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at**



**Mitigating Circumstances
Frequently asked Questions**

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We have created this list of questions to assist students during the Mitigating Circumstances Procedure. We hope you find it useful, but please get in touch (contact details are available at the bottom of this document) if you have any additional queries we can assist with.

Q1: How do I create an account?

A: [Click here](#) to log onto the webpage. If you have not used this system (it is different from your VLE login) you will need to create a new account. This should be your main University email account (mybpp.com) as this will be used for communications with the University regarding your application. It is your responsibility to ensure that you provide the correct email address and check this regularly for updates regarding your application.

Q2: My password doesn't work?

A: This password is for this application system only, therefore it is not linked to your VLE login. The password is case sensitive and needs to be carefully inputted. You will get the opportunity to change your password if you are locked out.

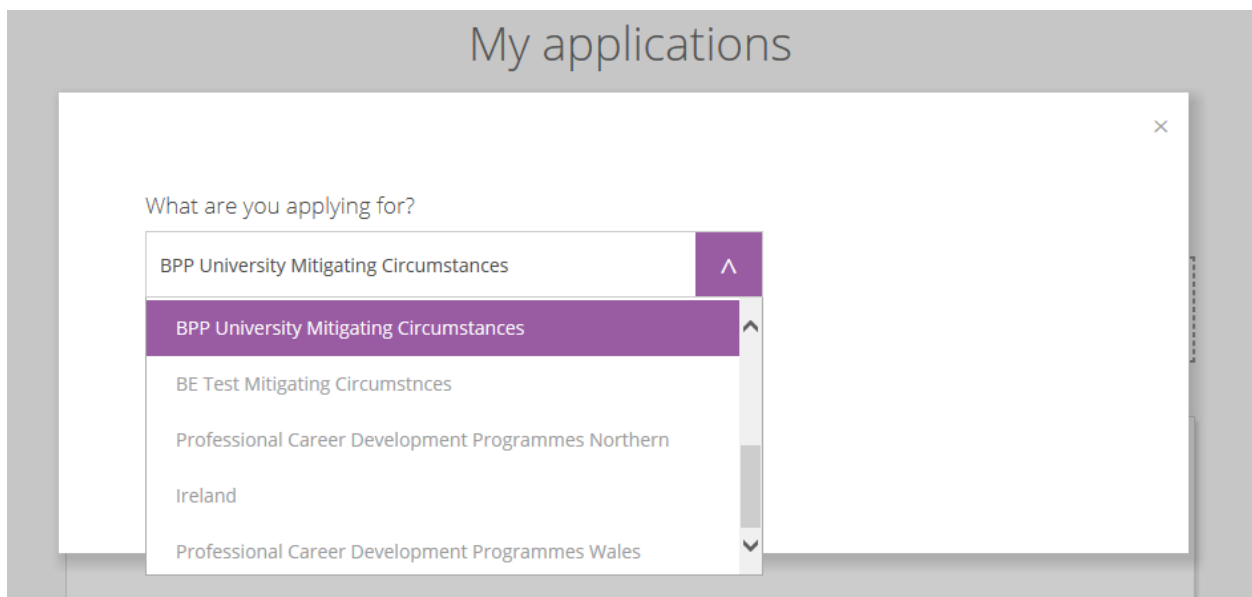
Q3: When is the deadline to submit my application?

A: You have 10 working days from the date of the exam or assignment deadline to make sure that your application is submitted.

A working day is Monday to Friday and the final submission time is 23:59 on the 10th working day.

Q4: Which option should I select?

A: Please select the BPP University Mitigating Circumstances option to proceed with an application (see below).



Q5: What happens if I have missed the deadline?

A: If your results have not been released you are still able to submit a late Mitigating Circumstances application, however you need to demonstrate with evidence why you were physically or mentally incapable of submitting your application within the 10 working day deadline.

WARNING! You need to address the lateness of your application in a separate paragraph at the beginning of your personal statement.

To state that you were unaware of the Mitigating Circumstances procedure is not considered a valid reason for explaining the lateness of your application

Q6: What is not considered a valid reason for submitting a Mitigating Circumstance application?

A:

- Holidays, sporting commitments, moving house and events that were planned or could reasonably have been expected.
- Assessments that are scheduled close together or on the same day.
- Misreading the assessment timetable, or other misunderstanding of the requirements for assessment including not adhering to the guidelines concerning permitted assessment materials.
- Inadequate planning or time management.
- Failure, loss or theft of a computer or printer that prevents submission of work on time students should back up work regularly and not leave completion so late that they cannot find another computer or printer.
- Consequences of employment, paid or unpaid, including work experience.
- Receiving unfavourable results of an assessment.
- Ignorance of the Mitigating Circumstances procedure. The University's regulatory framework is available to all students in the Academic Registry tab of the student intranet.
- Minor disruption in an examination room during the course of an assessment. Major disruption in an examination room should be discussed with the Programme Leader before submitting a Mitigating Circumstances application.
- Last-minute or careless travel arrangement.

