

WHAT TO DO WHEN THINGS GO WRONG GUIDE



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01 | Quick Summary

Introduction:

This section will discuss what to do when things go wrong in terms of your coursework and exams. Key processes include Extensions, Extenuating Circumstances and Academic Appeals.

Quick Breakdown:

Types of Academic Adjustments	Extensions	Extenuating Circumstances	Academic Appeals
Exam and/or Coursework?	Coursework	Exams & Coursework	Exams & Coursework
When to Apply?	Before submission deadline	Before submission or exam	After results release
Application Deadline	By 12.00 noon on the last working day before the deadline	Within 10 working days after the assessment /exam	Within 10 working days of receiving results
Successful Outcome	Deadline extended by 7 days	Sit assessment/exam afresh at next available opportunity	Previous attempt disregarded. Sit assessment afresh.
Unsuccessful Outcome	Apply for Extenuating Circumstances	Make an Academic Appeal requesting a review	Request a review from the Deputy Vice Chancellor

02 | Extensions

What is an Extensions application:



Extensions give you extra time to complete your assignment. For example, if your original due date is March 1st, the university might extend it to March 7th, giving you 7 extra days. In exceptional circumstances the school may grant 2 weeks but this is dependent on internal scheduling of marking, feedback and examination board deadlines allow this .

Why should I apply:



You should apply for an extension when you have valid reasons, like illness or other circumstances preventing you from meeting the deadline.

When should I apply:



You have until midday (12pm) the working day before the first assessment to submit your completed Extension form.

When will I hear back:



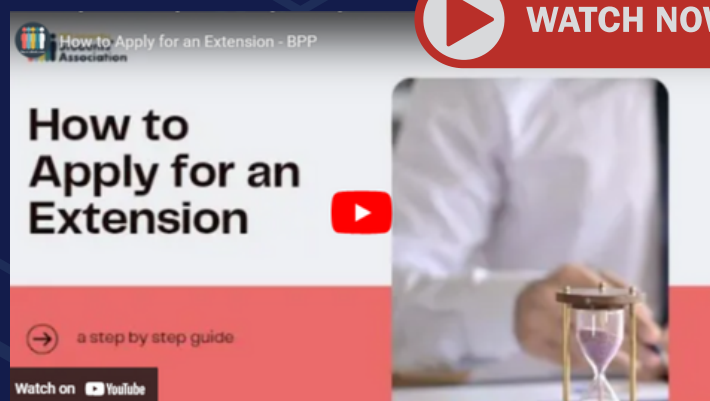
After the application from the school has been approved, they will let you know via your BPP email address, by 5pm the day before your assignment.

[Watch our step-by-step video guide on applying for Extensions below](#)

How do I apply?



You can find the Extension Application, in the Help and Support section of the Hub under Documents & Forms (or by clicking the [link here](#)).



03 | Extenuating Circumstances

What is it?



Extenuating circumstances are situations that are unforeseeable or unavoidable before or during an assessment or examination, negatively impacting academic performance. These circumstances may occur at the time of submission or during the assessment, affecting your ability to perform.

Extenuating circumstances are short-term situations that do not impede your ability to continue studying. E.g. Technical issues during an exam/ assessment, illness, personal circumstances. (Serious ongoing issues may require referral to the Inclusion and Learning Support team.)

When to Apply?



You must apply either before the assessment or within 10 working days after the exam/ assessment submission deadline.

What to Include in Your Application?



- Factual, trustworthy evidence showing the time and nature of the circumstances.
- Original signed documentation from a relevant third party (e.g., doctor or psychiatrist).
- Evidence should relate to the assessment period and be in English or accompanied by a translation.

Application Requirements:



- Complete the correct form accurately.
- Clearly identify the unforeseeable circumstance.
- Provide objective, trustworthy evidence connecting the circumstance to the assessment.
- Meet the 10-working day submission limit.



If Your Application is Accepted:

You'll receive a concession, eliminating the affected assessment attempt without a mark increase. You'll need to resit the assessment at the earliest opportunity.



If Your Application is Rejected:

If your application is rejected, you may request a review of the application by applying for an Academic Appeal, following the step found on page 6. The information on how to do this will also be included in the rejection email.



Late Applications:

Late applications will not be considered unless accompanied by evidence of mental or physical inability to submit on time.



How do I apply?

You can find the Extenuating Circumstances Application, in the Help and Support section of the Hub under 'Academic Appeals and academic support' or by clicking the [link here](#)).



Watch our step-by-step video guide on applying for Extenuating Circumstances!



04 | Fit to Sit (/Submit) Policy



What is 'Fit to sit'?

When you sit your exam or hand in your assessment, you are telling the university that you are both mentally and physically prepared to perform at your best.

When am I not 'Fit to Sit'?

If unforeseen extenuating circumstances arise, it's recommended by the University not to sit the exam but to apply for Extenuating Circumstances instead. However, applications require compelling evidence for acceptance (see Evidence Guidance).

