

MITIGATING CIRCUMSTANCES – STUDENT GUIDANCE 2025-26

PLEASE CHECK THE WEBSITE FOR THE MOST UP TO DATE INFORMATION

www.londonmet.ac.uk/mitigation

If after reading this Student Guidance you require any further help or information, please refer to Section 10 – Support & Contacts

1. DEFINITION & SCOPE

The university defines ‘Mitigating Circumstances’ as
circumstances that are ***acute, severe, unforeseen and outside a student’s control, that occur immediately before or during the assessment period in question.***

The process covers

- **non-attendance** at exams, class tests, presentations, and
- **non-submission** of coursework.

The ‘assessment period in question’ relates to the period immediately leading up to and including the examination date/coursework deadline.

By submitting a mitigating circumstances claim you are declaring that you will be unable to complete the assessment by the deadline and that you are aware that you will have a further assessment opportunity to be submitted/taken at the next available assessment point, normally the summer reassessment period.

Please note that the university operates a fit to sit policy. Attending or submitting an assessment implies fitness to do so. If a student attends an assessment, submits a piece of coursework etc., they are declaring that they are fit to take the assessment and any mitigating circumstances claim submitted in respect of that assessment will be invalid.

The process is not designed to permit extensions or late submissions. Academics and DDS also **cannot** authorise extensions. If you miss an assessment deadline you will be expected to submit/take the assessment at the next available assessment point (See section 7 - Outcomes). If your circumstances meet the criteria for a mitigating circumstances claim, you should submit a mitigating circumstances request for non-submission supported by appropriate independent evidence.

Please do not leave your work until the last minute as you will be putting yourself at risk of non-submission through poor planning, which would not meet the criteria for mitigating circumstances.

2. VALID EXAMPLES OF MITIGATING CIRCUMSTANCES

- It is impossible to provide a complete list, but the following examples would commonly be regarded by the University as ‘mitigating circumstances’ and, if supported by appropriate evidence, would be likely to lead to a successful claim
 - Bereavement (close relative/significant other)
 - Serious short-term illness or accident, which in an employment context would have led to an absence on sick leave
 - Deterioration of long-term fluctuating physical and/or mental health condition
 - Significant adverse personal/family issues including bullying, harassment
 - Other serious unforeseen factors, which have a significant impact on your ability to submit an assessment or sit an examination, class-test, presentation etc.

3. INVALID EXAMPLES OF MITIGATING CIRCUMSTANCES

- Once again, it is impossible to provide a complete list, but here are some examples which are **unlikely** to be acceptable mitigating circumstances. Generally, these are circumstances which could reasonably have been avoided, or where you could have made arrangements to address the problem or taken action to limit the impact of the circumstances, as these circumstances would be deemed to be within your control.
 - A description of a medical condition without reasonable supporting evidence (medical or otherwise)
 - Medical circumstances that occurred outside the relevant assessment period
 - A medical condition supported by ‘retrospective’/‘post-dated’ medical evidence; e.g. a doctor’s note which states that you were seen after the illness occurred
 - If there is a reasonable case that your circumstances were foreseeable or preventable
 - Minor illness or ailment, which in a work situation would be unlikely to lead to absence from work
 - Holidays
 - Financial issues
 - Personal computer/printer problems (including with University computer / server / printing facilities)
 - Poor practice e.g. no back up of electronic documents
 - Being unaware of the dates or times of submission deadlines or examination(s)
 - Not being aware of the Mitigating Circumstances Procedure

- Poor time management

4. HOW TO 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. Mitigating circumstances claims must be submitted within two weeks of the submission deadline for coursework or the date of the examination concerned.
- 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.
- To help guide you through the process, please refer to the step-by-step instructions which can be found on the [Mitigating Circumstances](#) page.
- If you have any questions or need additional support, please don't hesitate to get in touch via **mitigation@londonmet.ac.uk**

5. CONSIDERATION OF CLAIMS

- Claims are considered by a panel of senior members of staff. Each individual claim is reviewed against the mitigating circumstances criteria and a decision is made, solely on the basis of the information provided on the form and the documentary evidence submitted.
- The panel must be able to confirm your statement by looking at the evidence and so you should ensure that you submit sufficient relevant evidence in support of your claim. The panel cannot make follow up enquiries to clarify or obtain further supporting evidence on your behalf.
- You should also remember that the Mitigating Circumstances Panel checks on the authenticity of the documentation submitted in any case where there is a justification for doing so. It is a very serious offence to supply fraudulent documentation, and it will lead to disciplinary action against you.
- Please note that the panel will not contact anybody outside of the University with regard to your claim, unless it proves necessary to authenticate your evidence. Please do not provide contact details for GPs etc. as it will not be possible to contact them. It is your responsibility to provide the evidence in support of your claim.

