Institute refers to issues that can be resolved by a short deadline extension of up to 5 working days as Type 1 Mitigating Circumstances.

4.2 Scope of Deadline Extensions

If a short period of additional time (up to 5 working days) is sufficient to address an issue, then a deadline extension may be granted. This is in addition to any Reasonable Adjustments that are in place.

Deadline extensions are reserved for coursework and cannot be granted for other types of Assessment.

Where a short deadline extension will not be sufficient, the procedure for requesting Type 2 Mitigating Circumstances, outlined in 5.0, should be followed. If it becomes clear that an issue previously thought to be resolvable within an agreed deadline extension will not be resolved within that timeframe, the student should apply for Type 2 Mitigating Circumstances under Section 5.0 of this policy.

It is expected that only one deadline extension will be agreed upon per module, subject to the application of the Reasonable Adjustments Policy.

4.3 Grounds for Deadline Extensions

Requests for extensions must be supported by relevant evidence. A table of suggested evidence can be found in Section 10.1. Where students are potentially waiting on evidence from a third party (*i.e.*, Police Reference Number or Doctor's Note) they should still submit the completed Mitigating Circumstances form and the evidence as soon as possible thereafter.

Requests supported by relevant evidence and related to a medical condition or illness; exceptional personal or travel circumstances beyond the student's control will normally be accepted.

Requests relating to IT issues will only be considered if the issue has occurred on Dyson equipment or the Dyson system, and a ticket has been raised with IT.

Extension requests arising from poor time management or personal organisation; referring to circumstances within the student's control, long-term issues for which Reasonable Adjustments are already in place (unless a severe and unforeseen decline in condition occurs) or minor ailments will not normally be accepted.

4.4 Process for Claiming a Deadline Extension

A student experiencing a short-term problem may apply for a deadline extension by completing the Mitigating Circumstances Application form which can be accessed via OnTrack Learner Hub. A student must do this at least 24 hours before the original coursework deadline. For anyone with Reasonable adjustments in place, the extended coursework deadline will be considered as the original deadline. Any Type 1 claims submitted after the coursework deadline will not be considered.

The Module Leader will review the extension request and supporting evidence and, where appropriate, discuss any concerns with the Chair (or designated deputy) of the Mitigating Circumstances Panel. The Chair may request further evidence to inform their decision on any request for an Extension.

The Chair (or designated deputy) will decide whether an extension should be granted as well as the duration within two working days of receipt of the original request.

The Senior Academic Administrator will communicate the outcome of the request to the student, in writing (via email), copying to the Module Leader.

The Senior Academic Administrator will be responsible for keeping a record of any agreed extensions.

NB: Deadline extension requests submitted on a Friday may not be considered until the following Monday. Requests received during bank holiday(s) will be considered on the next working day.

By submitting this claim, the student agrees that details of the Mitigating Circumstances can be shared with members of the Dyson Institute staff who are directly responsible for making a decision. All personal data will be treated confidentially and will only be shared with those who are directly involved in considering the request and making a decision. If the student is concerned about disclosing sensitive information, they may ask for the request to be considered directly by the Mitigating Circumstances Panel. The student is advised to contact studentcases@dyson.com for details on how to submit a confidential request.

4.5 Late submission

Coursework not submitted by the submission date (plus any agreed extension) will be subject to the penalties outlined in the Academic Regulations for Taught Programmes.

5.0 Type 2 Mitigating Circumstances: issues not resolvable by a short deadline extension

5.1 Type 2 Mitigating Circumstances

In some circumstances, a student may experience an issue such as ill health, sudden tragedies, personal difficulties, or similar, which could not have been planned for but are in evidence before a deadline. If it is not possible to resolve these issues with a short deadline extension (as outlined above), the Dyson Institute refers to these as Type 2 Mitigating Circumstances.

Students who have made a Mitigating Circumstances claim will not have assessment marks passed to the Board of Examiners for ratification until the Mitigating Circumstances Process has been completed. This may result in the student not receiving a mark until the next meeting of the Board of Examiners.

5.2 Scope of Type 2 Mitigating Circumstances Requests.

A request for Mitigating Circumstances can be submitted for any form of assessment.

In the case of individual assessment submission, the students should first consider and discuss with the module lead, whether a short deadline extension would be sufficient. The process for requesting a short deadline extension is outlined in Section 4.0.