What happens if I realise, I wasn't 'Fit to sit' after my exam or submission?

Since you were deemed "fit to sit" during the exam or submission, applying for Extenuating Circumstances afterward is only possible in rare cases. It's crucial to discuss any concerns about your ability to sit exams before the exam date and seek advice on whether your situation warrants an Extenuating Circumstances application.

If I sit my assessment, under what circumstances will my application be accepted?

The submission of coursework or attendance of exams would usually mean that your application for extenuating circumstances would be rejected, unless

In exams:

a) If unforeseen issues arise during the exam, like technical problems or sudden illness, students can apply for extenuating circumstances.

In exams and coursework:

b) If students are diagnosed with a condition after the assessment, which they were unaware of during the assessment, they can apply for extenuating circumstances with evidence.

c) If students are suffering from a condition during the assessment that impairs their judgment, they can apply for extenuating circumstances.

In all of the above cases, you must believe that these circumstances affected your performance and must be able to provide evidence of your condition.

05 | Academic Appeal

What is an Academic Appeal?



An appeal is the process to ask the Office of Regulation and Compliance (ORC) to review a decision by the university because you don't agree with the decision made.

What kind of things can I make an appeal for?



- the result of any investigation or action taken under the University Policies and Procedures
- The unconfirmed result of a module or assessment element
- The unconfirmed result on the completion of a designated stage in a programme.
- Decisions made on Extenuating Circumstances and Academic Withdrawals.

When can I make an appeal?



You may appeal against a university decision where there is reason, supported by reliable evidence, which matches with one or more of the three below grounds:

- A** There is reasonable ground supported by authoritative and objective evidence to believe that there has been administrative or procedural error of such a nature as to have affected the outcome of the investigation or result.
- B** The decision in the case was obviously unreasonable.
- C** There is new evidence that for good reason, could not be submitted earlier.

What if I am late in applying for an appeal?



An appeal lodged out of this timeframe will only be considered where you are able to prove, and provide evidence to show, that you were mentally or physically unable of making an appeal within the time-limit.

The process for submitting an Academic Appeal is online via the Hub: You can find the Academic Appeal Application, in the Help and Support section of the Hub under 'Academic Appeals and academic support' or by clicking the [link here](#)).

In the application you will be asked for your details, the result or decision that you are appealing, the ground you are appealing under, the evidence for your appeal, and for a personal statement. You are responsible for providing reliable and clear evidence with your appeal, as well as translations for any documents not in English. Please see the Evidence Guidance section for more information on providing reliable evidence.

What happens after I have submitted my appeal?

Once you have submitted your Academic Appeal, the Office of Regulation and Compliance will determine, normally within 10 working days, whether the information presented by you has produced a case for a valid appeal. To be considered as a valid appeal, the appeal must:

- have been made in writing on the appropriate form and have all of the information requested on the form.
- identify the grounds of appeal.
- have been received within the proper time-limit.
- have evidence and grounds which are reasonably arguable.



You will be informed of the outcome of your appeal over email by the Office of Regulation and Compliance after the Academic Appeals Board has met and looked over your appeal. If your appeal is rejected, you have the right to request a review by the Deputy Vice-Chancellor. You can do so by emailing the Office of Regulation and Compliance.

Click to watch our step-by-step video guide on applying for an Appeal!



06 | Evidence Guidance

For Academic Adjustments applications (Appeals and Extenuating Circumstances, the University will generally state that evidence must be "**authoritative, objective, proximate and relevant.**"

- Authoritative: Provided by a qualified and appropriate professional.
- Objective: Based on facts, not personal opinions.
- Proximate: Directly related to the assessment(s) in question.
- Relevant: Clearly show how your performance was affected by the circumstances.

Does my Evidence meet the criteria?

Letters:

- Original and Signed:** From a recognised professional (e.g. medical practitioner, hospital consultant, solicitor, police officer).
- On Official Headed Paper:** Issued by the professional's organisation.
- Dated and Signed:** With the professional's name and signature.
- Detailed:** Includes information about the circumstance, duration, and impact on your studies.
- In English:** Or accompanied by a certified translation, with the original also included.

Emails:

- The email must be sent from the **professional's official organisational email** address.
- It should include the sender's **formal email signature (physical address and telephone number)**.
- Make sure the email contains **full header details (sender's name, email address, date, recipient's address, and subject line)**.
- Attach an unaltered scanned copy of any related documents (preferably in PDF format).**

The following table sets out the different categories in which extenuating circumstances could apply and the types of valid evidence which will be required to support each claim:



MEDICAL CONDITIONS

ACCEPTABLE

- An original medical certificate or letter from a **registered medical practitioner** confirming the nature and time of the illness.
- For known long-term conditions, medical evidence may not be required for each flare-up during assessments. However, evidence of the condition or a Learning Support Agreement should be provided.