6. EVIDENCE REQUIREMENTS

- Acceptable evidence is a signed letter etc. from an appropriate third party (e.g. GP, Hospital Consultant, Solicitor, Police Officer, University Counsellor, University Mental Health Coordinator) giving details of the circumstance, its duration and its impact.
- Headed paper is expected where a printed form is not used. Letters from family members or fellow students are not normally acceptable.
- If the original document submitted as evidence is not in English, an independent translation must also be provided. (e.g. from a professional translation service, member of University staff, embassy etc.).
- Please **do not** provide photographs/videos as these are **NOT** considered as suitable evidence.
- **Examples of Evidence**
 - 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 (see Section 1 above). 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 him/her 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. This should be a member of staff who is already familiar with the circumstances and already has knowledge of the issue about which the application for mitigation is being made.
 - 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.

7. OUTCOMES

- Mitigating Circumstances claims are normally considered within four weeks of the date that the University received your claim. You will receive email notification of the outcome(s) and can also view the decision by logging in to your Evision account.
- The possible outcomes of a Mitigating Circumstances claim are as follows:
 - **ACCEPTED – NON SUBMISSION/NON TAKING** – This means that your mitigating circumstances claim has been accepted for not submitting or not having taken the assessment by the initial deadline (see 7.1 below)
 - **REJECTED – NON SUBMISSION/NON TAKING** – This means that your mitigating circumstances claim has been rejected for not submitting or not having taken the assessment by the initial deadline (see 7.2 below)

7.1 Outcomes if your Mitigating Circumstances claim is accepted:

Please note – an accepted claim will not result in a higher mark

Assessment type	Component claimed	
	First assessment	Reassessment
Examination non attendance	A further assessment opportunity will be available at the next opportunity.	A further reassessment opportunity will be available at the next opportunity (component mark will be capped)
Non submission of coursework	A further assessment opportunity will be available at the next opportunity.	A further reassessment opportunity will be available at the next opportunity (component mark will be capped)

- The ‘next opportunity’ is normally defined as the Summer Reassessment Period of the same academic year to which the claim relates.
- For postgraduate dissertations, the assessment of a dissertation shall take place at the next available assessment point (i.e. January for September submissions or optional December submission, May for January submissions and September for May submissions or optional July submission).
- Where a claim relates to exams or coursework undertaken during the Summer Reassessment Period, the “next opportunity” is defined as the first offering of the assessment concerned during the following academic year.
- **IMPORTANT** - Students in the UK on a Tier 4 or Student Visa should seek advice from the International Advice Service as any changes to your programme as a result of an accepted mitigating circumstances claim may have an impact on your visa.

See <https://student.londonmet.ac.uk/international/international-advice/>

Email: adviceinternational@londonmet.ac.uk

7.2 Outcomes if your Mitigating Circumstances claim is rejected:

Non attendance at an examination or **non submission** of coursework

A mark of zero shall be awarded for the component claimed. If the claim is against a first attempt, a further capped reassessment in the coursework/examination will be granted, subject to any course specific regulations that may apply.

8. SPECIAL CASES

- **DISABILITIES/LONG TERM CONDITIONS INCLUDING MENTAL HEALTH**

You can submit mitigating circumstances claims on the basis that you have a disability or a long-term medical condition, but you will need to provide evidence of this and the fluctuating nature of the condition.

We do, however, advise that if you have a long-term, ongoing and/or persistent condition you should contact Student Services in order that the University can support you throughout your studies.

Please contact the [Disabilities and Dyslexia Service \(DDS\)](#) to discuss your eligibility for support. Adjustments can be put in place throughout the year. Please note, however, that DDS are **NOT** able to grant coursework extensions.

If you are already registered with the DDS but your circumstances have changed, please contact the DDS as soon as possible to ensure that the correct adjustments are in place for you.

For further information: <https://student.londonmet.ac.uk/your-studies/study-resources/help-with-learning-differences-and-disabilities/>

Email: dds.studentservices@londonmet.ac.uk

- **GROUP WORK**

If your assessment is a single piece of work prepared by a group, and all members of the group have agreed that the same circumstance(s) affected them, each group member must submit a separate claim via their personal Evision account.

- **POOR SUPERVISION**

If you believe you have not been given adequate supervision for your Project then this scenario is not within the scope of the Mitigating Circumstances process. You should instead consider submitting a complaint, which would be handled under the [University's Complaints Procedure](#).

See: <https://student.londonmet.ac.uk/your-studies/student-administration/rules-and-regulations/complaints-procedure/>

You should also consider seeking advice from the Students' Union (see Section 10).