5.3 Submitting a Claim for Mitigating Circumstances

The Dyson Institute operates a 'Fit to Sit' approach to assessments. This means that by sitting an exam or submitting an assessment, the student is declaring themselves fit to do so and will not usually be able to submit a claim for Mitigating Circumstances. As such, students who do not believe themselves fit to sit or submit an assessment should not do so and should instead submit a Mitigating Circumstances request supported by appropriate evidence.

A student can apply for Type 2 Mitigating Circumstances by submitting a Mitigating Circumstances Application form, which can be access via OnTrack Learner Hub.

The Mitigating Circumstances form must be supported by evidence that supports what is being claimed. A non-exhaustive list of examples is outlined in Table 1 in Section 10.1. If a student is not comfortable submitting information about their Mitigating Circumstance to the Senior Academic Administrator, they should contact their Student Support Advisor, Safeguarding Officer, Academic Tutor, or the Governance and Student Affairs Officer.

By submitting this claim, the student agrees that details of the Mitigating Circumstances can be shared with

members of the Dyson Institute staff who are directly responsible for making a decision. All personal data will be treated confidentially and will only be shared with those who are directly involved in considering the request and making a decision. If the student is concerned about disclosing sensitive information, they may ask for the request to be considered directly by the Mitigating Circumstances Panel. The student is advised to contact studentcases@dyson.com for details on how to submit a confidential request.

5.4 for submitting a claim for Type 2 Mitigating Circumstances

Mitigating Circumstances forms should be submitted to the Senior Academic Administrator no more than ten working days before, or three working days after the original deadline for which a student wishes to claim Mitigating Circumstances.

In the case of supporting evidence, the student will have seven working days from the Assessment deadline to gather and submit their evidence.

An extension may be granted in respect of the submission of both the claim and the evidence of Mitigating Circumstances where a student can provide compelling reasons why they were unable to do so within the required timeframe of five working days after the Assessment deadline.

6.0 Processing of Claims and Decisions

6.1 Consideration of Mitigating Circumstances Claims

The Senior Academic Administrator and the Chair will ensure that the Mitigating Circumstances Panel is convened within three working days of receipt of the claim.

The Mitigating Circumstances Panel will consist of:

- the Chair,
- the Deputy Chair,
- an additional Academic member (if required)
- a Student Support Advisor,
- a member of the Governance Team,
- The Senior Academic Administrator will also be present in the role of clerk.

The Mitigating Circumstances Panel will carefully consider the content of the Mitigating Circumstances claim and evidence. It will examine:

- Whether the Mitigating Circumstances are circumstances genuinely beyond the student's control or ability to foresee and whether they may seriously impair the student's Assessment attempt;
- The impact of the event or circumstance on the student and their studies;
- The length of time the circumstances lasted;
- The proximity of the event or circumstance to the assessment(s);

- Whether all/other assessment(s) might equally be affected; and
- Whether there is verifiable and current third-party evidence to support the request for deferral or under-performance.

The Mitigating Circumstances Panel may seek further evidence, information, or corroboration as it deems necessary. Based on the above, the Mitigating Circumstances Panel will decide whether to approve the Mitigating Circumstances claim.

The student will be informed by Senior Academic Administrator as to whether their Mitigating Circumstances claim has been accepted, and the next steps where appropriate, within 10 working days of the final Assessment of the module for which Mitigating Circumstances have been requested.

6.2 Approved Mitigating Circumstances

It must be noted that the Institute takes a case-by-case basis approach when it comes to approval or rejection of Mitigating Circumstances. Due to the unpredictability of the timing of the claims, reasonings thereof and circumstances, a blanket decision to cover different categories of cases is untenable.

If a student becomes aware of their circumstance before the assessments, it is strongly advised to speak to their Student Support Advisors or Academic Tutors to go through the options available to them. In the case of a missed written examination, if a student's claim is approved their Assessment will be deferred to the next assessment point when they will be able to sit an equivalent examination. The deferred Assessment will be counted as a first attempt.

If a student decides to sit an exam despite having an approved Mitigating Circumstances, they would be waiving their claim and would be deemed 'Fit to Sit' (as described in section 5.3). The student in question would not be allowed to retrospectively raise a claim (Type 2, Category 2) for the same exam where Mitigating Circumstances were previously approved. If the student is unsatisfied with the decision, they would be within their rights to appeal the decision, in line with the Institute policy regarding appeals (Section 8.0).