UNACCEPTABLE

- Hospital or **appointment letters** without a medical report.
- Assessments or reports that don't address the student's condition.
- Medical assessments not addressing the student's condition.
- Self-certification without supporting documentation.
- Evidence from unrecognised **alternative/homeopathic practitioners.**
- Prescription forms.



PERSONAL/ FAMILY/ FINANCIAL CIRCUMSTANCES

ACCEPTABLE

- An **official correspondence** from a relevant professional such as: Solicitor, Police or fire officer, Court or tribunal officer, Social worker Local government officer Bank/building society official
- A **written account from University staff** who have witnessed or can account for the request (e.g., Head of Programme in the School, Learning Support).

UNACCEPTABLE

- **Anecdotal evidence** without supporting documents.
- **Photos or media without clear relevance** to the student or assessment.
- Accounts or references from friends or family without official supporting evidence.
- Accounts from University staff who did not directly witness the circumstances.
- Crime reference numbers **without independent confirmation.**



LEGAL PROCEEDINGS

ACCEPTABLE

- Official documentation relevant to the application which may include legal documents, police reports, insurance claim, or medical report etc.

UNACCEPTABLE

- Photos or media without clear evidence of relevance to the student or assessment.
- Accounts or references from friends or family, even if they witnessed the circumstances, without additional evidence.
- Accounts from University staff who did not witness the circumstances or cannot confirm their impact.

Bereavement

Bereavement is a traumatic experience that can significantly impact studies and may manifest unpredictably. For the loss of a partner, parent, child, or close family member, no death certificate is required, but students must explain the circumstances and how their studies were affected. Additional evidence may be requested on a case-by-case basis. **For other losses, students must outline their relationship to the deceased and the impact on their studies.**

Evidencing COVID-19

Students citing COVID-19 must provide a photo of a positive lateral flow test with the date written on it and their BPP ID card visible. Falsified evidence will be treated as academic misconduct and may lead to disciplinary action under the Academic Practice and Student Conduct Policies.

07 | Example Scenarios

Example 1: Jaspreet is too sick to do his exam. What should he do?

Jaspreet should apply for extenuating circumstances. He should apply with a doctor's note as evidence.

Example 2: Sarah is too sick to hand in her essay. What should she do?

Sarah should apply for an extension.

Example 3: Dan is stressed and overwhelmed. He has 3 deadlines on the same day. What should Dan do?

Dan should contact Learning Support. Learning Support may be able to help Dan manage his stress as well as putting adjustments in place, so he won't have so many deadlines on the same day. Dan can also apply for an extension, however if he applies for a lot of extensions on different submissions, he will be asked to provide evidence. Learning Support, a tutor or a doctor can provide a letter of support as evidence.

Example 4: Unfortunately, Thi's relative has died just before his exam date. Thi is not mentally 'fit to sit'. What should Thi do?

Thi should apply for extenuating circumstances for his exam. Thi can let the university know that he will provide evidence at a later date. If Thi has any essays due for submission he can apply for extension as well. If Thi misses the deadline to apply for Extenuating Circumstances, Thi can apply for an appeal.

Example 5: Laura has gotten sick in the middle of exam. What should she do?

Laura should let the invigilator know that she is sick, and then leave the exam hall. If Laura goes to the doctor, she should get a doctor's letter too. Laura should then apply for Extenuating Circumstances.

07 | Example Scenarios

Example 6: Faizan's Inspira breaks in the middle of his exam. What should he do?

Faizan should apply for extenuating circumstances. When his tech fails, he should take screenshots and pictures of the tech failing. Faizan should also reach out to IT support immediately and take screenshots of that conversation too. All of this will be used as evidence to support his application.

Example 7: Tasnim has gotten Covid-19 and is therefore unable to go to her exam and hand in her essay. What should she do?

Tasnim should apply for Extenuating Circumstances and submit a picture of her positive covid test with the date written on it has evidence. Tasnim could also apply for an extension on her essay, so she can hand it in when she is feeling better.

Example 8: Jessica is academically withdrawn but disagrees with this decision. What should she do?

Jessica should make an appeal.

Example 9 Rosie thinks her exam/submission was marked unfairly. What should she do?

Rosie should make an appeal.

Example 10 Fred failed his exam. He believes he failed due to an administrative failure as he wasn't given access to the materials he needed to succeed. What should he do?

Fred should appeal the result if he has received is unconfirmed results. If Fred hasn't received his grades but feels he hasn't done well due to the administrative failure, Fred should apply for Extenuating Circumstances

08 | Quick Contacts & Links

Key Contacts



Independent Advice Contact Form



Learning Support



Student Support & Programme Advice - Hub Query Form



Safeguarding



Help Center



BPP Students' Association Website

Application Quick Links



Extenuating Circumstances Application



Extensions Application



Academic Appeal Application