



Student guide: Problems submitting work or attending an exam

If you run into problems submitting assessed work or attending an exam, the University has a process under [Part 14](#) of the 'Regulations for the Conduct of University Examinations' within the *Examination Regulations* for students to be able to:

- ask for an extension in advance of a deadline for a piece of submitted work
- ask for a piece of work submitted late to be marked without any penalty
- ask in advance to be excused from attending an exam
- ask to be excused from missing an exam

Students can make applications under Part 14 due to:

- **'illness or other urgent cause that is unforeseeable, unavoidable and/or insurmountable'**

This means that applications under Part 14 are only for **acute circumstances**.

This is a guide for students thinking about making an application.

You should discuss your circumstances with your college or departmental officers as soon as you are aware that you may have problems meeting a deadline or attending an exam.

Your college or department is responsible for submitting a request on your behalf unless you are submitting a self-certified request. It is your responsibility to initiate the request and for providing the evidence needed.

The official policy in this area is set out in the [Examinations and Assessment Framework](#).

The Proctors consider applications under Part 14 for all award-bearing courses, except for courses in the Department for Continuing Education (ODCE) which processes extension applications for its students. Process information is provided on the [Continuing Education website](#).

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Extensions

When can I apply for an extension?

You can request an extension up to **4 weeks before and up to 14 calendar days after a deadline**. For applications only supported by self-certification, you can apply 2 weeks before and up to 24 hours after the deadline. Wherever possible, you should submit an extension request in good time before a deadline.

Applying before the deadline

Extensions under Part 14 are for **acute circumstances** – if you are unwell more than 4 weeks before the deadline, normally it would be expected that you should be able to 'catch up' and still be able to submit on time. If you get closer to the deadline and feel you will not be able to submit, you can request an extension at that point.

Applying after the deadline (up to 14 calendar days)

You should normally apply for an extension before the deadline. If this is not possible, you have 14 calendar days from your original deadline in which to make a request, including providing the required evidence.

You may have already submitted your work – always submit as soon as possible if you are finished – or you may request further time.

If you don't submit by the deadline, you will usually receive an email reminder. This is a courtesy; it is your responsibility to know your own deadlines and to take action if you aren't going to be able to submit on time.

The Proctors cannot consider extension requests submitted more than 14 calendar days after the submission deadline.

The Proctors cannot consider extension requests once the assessment has been submitted. However, they can consider requests for a waiver of the late submission penalty up to 14 days after the deadline.

After 14 calendar days

If you have evidence that you were prevented from making an application within 14 calendar days of the deadline, you may be able to apply to Education Committee, via your college or department, to dispense you from the application deadline. A separate decision would then be made on your original extension application.

Applications made more than 14 calendar days after the deadline are granted on an exceptional basis and will only be considered where there are circumstances out of your control which meant you could not apply earlier (e.g., hospitalisation, delay in your college submitting your application). A delay in seeking or receiving medical evidence is not sufficient reason for making a late application.

An application cannot be made after you have received your results.

How long an extension can I ask for?

The amount of time you should ask for must relate to the study time you have lost through 'illness or other urgent cause' and must be supported by the evidence you can provide. You will only be granted the amount of time lost, not the time you would necessarily like to be able to complete the work. The maximum total length of extensions that can be granted for the same piece of work is 12 weeks.

You can request up to 12 weeks in a single application, or the total limit will also apply to multiple sequential applications (e.g., initially requesting 4 weeks, then requesting a further 4 weeks, etc.).

Multiple applications can be made on the same underlying grounds (i.e., the same medical condition), but further evidence must be provided on each occasion to explain why more time is needed. An additional request for extra time **cannot** be granted on the same medical evidence provided for the original extension.

How do I apply for an extension?

Applications on the basis of self-certification can be made through [Student Self-Service](#). Applications that are supported by evidence should be submitted through your college (or your department if you don't have a college). Students based in OUDCE should apply through the [OUDCE extension request system](#).

What happens if my extension request is turned down?

If your extension request is rejected, you should submit your work by the original deadline. If the work is submitted after the deadline, you will be subject to a late penalty – the details of penalties can be found in the examination conventions for your programme.

If you submit the work more than 14 calendar days after the deadline, you will receive a fail (mark of 0) for non-submission of work.

If your extension request is rejected, you may [appeal](#) the decision. However, appeals can only be considered on a limited number of grounds and you will need to explain how you meet the grounds. Appeals must be made within 14 calendar days of the Proctors' decision.