Q7: I missed my coursework submission date – what are my options?

A: You will have the option to request that your coursework is considered as submitted on time and marked, however this option is only available if you can provide proof (TurnItIn receipt) that you submitted your coursework and evidence as to why you were unable to keep to the original deadline.

Q8: Why can I no longer request the option to keep my mark if I achieve a pass grade?

A: This option is no longer available to students following approval of the Academic Council's Manual of Policies & Procedures review of the Mitigating Circumstances procedure.

Q9: What do I include in my personal statement?

A: You will need to be very clear what the unforeseen or unavoidable circumstances were in your statement, particularly in the first paragraph for example, *"I am requesting the opportunity to have my attempts for two exams taken in March disregarded as I had serious accident which required me to be admitted into hospital."*

Provide a chronological explanation of events, explain when were you first affected by these circumstances and when you decided to share this with University staff? For example, *"I started to feel unwell an hour into the exam and had to be excused to visit the Toilet. On my return to the exam room I informed the Invigilator that I could not continue the exam. This was recorded and I was advised to leave and submit a Mitigating Circumstances application."*

It can be helpful to refer to the evidence that you are accompanying your application in support.

Q10: I was feeling unwell before the assessment but declared I was 'Fit to Sit' by choosing to attend the exam or submit my coursework. What are my options?

A: A student who has signed a declaration that they are fit to sit an examination or submit an assessment may not submit a concession application unless:

1. They are affected by unforeseen circumstances beyond their control after signing the fit to sit declaration but before the end of the examination; or
2. The student is subsequently diagnosed as having been suffering from a condition at the time of the assessment of which, for a reason supported by evidence, they were unaware of at the time; or
3. At the time of signing the fit to sit declaration the student was suffering from a condition which impaired their ability to make a rational judgement as to their ability to take the assessment.

In all of the above cases, the student must believe that these circumstances affected their performance in the assessment and in each case they must provide objective and authoritative evidence of their condition. Therefore, your personal statement and evidence should reflect the above information & guidance.

Q11: What evidence is required?

A: Any evidence that is supported to accompany your application, should be independent and provide objective details of the circumstances you refer to in your Personal Statement. Medical evidence should include the following;

- Clear information/diagnosis of the nature of your ill health (whether physical or mental health)
- An indication of the likely duration of the condition (e.g. whether it's an on-going condition or likely to be time limited, and dates if known)
- A brief assessment of the impact the ill health is likely to have on your ability to study, attend, produce work, or participate in associated activities. (e.g. indicating if the effect is mild, moderate, significant, severe, critical etc.)

All evidence should be signed and dated by the author (regardless whether it is a medical certificate or not).

Q12: What happens if my evidence cannot be submitted by my application deadline?

A: Your application cannot be late, please submit your application but explicitly state in your personal statement that the evidence is to follow indicating when you will submit. Please note that this **MUST** be within 10 working days from the date you submit your application.

Q13: How do I get feedback on my Mitigating Circumstances Application?

A: Get in touch with us before you submit your application, do not leave it to the last minute as we deal with a high volume of enquires. We would expect you to request feedback at least 5 working days before the deadline. Any later and we may not be able to respond fully to your enquiry.

Q14: What is a Stay on Action?

A: This is a student status that is provided to students if you submit a Mitigating Circumstances application and it is your final attempt of an assessment. Essentially, it puts a pause on your status as a student with the University. You may need to alert teams (e.g. Programme Support Officers, Study Visas, Examinations) within BPP that you have this in place and continue to attend lectures and assessments when required.

Q15: What happens if my application is rejected at the initial stage?

A: You can submit a request for a review explaining why you disagree with the decision. You only have 5 working days from the date of the decision letter/email to submit this request.

When seeking to challenge the decision we normally suggest for students when requesting a review, to write this in a formal manner as though you are writing a letter, For example, *“I am seeking a review from the Deputy Vice Chancellor in relation to the Mitigating Circumstances application dated XXXX 2019.”*

We would advise you to focus on the key points that you disagree with and write a statement in response. You will need to send a request by email to orc@bpp.com no later than 23:59 on the last working day.

We can look at a draft of your statement before you submit it and answer any further questions that you may have.

Q16: How long does it take for a decision to be reached?

A: An initial decision is normally taken within 10 working days to determine whether your application is eligible for further consideration. It can take a number of weeks before a final outcome to be reached on your application. This timescale will vary dependent on the number of applications being handled at the time and how your application progresses.

USEFUL CONTACTS:

Independent Advice: independentadvice@bpp.com

Office of Regulation & Compliance: orc@bpp.com

Technical website issues: bpptac@bpp.com

03300 603 850 / 0845 678 7821 / 0800 056 3949

[Manual of Policies & Procedures](#)