9. SCENARIOS/CASE STUDIES

• SCENARIO 1

A student is due to sit an exam on 13 January 2026 but does not attend because he feels unwell. He sees his GP on 2 February 2026, explains that he did not attend his exam in January because he was unwell and asks his GP to write a letter confirming this for him to use as evidence to support his mitigating circumstances claim. The GP's letter states:

'I saw the patient today, 02/Feb/26 and he informed me that he was unwell and could not attend the exam on 13/Jan/26....'

OUTCOME

In this case the student's claim would be **rejected** because:

- The evidence is retrospective/post-dated; i.e. no confirmation that a diagnosis was made on or just before/after the exam.
- There is no clear diagnosis of what was wrong with the student, so it is not possible to assess the impact or severity of his circumstances. The GP is merely repeating what the student told him.

• SCENARIO 2

A student is due to sit exams on 20 and 21 January 2026 but does not attend because she is unwell. She is due to submit an essay on 30 January 2026 but does not submit it. The student visits her GP on 21 January and explains that she has had a migraine for the last two days. The GP completes a Statement of Fitness for work, which signs the student off work/university from 20/Jan/26 to 23/Jan/26.

OUTCOME

In this case the student's claim would be **accepted** for the exams because:

- There is a clear diagnosis from the GP, who saw the student on the day of the second exam (and only a day after the first exam) and there is confirmation of the impact of the circumstances; i.e. that the student was unfit to attend.

However, the student's claim is **rejected** for the coursework because:

- Although there is a diagnosis, the student is only signed off until 23/01/26; thus, the coursework submission date is not covered.

➤ **SCENARIO 3**

A student is due to be evicted from his accommodation on 15 January 2026. He submits a mitigating circumstances claim with a Court Order of Eviction as supporting evidence. The Court Order confirms the date of eviction as 15 January 2026 but was issued three months earlier; i.e. on 15 October 2025. The student has explained why he was unable to move out earlier than the scheduled eviction date. The student does not attend his exam on 15 January 2026 and does not submit his coursework due on the same day.

OUTCOME

In this case the student's claim would be **accepted** for the exam because:

- There is clear evidence that the student was unable to attend on the day of the exam; even though the circumstance was not unforeseen, it was unavoidable.

However, the student's claim is **rejected** for the coursework because:

- The circumstances are not unforeseen and so the student would be expected to plan in advance and complete and submit the work prior to the deadline.

• **SCENARIO 4**

A student submits a mitigating circumstances claim for non-attendance at an exam on 19 January 2026 and for non-submission of coursework due on 5 December 2025. As evidence she submits a hospital discharge letter indicating that she gave birth on 12 January 2026.

OUTCOME

In this case the student's claim would be **accepted** for the exam because:

- There is clear evidence that the student was unable to attend on the day of the exam; even though the circumstance was not unforeseen, it was unavoidable.

However, the student's claim is **rejected** for the coursework because:

- There is no evidence that the student's circumstances in December were sudden and unforeseen, and the student would be expected to be able to complete and submit coursework during pregnancy.

• **SCENARIO 5**

A student submits a mitigating circumstances claim for all the exams he was due to sit in January 2026 and cites the death of his grandfather on 6 January 2026 as the reason. In his statement he explains that he is unable to obtain a death certificate as evidence because the death occurred abroad in a remote part of the world. However, he submits a letter from his GP that states that the GP saw the student on 12 January 2026 and that the student will be unfit to attend the University during January 2026 due to his emotional state.

OUTCOME

In this case the student's claim would be **accepted** for the exams because:

- Despite there being no death certificate there is secondary independent evidence of the death and clear evidence of the impact upon the student being such that he was unable to attend on the days of the exams.

- **SCENARIO 6**

A student has been feeling unwell since 14 January 2026 but sits an exam on 16 January 2026. She has to leave before the end because she feels unwell and cannot continue. The student sees her GP the next day and he confirms that she has chickenpox and that as a result she would have been feeling very ill the day before.

OUTCOME

In this case the student's claim would be **rejected** because:

- The university operates a fit to sit policy. Attending or submitting an assessment implies fitness to do so. If a student attends an assessment, submits a piece of coursework etc., they are declaring that they are fit to take the assessment.

10. SUPPORT & CONTACTS

- For further information regarding the mitigating circumstances process, please see the [Mitigating Circumstances webpage](#)
- If you require assistance completing the online form – please contact the [Students' Union](#)
 - Email: **theadviceservice.su@londonmet.ac.uk**
- If you have any queries regarding the submission of this form, please contact the [Student Zone](#)
 - Email: **studentzone@londonmet.ac.uk**
- Any other queries should be sent via email to: **mitigation@londonmet.ac.uk** (please include your full name, Student Number and if applicable, list the module(s) concerned)