My application for an extension was rejected but I now have further evidence – can I apply again?

You must ensure that all relevant evidence is provided with your original application. If a request has been rejected, you cannot submit further evidence asking for the same period of extension.

You may [appeal](#) the decision of the Proctors and provide the new evidence, but you must also provide a reason as to why the evidence could not have been provided in the original application. Appeals must be made within 14 calendar days of the Proctors' decision.

I have already been granted an extension for a piece of coursework – can I apply for a further extension?

Provided that the total length of the extension would not exceed 12 weeks, you can apply for a further extension for the same piece of work. You must provide further evidence as to why you need more time - even if the underlying grounds are the same.

Can I apply for a self-certified request if I've already been granted an extension supported by evidence?

Self-certification is permissible, provided that the total length of the extension would not exceed 12 weeks and you haven't already exceeded the maximum number of self-certification requests. However, this cannot be managed through Student Self-Service. Instead, the application must be made via your college. You will need to provide your college with a personal statement stating the reason for the request, which your college will submit as evidence.

I need an extension longer than 12 weeks – what can I do?

Applications for extensions longer than 12 weeks cannot be considered under Part 14 as it only covers acute circumstances. If you feel that you need longer than a 12-week extension, it may be that other options are more appropriate such as:

- submitting the work that you have completed with a mitigating circumstances notice (MCE) to explain why it is incomplete
- suspension (if you are currently unable to study)
- withdrawal (if it is unclear whether you will be well enough to return to study or if you have reached the end of your course).

You should discuss with your college or department, so that you can work out which option may be most appropriate for your situation. Remember that your deadline stands unless other arrangements have been made, so talk to your college or department as soon as you realise that you aren't going to be able to submit.

I need an extension or other adjustment, but I don't think my circumstances would fall under Part 14 – what should I do?

Extensions are designed to make up for short periods of lost time due to acute circumstances. Students with disabilities, chronic ill health or complex personal circumstances may require more substantial changes to teaching and assessment than can be accommodated through Part 14. These might include adjustments to your pace of study, personalised deadlines or undertaking assessment in a different format.

In the first instance, you should discuss your circumstances with your college or department. If required, the college or department can then submit a request to Education Committee for adjustments to your course.

The earlier you can have these conversations, the better we will be able to put in arrangements that support you to succeed on your course.

If you have a disability or chronic condition you can still request extensions via the Proctors in relation to acute situations that could affect any student (e.g., acute illness, bereavement etc.). You can also request an extension (up to 14 calendar days) if you experience an

exacerbation of a disability or chronic condition and this is provided for in your Student Support Plan or you can provide medical evidence of a flare up.

What if I need an extension for a group assignment?

If you or a member of your group need an extension for a group assignment, then the person with the acute circumstances needs to apply and provide evidence for an extension. The extension will then apply for all members of the group. If the extension is not granted, and the work is submitted late, the late penalty will also apply to all members of the group. Where the completion of the assignment has been affected by ill health or complex personal circumstances of a single member, the mitigating circumstances process should be followed.

I have been granted an extension – when can I expect to receive my results?

Extensions are granted based on need. This may mean that your results cannot be considered at the final exam board and therefore there may be a delay in the publication of results. Exactly what this delay is will depend on the exam board – boards may be able to consider late results by correspondence, or they may decide to review the results at their next meeting. This may also have an impact on the timing of your graduation, particularly if you receive an extension for your final piece of assessment. Your department should be able to provide you with more information as to when you may receive your results.

Is there a fee for submitting late?

The late presentation fee was abolished from Michaelmas term 2020. You may be subject to an academic penalty for late submission, as per the examination conventions for your course, but there will not be a financial penalty.

Excusal from examinations

I know that I can't attend my exam, when can I apply for excusal?

If you can't attend an exam due to 'illness or other urgent cause that is unforeseeable, unavoidable and/or insurmountable' you may apply for excusal from an examination up to **4 weeks before**. You should also discuss with your college or department the impact of missing an exam and when you might be able to take the outstanding assessment.

I didn't attend my exam, what can I do?

If you were prevented from attending an exam due to 'illness or other urgent cause that is unforeseeable, unavoidable and/or insurmountable' you may apply for excusal from an examination up to **14 calendar days after the exam**. You should also discuss with your college or department the impact of missing an exam and when you might be able to take the outstanding assessment.

I've been excused from an exam – what happens now?

