

INTO University Partnerships Limited (“INTO”)

Extenuating Circumstances Policy Statement

January 2022

Commitment

INTO is committed to providing students with a formal means of declaring extenuating circumstances, where those have adversely affected their performance during an examination or assessment, or in their studies more generally.

INTO recognises that an important principle in investigating these claims is whether they directly impact the results of an examination or assessment, or if they refer more generally to a student’s time studying their course, as this affects whether the claim is ultimately assessed by the INTO Centre itself, or the validating/awarding body.

Operational policies set out to:

- Define the scope of in what situations extenuating circumstances may be claimed;
- Define what constitutes extenuating circumstances clearly and fairly;
- Outline the advice and support available to students who are considering a claim;
- Clearly explain how to make a claim, and the timescales within which this must be done;
- Outline the timeframe within which a decision will be reached;
- Detail the student’s right of appeal to any decision

Operational Extenuating Circumstances policies are available upon request from each INTO Centre.