In case of a claim been approved for multiple assessments, if a student declares themselves 'Fit to Sit' for an individual assessment, this will not affect the other assessments for which the Mitigating Circumstances were approved.

In the case of coursework which has not been submitted, the student will be given the opportunity to submit by a new deadline, as long as this deadline is within 10 working days of the original deadline. If the decision of the Mitigating

Circumstances Panel is that the extension should be longer than 10 working days, then the student will need to submit a new piece of coursework, to a new assessment brief, in a different examination period.

In case the extension granted for the coursework submission deadline exceeds the date of the original due date for coursework feedback and grade release, an equivalent assessment brief will be provided by the module lead for the resit period.

It should be noted that under no circumstances there will be any marking considerations for any piece of assessment.

6.3 Unapproved Mitigating Circumstances

If a Mitigating Circumstances claim is not accepted the student will receive the original mark for the assessed work with late penalties applied if appropriate. If they have not submitted the assessed work, this will result in a mark of zero.

If, as a result of a claim for Mitigating Circumstances not being accepted the student fails the module, they will be offered the opportunity to resit. However, their mark will be capped at the threshold pass mark for the module.

6.4 Duration of accepted Mitigating Circumstances claims

Type 2 Mitigating Circumstances claims are not approved indefinitely. If a student continues to be affected by Mitigating Circumstances at the point of completing a deferred assessment, they are advised to submit another Mitigating Circumstances claim to request an additional opportunity to resit. Only two opportunities to resit at the first attempt will be granted, per assessment. Students who are disadvantaged by their circumstances in the long term should consider other support mechanisms (reasonable adjustments, deferral of study, etc.) as their circumstances may no longer fall under the remit of Mitigating Circumstances. In such cases, the Chair would designate a member from the panel or otherwise (in case of conflicts) to have a discussion with the concerned student regarding possible options and outcomes. Depending on the situation, the Fitness to Study process could be initiated.

7.0 Mitigating Circumstances for group work

Individual requests for both Type 1 and Type 2 Mitigating Circumstances claims can be considered for group coursework.

Normally, group Mitigating Circumstance claims concerning group coursework shall not be considered eligible grounds. However, in cases where there exist exceptional circumstance(s) that impeded reporting the group issue to the module leader or operational engineer, then a Mitigating Circumstances claim should be submitted.

The consideration of group Mitigating Circumstance claims may be initiated at the discretion of the Mitigating Circumstances chair (or panel). This shall relate to an incident or set of circumstances wherein a group claim is more suitable than individual claims. The initiation of a Group Mitigating Circumstances claim will typically be prompted by one of the following:

- The submission of several individual Mitigating Circumstances claims all relating to the same

incident/set of circumstances.
- An incident or set of circumstances affecting multiple students brought to the attention of the module lead or a member of the Institute staff.

8.0 Mitigating Circumstances Appeals

8.1 Grounds for a Mitigating Circumstances Appeal

The Dyson Institute will only consider Academic Appeals against Mitigating Circumstances decisions if they are made on the following grounds:

- A procedural irregularity or administrative error in the Mitigating Circumstances process;
- Bias or perception of bias;
- Evidence that, for good reason, the Mitigating Circumstances Panel could not have been made aware of that significant factor relating to the student when it made its original decision; or
- The decision was unreasonable (i.e., there was a failure to properly consider the case and all supporting evidence).

8.2 Making a Mitigating Circumstances Appeal

8.2.1 Submission of an Appeal

Mitigating Circumstances Appeals must be submitted within 10 working days of the date of notification of the decision that is the subject of the Appeal. A further five working days are permitted to supply appropriate evidence if this was not available at the time of submitting the initial appeal.

Students may lodge a Mitigating Circumstances Appeal by submitting a form available on the Complaints, Concerns, Appeals, and Feedback Portal linked here.

8.2.2 Consideration by the Governance Team

The Governance Team will consider the grounds for the Mitigating Circumstances Appeal and evidence provided and decide whether the appeal should be permitted to proceed. The Governance Team reserves the right to refuse an appeal if:

- The appeal does not meet the grounds set at 4.1 or 5.1 of this Policy; or
- The appeal has not been made within the required 10 working days of the decision that is being appealed (and there is no reasonable explanation nor evidence for why the appeal could not be made within the required timeframe).