If the Proctors excuse you from an exam or exams, then the exam board will decide whether you need to take the paper at a later date or whether they are willing to classify you based on your other results. Your department will inform you when you will be expected to take the exam as your first attempt – normally this will be either during a resit period or at the next normal opportunity.

I attended part of a written exam but was unwell and left early – can I apply for excusal?

No - applications for excusal cannot be considered if you attended any part of the examination or if you downloaded an exam paper. You should submit a Mitigating Circumstances Notice to the Examiners (MCE) to inform them of your circumstances – see ['Problems with completing your assessment'](#) for further information.

My revision has been severely affected by illness/complex circumstances – can I apply for excusal from an exam?

No - in these cases you should take the exam as scheduled and submit an Mitigating Circumstances Notice to the Examiners (MCE) to have the impact of your circumstances on your performance taken into account (see ['Problems with completing your assessment'](#) for further information).

Withdrawal and resubmission of work

I have realised that I submitted a draft instead of the final version – can I resubmit the correct version?

Before the deadline

It is your responsibility to submit the correct document/file. However, you may withdraw and resubmit work on one occasion before the submission deadline. You should send your replacement to your course administrator. This process should not be used to correct incidental errors e.g., typos, a missing reference, formatting etc.

After the deadline

You have up to 30 minutes after the deadline to review the work that you have submitted. If you have made a substantive error (e.g., wrong file, earlier draft, missing bibliography) you can send a replacement to your course administrator. This process should not be used to correct incidental errors e.g., typos, a missing reference, formatting etc.

Files received from 30 minutes onwards will not be accepted under any circumstances.

I have realised that I submitted work to the incorrect location – what should I do?

It is your responsibility to ensure that you know where you should submit work. If you realise, or are made aware, that you have submitted to the wrong location, it is your responsibility to forward the submission to the correct location. If this is after the deadline, it may result in you being given a penalty for late submission by the exam board.

If there is legitimate confusion over submission location due to an error, such as contradictory information in regulations and handbooks, this should be dealt with as a dispensation from the regulations granted by Education Committee (not by the Proctors). You should discuss with your college or department, who will be able to apply on your behalf.

Evidence to support your request

All applications under Part 14 must be submitted with appropriate supporting evidence to show that your circumstances fall under the definition of 'illness or other urgent cause that is unforeseeable, unavoidable and/or insurmountable'.

Supporting evidence must

- give a clear indication of the time period (including dates) during which you were impacted by the circumstances
- be dated
- provided in English.

If you cannot provide the evidence in English, then please provide the original and a translation. You may be asked for an official translation.

Acute illness, injury, or exacerbation of a chronic condition

'Acute illness' is a term that can cover a very wide range of severity of situations, including what might be considered a 'minor illness'. Applications under Part 14 will only be considered in relation to an acute, debilitating illness that would reasonably be considered to necessitate an absence from work for an employed person.

All applications relating to acute illness, injury or exacerbation of a chronic condition require medical evidence.

What kind of medical evidence do I need?

The University uses the same [standard for medical evidence](#) in all its processes. You need to make sure any medical evidence you supply with your application meets these requirements.

Where you have a disability or chronic illnesses, and your Student Support Plan (SSP) includes a recommendation that you may require extensions due to an exacerbation of your condition, your SSP can be used as evidence for extensions of up to 14 calendar days. Repeat applications for the same submission or applications for longer than 14 calendar days will require further medical evidence.

In what circumstances can I self-certify?

You can self-certify for an extension (not for exam excusal) in limited circumstances.

- You may use the online self-certification form if you, or a dependant for whom you have primary caring responsibilities currently have either a short-term acute illness (e.g., migraines, cold, fever, flu, Covid-19, mumps, tonsillitis, food poisoning etc.), or are currently experiencing an exacerbation of a chronic condition or a disability.
- You may request no more than **two extensions in the same course year** using the self-certification form.
- You may only apply for one self-certification extension for any single assessment. One self-certification application can cover multiple submissions when the deadlines fall in the same calendar week.

