

INTO University Partnerships Limited (“INTO”)

Extenuating Circumstances Policy Statement

Last updated: June 2026

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.

Note that this approach also applies to eligible students studying at eligible academic levels across our Kings Education teaching entities.

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.

INTO Centres each have operational policies, which set out to:

- Define when extenuating circumstances may be claimed;
- Define what constitutes extenuating circumstances clearly and fairly;
- Outline the advice and support available to students who are considering claiming extenuating circumstances;
- 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

which are available upon request from each INTO Centre.