If the Governance Team decides that the appeal will not be permitted to proceed, the team will write to the student within five working days of the receipt to advise that the Mitigating Circumstances Appeal has been

rejected, the reasons for that decision and notify the student that the original decision appealed against will stand. There will be no right of appeal against this decision and the Governance Team will issue a Completion of Procedures letter within 28 days of coming to this decision. This letter will state the decision not to uphold the appeal, and the reasoning.

8.2.3 Referral to the Academic Appeals Panel

If the Governance Team decides to progress the appeal, the matter must be referred to the Academic Appeals Panel, and the team must arrange for the Panel to be convened.
The Governance Team must write to the student:

- Informing them of the decision to convene the Academic Appeals Panel;
- Confirming the date on which the Academic Appeal Panel will convene (the student must be given at least 15 working days' notice);
- Providing copies of the evidence to be considered by the Academic Appeal Panel;
- Providing details of the composition of the Academic Appeal Panel, including the name of the Chair, and providing the student with the right to submit representations regarding its composition within 5 working days;
- Offering the student opportunity to submit a written statement to the Academic Appeal Panel;
- Offering the student, the opportunity to attend the meeting of the Academic Appeal Panel in person;
- Outlining the students' right to be accompanied to the meeting by a member of the Dyson Institute as a supporter but not an advocate; and
- Requesting a confirmation of attendance within ten working days of the letter being issued.

8.2.4 Attendance at the meeting

If a student has indicated that they do not wish to attend the Academic Appeal Panel, the Academic Appeal Panel will make a decision taking into account any written representations from the student and advise the student of this decision accordingly.

If a student has indicated that they are attending but is prevented from doing so for good reason which can be evidenced, and the student advises the Chair of the Academic Appeal Panel before the hearing, the hearing will be deferred to a later date.

If the student has indicated that they are attending but fails to attend and does not inform the Chair of the Academic Appeals Panel prior to the hearing, the hearing will go ahead and a decision on fact will be reached based on the information available to the Academic Appeal Panel.

If the student fails to confirm their wish to attend the panel (or not), and all attempts to contact the student have failed, the hearing will go ahead and a decision on fact will be reached based on the information available. Attempts to contact the student will be recorded on the student's file including copies of letters and emails.

8.2.5 Academic Appeals Panel

The Governance Team will convene an Academic Appeals Panel. The Academic Appeals Panel for Mitigating Circumstances Appeals will usually consist of:

- The Chair
- A member of the Academic Team
- A member of the Governance Team who has not previously been involved in the consideration of the student's request for an Academic Appeal
- A representative[1] nominated by the student.
- A member of the Student Support Team; and
- An appointed Clerk.

The membership of the Academic Appeals Panel may vary to ensure there can be no perception of bias: this may require using non-Dyson Institute staff as panel members. Any reasonable concerns that the student has regarding the composition, or any perception of conflicts of interest or bias of the

Academic Appeals Panel must be addressed within 5 working days of any representations made by the student.

At its meeting, the Academic Appeals Panel will review all written evidence submitted, including that submitted to any previous panel as well as receiving oral evidence and representations from the student or other parties as appropriate, in order to fully understand the basis and merit of the Academic Appeal.

A written record must be kept of all meetings of the Academic Appeals Panel by the Clerk to the Panel. A representative could be one of the following:

- Head of Digital Services
- Engineering Workplace Manager
- Senior Project and Operations Manager
- Student Support Advisors

At the conclusion of the meeting, the Academic Appeals Panel may make one of the following decisions:

- To reject the Mitigating Circumstances Appeal and uphold the original assessment decision;
- To uphold the Mitigating Circumstances Appeal and recommend to the relevant Board of Examiners that it reconsider its previous decision in light of the decision of the Academic Appeal Panel; or
- Remit the case back to the Mitigating Circumstances Panel for reconsideration afresh.

The outcome of the Mitigating Circumstances Appeal shall be communicated to the student in writing, noting the reasons for the decision, within ten working days of the meeting of the Board of Examiners relating to the Academic Appeal.

The Academic Assessment Appeals process is to be completed typically within 90 working days.

In the case of a Mitigating Circumstances Appeal there shall be no further right of appeal and a Completion of

Procedures letter must be sent to the student. This letter must be sent no later than 28 days following the completion of all steps associated with the Mitigating Circumstances Appeal.

