



Requests for additional consideration policy

1. Purpose and scope

- 1.1. This policy outlines the approach to requests for additional consideration for students on University of London Worldwide programmes. This is to address any circumstance that may significantly affect a student's study or performance, including, but not limited to, requests relating to deferral of assessment, deferral of a module, further opportunities to take assessments, mitigating circumstances impacting on academic performance, module and programme cancellation outside of the 14 day cancellation period, and interruption of study.
- 1.2. The policy applies to all students registered for University of London Worldwide programmes.
- 1.3. The policy is designed to align with the Office of the Independent Adjudicator (OIA) framework for [Requests for additional consideration](#).
- 1.4. The policy is reviewed and approved by the University of London Academic Board.
- 1.5. The guidance explains the types of events or circumstances that we will consider and the process by which applications are to be submitted and considered.
- 1.6. In some cases a refund may also be considered, as per the [UoL Refund and Compensation Policy](#).
- 1.7. This policy does not apply to students' pre-existing disabilities or medical conditions. Where there is likely to be an ongoing impact on studies and/or the need for special assessment arrangements, these should be disclosed and considered in line with the [Inclusive Practice/ Access Arrangements policy](#). Exceptions to this include diagnoses during registration where requests for additional consideration relate to a specific occasion, or the unforeseen worsening of an illness or condition during assessment.

2. What are requests for additional consideration?

- 2.1. Requests for additional consideration are generally limited to unexpected, unavoidable short-term circumstances that impact a student's ability to participate in their study or on their academic performance. In most cases, the circumstances will have a short-term impact. Where the impact will be longer term these can be considered either via an interruption of study or through [Inclusive Practice/ Access Arrangements policy](#) where appropriate.
- 2.2. Requests must normally be supported by documentary evidence, which may be required.

- 2.3. Valid reasons for requests include unforeseen, significant disruptions beyond the student's control. Examples include (but are not limited to) serious illness, pregnancy complications, serious accidents, or significant personal issues.
- 2.4. Examples of circumstances likely to be accepted; this list is not exhaustive, and each application will be considered on its own merit, however, stricter criteria may be applied, or only a subset of these circumstances considered, depending on the policy area:
- Serious short-term illness or injury;
 - Sudden deterioration of a long-term health condition;
 - Death or significant illness of a close family member or friend;
 - Unexpected caring responsibilities for a family member or dependant;
 - Significant personal or family crises leading to acute stress;
 - Witnessing or experiencing a traumatic incident;
 - A crime which has had a substantial impact on the student;
 - An emergency or crisis that prevents the student from attending an exam or accessing an online assessment;
 - A technical problem that prevents the student from accessing online teaching or assessment;
 - Serious administrative or procedural errors in relation to the delivery of assessment services;
 - Natural disasters;
 - Civil unrest; political unrest; danger to civil liberties; conflict or the threat of conflict
 - Unexpected employment workload;
 - Short term employment pressures and responsibilities;
 - Unexpected financial hardship.
- 2.5. Examples of circumstances **not** likely to be accepted; this list is not exhaustive, and each application will be considered on its own merit:
- Holidays, house moves or other events that were planned or could reasonably have been expected;
 - Pre-existing conditions as outlined in 1.7;
 - Minor illness such as common colds or hay fever, unless the symptoms are particularly severe;
 - Assessments that are scheduled close together;
 - Poor time management;
 - Computer failure where appropriate mitigations should have been taken by the student (for example, backing up their work);
 - Normal exam stress;
 - Minor life events, unless the circumstances have had a disproportionate impact;

- Planned work-related assignments or postings where no official documentation is provided.
- 2.6. In addition, we will consider circumstances that have a wider impact and affect a large group of students. These considerations will be taken outside of the additional considerations processes to mitigate disruption caused, as advised by the OIA framework. Where this is the case, we will take action to apply mitigation and will let all students know what this will be. Where a student considers the impact on them to be greater and not covered by the actions taken already, they can apply for additional considerations on the individual impact of circumstances outlined in 2.4.
- 2.7. All matters related to the submission of evidence are treated confidentially and, where applicable, are reported anonymously to the Boards of Examiners.

3. Assessment-related additional consideration

- 3.1. Students may bring any assessment-related additional considerations to our attention by submitting a query using the 'Ask a question' button on their [Student Portal](#) homepage.

Mitigating circumstances impacting on academic performance

- 3.2. Mitigating circumstances adversely affected your academic performance are any unforeseen serious circumstances beyond your control. These include but are not limited to:

- medical conditions;
- personal and domestic circumstances;
- accidents and incidents;
- disturbances during assessments;
- serious administrative or procedural errors in relation to the delivery of assessment services.

- 3.3. You must contact us with details and supporting evidence of any mitigating circumstances you wish to be considered:

- within three weeks of your last assessment in the session concerned; or
- before the submission deadline of any assessed coursework, project or dissertation.

See [submitting evidence of mitigating circumstances](#) for further information.