- You must submit your request no earlier than two weeks before the submission deadline and no more than 24 hours after the submission deadline.
- Self-certification extensions are limited to 7 calendar days (one week) per assessment.
- You may self-certify for an extension for a specific assessment you have already received an extension for, provided that the extension was not granted on the basis of self-certification and provided that the total length of the extension would not exceed 12 weeks and provided that the other restrictions around self-certification are met. However, this type of application cannot be managed through Student Self-Service. Instead, the application must be made via your college (or department if you do not have a college). You will need to provide your college with a personal statement stating the reason for the request, which your college will submit as part of the application.
- Students with disabilities or chronic illnesses can self-certify for an extension if they experience an exacerbation of their condition where this has been recommended in their Student Support Plan (SSP). You can make an application for up to 7 calendar days through Student Self-Service. Applications for up to 14 calendar days should be made through your college. Repeat applications for the same submission or applications for longer than 14 calendar days will require further medical evidence in addition to the SSP.
- If your request does not meet the above criteria, please contact your college or department (if you do not have a college) if you still wish to make a request for an extension. You will need to provide evidence so that your college or department can apply on your behalf.

I have a scheduled hospital appointment on the day of an exam – what evidence do I need to provide for excusal?

The details of the appointment would need to be provided, and it would be necessary to show that it would not be possible or reasonable for the appointment to be rearranged. This may include where you have been waiting for an appointment for a long period – whilst it may be technically possible to rearrange the appointment, it would not be considered reasonable to make you rearrange if the next appointment available would cause a delay.

What is an 'urgent cause'?

Bereavement

Normally extensions of up to two weeks can be granted based on the death of a family member or close relative. You should provide a supporting statement explaining your relationship to the deceased and the impact of the bereavement on your ability to complete the assignment or attend the examination. This can be supported by additional evidence such as a death certificate, an order of service, a published obituary, or a statement from an independent person. If the funeral took place abroad, evidence of travel arrangements can be provided.

If you require an extension longer than 2 weeks due to the wider impact of a bereavement, such as losing time due to ongoing responsibilities for the deceased's estates, then an application should include a statement from an appropriate independent person (such as a solicitor), in addition to the above evidence.

If your ability to work has been affected by ongoing grief or if the bereavement has had a detrimental impact on your mental health, a longer extension can be requested but must be supported by a medical certificate or statement from an independent person.

Maternity, paternity, or adoption leave

Many students choose to suspend for reasons of maternity, paternity, or adoption.

There are instances when it may be appropriate for you to stay on course rather than take a period of maternity leave through suspension. In such cases, you may apply for an extension (for a period up to six weeks) or an exam excusal by applying using a birth certificate, evidence from a doctor or midwife, or evidence showing the period of maternity. Further evidence of ongoing ill health or impact would need to be provided for extensions beyond six weeks.

Applications for pregnancy-related illness require medical evidence as for any other acute illness.

Students can also apply for extensions due to paternity or adoption leave using a birth certificate, evidence from a doctor or midwife or evidence showing the period of paternity or adoption leave.

Work commitments

Full-time students cannot request extensions or excusal on the grounds of work-related commitments. This includes volunteering, internships, and interviews.

Part-time students may apply for extensions or excusal only if related to exceptional, unexpected, and time-limited additional commitments (i.e., up to 12 weeks). Part-time students are expected to balance their work and studies. Evidence should be provided in support of the application by your line manager. If you are self-employed or otherwise do not have a line manager (e.g., CEO) you should provide a statement explaining the circumstances and any relevant evidence which is available, for example, contractual agreements or other such documents. For students in military service changes in deployment would only be considered a reason for an extension or excusal where it's time limited.

Impacted by crime

Applications should be supported by independent evidence of the crime (e.g., a police report, insurance letter etc.) and a statement explaining the impact of the crime on your ability to work/attend an examination. If relevant, medical evidence can be provided to support this.

Jury service or a requirement to participate in legal proceedings

Applications should be supported by appropriate evidence such as a jury service letter, a letter from the court or a letter from your solicitor. All evidence should include the dates of the relevant legal proceedings.

Religious observance

As the date of a religious observance is known in advance it is not covered by Part 14. There are other mechanisms through which students can ask in advance for adjustments to assessment to accommodate religious observance (such as the exam adjustment process or dispensations).

However, if religious observance causes or is related to illness or other urgent cause, an application to the Proctors may be appropriate. For example, if you were fasting due to religious observance and this causes you to become unwell, you may be able to apply to the Proctors with the appropriate medical evidence.

Significant adverse personal or family circumstances

Significant adverse personal or family circumstances may impact your ability to undertake assessment and in cases where the circumstances are exceptional, unexpected, and time-limited you may be able to apply for an extension or to be excused from attending an exam.

You should provide a statement describing the impact of the circumstance on your ability to work/attend the exam. It is appreciated that in some cases providing evidence may be difficult, but you should supply any evidence you have available, and can include a statement from an appropriate independent person. This could include a solicitor, chaplain or similar, therapist or counsellor, family member's doctor, supervisor, senior tutor, but should not include family members or friends.