If after the Mitigating Circumstances Appeals process has been finalised, a student is dissatisfied with the outcome they may raise their appeal with the Office of the Independent Adjudicator for Higher Education (OIA). Any request for review must be received by the OIA within 12 months of the date of the Completion of Procedures letter.

8.3 Support through the Mitigating Circumstances Appeals Process

During all stages of the Academic Appeals process, students may be accompanied to meetings by a member of the Dyson Institute, usually either a member of staff, a Dyson employee, or a fellow student.

Only in exceptional circumstances and by prior agreement may a student be accompanied by someone who is neither a member of the Dyson Institute nor a Dyson employee.

The role of the companion is to offer support and advice to the student: they cannot formally represent the student or act as their advocate.

Students who would like further guidance on this policy and the processes it describes can speak to their Student Support Advisor, the Senior Academic Administrator, or any member of the Governance Team.

9.0 Students already in receipt of Reasonable Adjustments

Students with a long-term illness or disability should familiarise themselves with the Reasonable Adjustments Policy. This policy requires them to discuss their condition with the Disability Support Advisor who will support them in ensuring Reasonable Adjustments for specific learning requirements and assessments are put in place.

However, the timing of the diagnosis or a marked deterioration of an existing condition may be considered a basis for Mitigating Circumstances if this has caused notable distress or has meant that pre-existing reasonable adjustments were no longer sufficient. In this case, the students should follow the process for claiming Mitigating Circumstances outlined in Section 4.0 or 5.0 of this Policy.