- 3.4. We will not normally consider mitigating circumstances if you do not contact us within these periods. It is important for you to provide any formal certification you may have in relation to your circumstances.
- 3.5. All submissions of evidence related to mitigating circumstances are acknowledged and considered but action is not always taken.
- 3.6. Circumstances where action may **not** be taken include (but are not limited to):
- ongoing medical conditions (unless they suddenly become worse). You can apply for access arrangements to be made in relation to ongoing medical conditions or issues you may have;
 - planned work-related assignments or postings where no official documentation is provided;

- circumstances that are not raised within three weeks of the last assessment in the session;
 - where it is deemed that your overall position would not be improved as a result of a better performance;
 - malfunction of your computer hardware, software or internet connection before and during a coursework, project or dissertation submission deadline.
- 3.7. When a student is required by their programme regulations to complete an assessment as part of a module, where this is the case, they will receive an academic penalty (a fail for the assessment element) if they do not complete the assessment. Where a student has circumstances, as outlined in this policy, that impact their ability to complete the assessment, they can apply for additional consideration.
- 3.8. All matters related to the submission of evidence of mitigating circumstances impacting on academic performance are treated confidentially and are reported anonymously to the Boards of Examiners.
- 3.9. Programmes Regulations may additionally detail fit to sit policies. If the regulations for the programme state that by sitting an examination a student is declaring themselves fit to do so, then mitigating circumstances will only be considered by the exam board for circumstances that occurred during the assessment.

Outcomes

- 3.10. You may receive academic compensation as a result of your mitigating circumstances. This may include having an attempt at an assessment discounted without losing an attempt.
- 3.11. The submission of mitigating circumstances will not normally result in the remarking of assessed work, marks being added or failed attempts changed to passes. Assessors cannot attempt to estimate the mark that might have been obtained if there had not been mitigating circumstances.
- 3.12. The outcome of any decisions related to the evidence you submit will be reflected on your Notification of Results document (whether that is no action, attempt not to count, or other).

Extensions to coursework deadlines

- 3.13. Coursework deadlines are outlined in the VLE. Coursework may be accepted after the deadline. If this is the case, marks may be deducted for each day late. The scheme of reduction is outlined in Programme Regulations where applicable.
- 3.14. Extensions to submission deadlines will only be considered for coursework. Extensions will not be considered for any time-limited assessment. Whether or not a piece of assessment is eligible for an extension, and the duration of the extension, will typically be at the discretion of the Programme Director.

4. Module and programme cancellations

- 4.1. As outlined in the Student Terms and Conditions, students have the right to cancel within 14 days as they are entering into the contract with us remotely. Further details can be found in the UoL [Refund and compensation policy](#).
- 4.2. Where a student experiences circumstances as outlined in 2.4 and requests to cancel a module registration outside of 14 days, they should contact us via the Student Portal. All requests are discretionary. Where a student is requesting to

cancel their initial module(s) registration, consideration can also be given to requests to cancel programme registration.

- 4.3. Given the greater significance of the consideration requested a higher burden will be placed on the student to demonstrate impact and provide evidence.
- 4.4. Where a student is requesting to cancel a module registration they may subsequently register on the same module in a later session, subject to the module running.

5. Interruption of studies

- 5.1. Interruption of study allows a student to suspend their studies for a period of time without withdrawing from the programme. An authorised interruption of study will be permitted due to personal circumstances that would have an impact on the student's ability to study. Students should contact us via the Student Portal.
- 5.2. Students must apply for an interruption of studies at the time the personal circumstances impact their ability to study. Students will be asked to provide a reason, and may be asked to provide supporting evidence if requested. Requests for backdated interruptions will not be considered and instead students should submit a request for additional consideration for that assessment as outlined in section 3. Where the impact will continue beyond the specific assessment, students will be encouraged to also request an interruption of their studies. It is recommended that they apply for these together so that the fullness of their application can be considered at once.
- 5.3. Students will not be permitted to apply for an interruption in the first 6 months of their registration with us.
- 5.4. Students may apply for a maximum of 12 months period of interruption. In exceptional circumstances, at the discretion of UoL, interruptions of more than 12 months may be considered. Students will normally only be allowed one break in their studies.
- 5.5. On programmes with multiple sessions in the academic year, students may be able to interrupt mid-year and apply for a single study session break. If they have already started a session, that portion will be considered under the post 14 day module cancellation as outlined in point 4.
- 5.6. Students will normally not be permitted to take a break of less than 12 months for programmes with a single session encompassing the academic year, or less than 6 months for programmes with multiple sessions in the academic year. Students should first consider whether they should pause their study for a session. Where applicable, they should consider if they will meet any minimum credit requirements.
- 5.7. No fees are required during the interruption.
- 5.8. During the period of interruption, students will not be permitted to enter for any assessments.
- 5.9. Except where specified in Programme Regulations on account of regulatory requirements, the 'registration clock' will stop during period of interruption.
- 5.10. At the point of applying for an interruption, students will be expected to provide an expected date of return. The University will communicate with students in the lead up to this date to remind them of their return date.

- 5.11. If a student does not return at that date, they should receive a second communication asking for more information. If a student does not return after a second period the same length as their original interruption, they will be deemed to have withdrawn from the programme and be given an exit award if applicable. If a student contacts us to say they cannot return when intended, their specific circumstances should be considered for additional time away from studies, with evidence as appropriate, or withdrawal from the programme. Where a student wishes to appeal their withdrawal, they should refer to [Ordinance 15](#).
- 5.12. If a student intends to return early, they should contact us.

Ownership: Senior Academic Services Manager, University of London Worldwide

Approved by: UoL Academic Board January 2025

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