Exam adjustments not able to be put in place

Where your college has applied for exam adjustments (e.g. use of a PC, extra writing time) to be put in place – either on the basis of a Student Support Plan or due to acute illness or injury – but it is too late for those adjustments to be put in place, this is a valid reason to apply for an exam excusal, so you can take the exam at a later date with adjustments in place.

Academic or administrative difficulties outside of your control

There are some circumstances in which academic or administrative difficulties may be considered adequate grounds for an extension. This could be issues with supervision (although this would have to be significant issues), delays in processing CUREC applications, or delays affecting your ability to conduct experiments or acquire data. Such applications would need to show that the circumstances were out of your control e.g., CUREC application submitted in a timely manner, and should be supported by a statement from your Director of Graduate Studies or equivalent.

Administrative or technical difficulties in relation to submitting work electronically are not considered valid grounds for extensions or excusals. This is because you are expected to anticipate potential last minute technical issues, and therefore not leave submission until very close to the deadline. Only if a University system failed could an application be considered.

What circumstances are not considered valid grounds for applications under Part 14?

- Delays in postage of submitted work or reliance on third parties to deliver submitted work. You should ensure plenty of time to submit work by the deadline.
- Difficulties experienced submitting work electronically including, but not limited to: failure of hardware, failure of internet connection, failure of software, and lost or stolen files. You should ensure plenty of time to submit your work by the deadline and ensure you have backed up your work, including both physical backups and online.
- Social obligations and similar avoidable/adjustable events, foreseeable or routine commitments. This may include, but is not limited to: holidays, weddings, parties, routine medical appointments, moving house, changing job.
- Other commitments including: normal work commitments, voluntary commitments, extracurricular activities, regular caring commitments, job interviews, internships, sporting commitments etc.
- Failed travel arrangements or inadequate travel planning (including leaving insufficient time to apply for a visa).
- Financial difficulties.
- Long-term ill health or disability which has not been subject to exacerbation (see the [Exams and Assessment Framework](#) Annex F: Major adjustments to course and assessment requirements for more information on the appropriate route to follow for students requiring adjustments on these grounds).
- Poor planning or time management, clustered deadlines (including due to previous extensions), misreading of the examination timetable (including misunderstanding of time zones), misreading assessment requirements or location of submission.
- Failure to familiarise yourself with the course information (Examination Regulations, examination conventions, course handbook) or other key information such as the Student Handbook.

I've submitted my online exam response late and been asked to make an application, what evidence do I need to provide?

For online exams that involve 'Typed answers with supplementary uploads' or 'Uploaded answers only' and for which you have submitted late. You may have been asked to make an application to the Proctors to have your exam response accepted.

The nature of online exams means that only a limited set of acute situations will prevent a student submitting an exam response on time by interfering with the upload process at or towards the end of the exam duration; therefore, a much narrower definition of 'illness or other urgent cause that is unforeseeable, unavoidable and/or insurmountable' is applied.

- For a sudden and debilitating illness at or towards the end of the exam duration (e.g., panic attack, seizure etc.) that would have caused a student to leave an in-person exam, a report of an independent party (e.g., member of college or department staff) at the time of or very shortly after the incident can support an application due to acute illness.
- For sudden disruption (e.g., fire alarm, acute illness of family member/friend requiring medical attention), a statement from an independent party/witness.
- For University IT system failure at or towards the end of the exam duration, an IT ticket acknowledgment email or other officially generated evidence.
- For failure of wi-fi or internet service provision at or towards the end of the exam duration, evidence of an official service down notification or similar independent evidence.
- For failure of laptop or PC at or towards the end of the exam duration, a statement from an independent party (e.g., a member of college or department staff from whom they sought help).

In all circumstances given above and for any not listed the circumstances must be 'unforeseeable, unavoidable and/or insurmountable'.

The following are not considered valid reasons for applications under Part 14 in relation to the late submissions of online exam responses as they do not meet the definition of 'illness or other urgent cause that is unforeseeable, unavoidable and/or insurmountable':

- Difficulties in compiling or formatting documents for upload
- Failure to leave enough time to complete formatting and uploading within the exam duration.
- Illness or other urgent cause that is not acute to the timing of the end of the exam duration.
- Disability or long-term health conditions
- Laptop or PC failure due to computer updates, failure to ensure power supply etc.

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