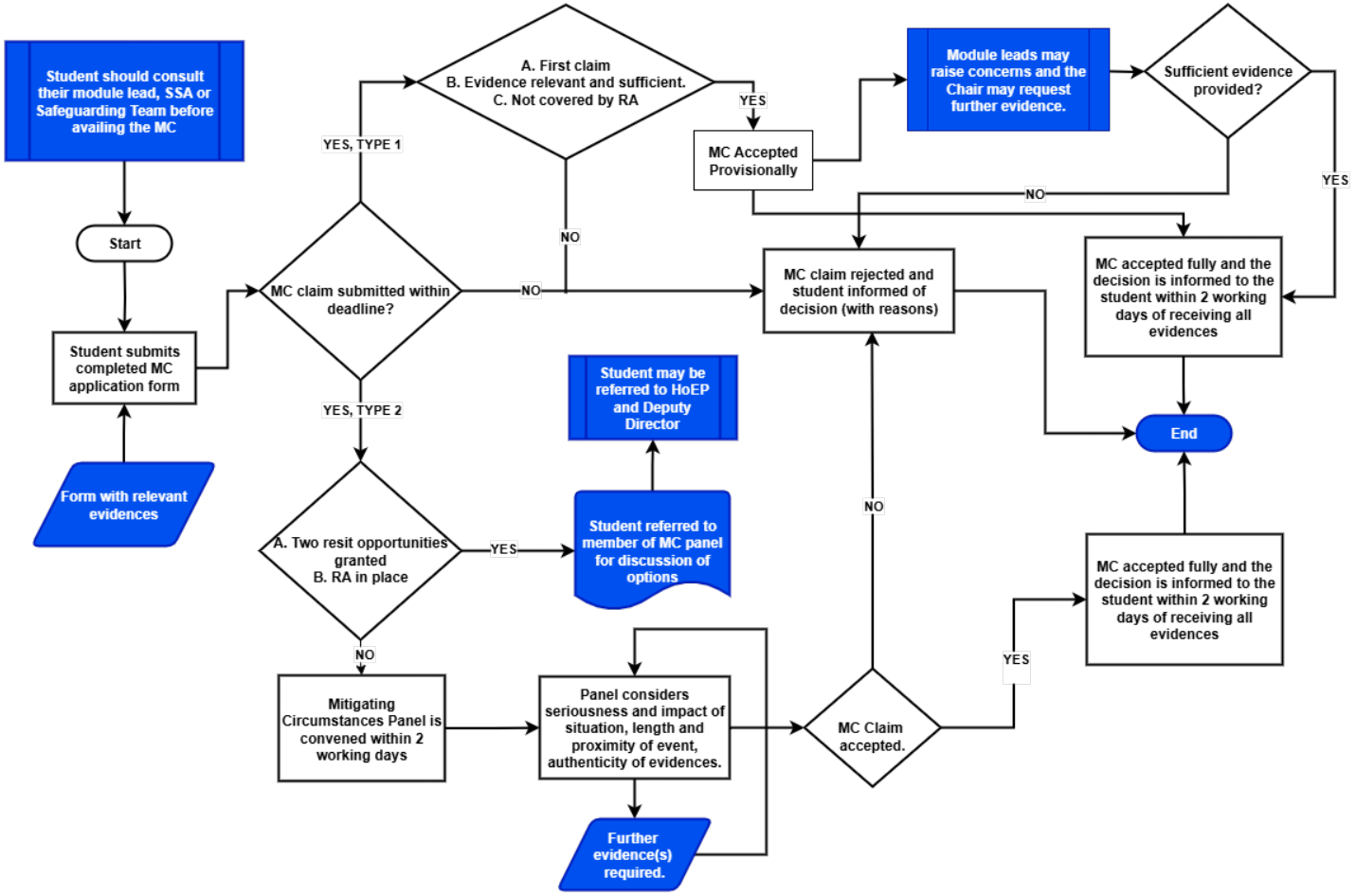
10.0 Appendix

10.1 Evidence that can be considered

Table 1: Suggested evidence of Mitigating Circumstances

Mitigating Circumstance	Examples of appropriate evidence
Bereavement	No formal evidence is required but a conversation with the Head of Engineering Programme or Deputy Director of Academics is mandatory at the earliest opportune moment.
Serious illness affecting a close family member or close friend	Formal proof of the illness (e.g., a GP letter) Proof of your relationship with the individual in question (e.g., birth or marriage certificates, documentation indicating that the person is a member of your household, or other items proving your close relationship with the individual)
Short-term or significant illness	Certificate of Illness or letter signed by an appropriately qualified medical professional, confirming the nature and extent of a student's illness and the dates on which they were affected. This should usually be obtained during the period of illness. Where a student is taken ill during an examination, a copy of the Invigilator's Report will be sufficient – the student may ask the Dyson Institute to obtain this evidence Medical notes which demonstrate that medical advice and treatment were sought at the time of, or soon after, a bout of illness, will carry more weight than a retrospective disclosure of illness weeks or months after the fact.
Victim of a crime	Police report or letter confirming the date, time, and nature of the incident A crime reference number Where a student is the victim of crime but has not felt able to report the incident to the police, a letter from an appropriately qualified medical professional, counsellor or another professional familiar with the incident may be provided

10.2 Mitigating Circumstances Process (Flowchart)



11.0 Extension Request – Workplace Assessment

11.1 Purpose

The purpose of this policy is to recognize the diverse needs, commitments, and challenges faced by undergraduate engineers (UGEs), and to provide a framework that allows for flexibility in the submission of deliverables for the Workplace Module without compromising integrity or standards. This policy applies to the Workplace assessment at the institute.

11.2 Deadlines

Standard Deadline: The original date and time by which the assessment deliverables must be submitted. Extended Deadline: A new submission date and time granted following a UGE's request.

11.3 Code of Conduct

- All UGEs are expected to meet the standard deadline for assessments.
- UGEs who have mitigating, or exceptional circumstances can request an extension to the assessment deadline.
- UGEs are to be proactive, responsible, and honest in their communication and to provide accurate information when requesting an extension.

11.4 Requesting an Extension

- UGEs who believe they have valid reasons for not meeting the standard deadline should request an extension as soon as possible and 24 hours before the assessment deadline.
- Requests should be made using the official 'Deadline Extension Request Form', available on the Workplace Portfolio portal.
- Non-standard deadline extension requests for longer extensions should include appropriate documentation/evidence to support the claim.

11.5 Valid Reasons for an Extension

Extensions may be granted for reasons including, but not limited to:

- Medical emergencies
- Mitigating or Exceptional Circumstances
- Bereavement
- Serious personal or family crises

Routine commitments or mismanagement of time will not be considered valid reasons.

11.6 Duration of Extension

- Standard Extensions will be granted for a period of 72 hours (3 days).
- In exceptional cases, longer extensions of up to may be considered upon a detailed review.

Any work submitted after the extended deadline will be subject to the late submission penalties unless another extension has been granted.

11.7 Review

This extension request for the workplace aspect of the programme will be reviewed annually to ensure it remains relevant, fair and effective.