

MITIGATING CIRCUMSTANCES PROCESS

FREQUENTLY ASKED QUESTIONS

Q. What are mitigating circumstances?

If you have been unable to submit or take an assessment by the deadline due to unforeseen circumstances that have impacted on or around the assessment point, then you can submit a claim for mitigating circumstances.

Q. How do I submit a mitigating circumstances claim?

To submit a Mitigating Circumstances claim, you must complete an online form and upload your supporting evidence directly through your [Evision](#) account.

To help guide you through the process, please refer to the step-by-step instructions and student guidance which can be found on the [Mitigating Circumstances](#) page.

Q. What type of evidence would be accepted?

The following documents or types of evidence would normally be accepted. This list is not exhaustive.

- Statement of Fitness for Work ('fit note')/GP or Consultant's letter – This needs to be specific about the nature of the illness/condition and must provide a confirmed diagnosis by an appropriate health-care professional who saw you at the time of the assessment period in question. A diagnosis is essential, as is a clear indication of the period affected. Notes/letters where your GP etc. simply reports what you have said to them are not acceptable.
- Letter from solicitor, summons to attend court; report from a police officer (crime numbers on their own are not acceptable).
- Death certificate - We appreciate that original death certificates are sometimes difficult to obtain, especially if the death occurred abroad. If you are unsure as to what evidence you should submit in view of your personal circumstances, please contact mitigation@londonmet.ac.uk for advice. Hospital documentation confirming the death may be an acceptable alternative.
- Confirmation by a transport official of unavoidable, unforeseen and severe disruption to transport.
- A letter of support from a University tutor confirming any matters of fact relevant to your claim.

- Corroboration or statement from a University counsellor - If you have been seeing a University counsellor, they may write a short statement confirming/supporting your claim, especially if your circumstances are of a particularly sensitive/confidential nature.

If you require further advice on the evidence you could provide, please contact the Students' Union; theadviceservice.su@londonmet.ac.uk

Q. Is there a limit to how many times I can submit a claim for mitigating circumstances?

If unforeseen circumstances have impacted your ability to submit your coursework or attend your examination, you can make an application for mitigating circumstances. You would need to include the detail of all the assessments you are claiming for.

Q. When should I submit a mitigating circumstances claim?

Claims must be submitted within two weeks of the assessment deadline for the component(s) concerned.

Q. My evidence for my mitigating circumstances claim will not be available until after the two week deadline I have to submit my claim. What can I do?

We recommend that you submit your claim and the evidence together by the deadline. Where this isn't possible, you can still submit the online form but will then only have two weeks from the date that you submit your form to upload the evidence. If we do not receive your evidence by the two week deadline, your claim will be rejected.

Q. When will I receive an outcome for my mitigating circumstances claim?

Mitigating circumstances claims are normally responded to within four weeks of the date that you submit your claim. By submitting a mitigating circumstances claim you are already declaring that you will not be in a position to take/submit the assessment by the deadline and are aware that you will have a capped reassessment opportunity in the summer. Therefore, you should not wait for an outcome to decide whether to submit/take the assessment.

Q. My mitigating circumstances claim has been accepted. When do I now take/submit my assessment?

The mitigating circumstances process does **NOT** grant extensions or permit late submissions. For general coursework resubmissions your next deadline is the generic summer reassessment coursework deadline.

For 2025/26 academic year, this is Friday 31st July 2026 @ 3pm (or Friday 4th September 2026 @ 3pm for TERM2 Feb starters)

For PG Dissertations, resubmissions from Semester 1, the deadline is Tuesday 5th May 2026 @ 3pm and for Semester 2, the deadline is Thursday 24th September 2026 @3pm with an optional early reassessment deadline of Friday 31st July 2026.

Exams will be scheduled to take place during the summer reassessment examination period;

- Monday 13th July 2026 – Friday 31st July 2026 (Sep 2025 and Jan 2026 starters)
- Tuesday 1st September 2026 – Friday 11th September 2026 (TERM 2 Feb starters)

Q. My mitigating circumstances claim has been rejected. What can I do?

You can appeal the decision of your mitigating circumstances claim and details on how to do this are in the email notification of the outcome that is sent to you. Appeals are processed by the Student Casework office **NOT** the Mitigation team.

Q. I am registered with the DDS and have an ongoing medical condition – can I apply for mitigating circumstances?

If there is a deterioration in your long-term illness/disability that impacts immediately before the assessment period in question, then you can submit a claim for mitigating circumstances. You will need to provide evidence to support this. Please note that DDS cannot grant extensions to coursework deadlines.

Q. I am trying to submit my work, but the link isn't working. What should I do?

Module Leaders are responsible for setting up folders/links for submission so they should be contacted first in this instance. Please do not email your work to the mitigation team.

Q. I submitted the wrong assessment by mistake, can I submit a claim for mitigating circumstances?

No, by submitting the assessment, regardless of whether it was incorrect, this is taken to be your final submission and the mitigating circumstances process will not apply.

Q. I did not perform well in my exam/coursework and would like to do it again. Can I submit a claim for mitigating circumstances?

No, the university operates a fit to sit policy and by taking the assessment you have declared that you were fit to do so.

You can find further information on the mitigating circumstances process at [Mitigating Circumstances](#).