



Extenuating Circumstances Policy

Introduction

This policy describes how Matrix College (Matrix) considers extenuating circumstances claims.

This policy applies to students studying on the BSc (Hons) programme and is designed to ensure that students are treated in a fair manner.

1. Extenuating Circumstances

All students have a responsibility to manage their learning during their training and will be required to submit a range of assessments.

Assessed coursework is an integral and important part of the course and you are expected to organise your time to enable you to complete it and hand it in by the deadline. The deadlines are given at the start of the course in the Assignment Handbook so you have plenty of time to plan.

However, we do recognise that from time-to-time students will encounter exceptional circumstances that prevent them, through no fault of their own, from submitting work or being assessed according to the published schedule or, in very rare cases, requesting further assessment.

We encourage students with mitigating circumstances to inform their Programme Lead at the earliest opportunity to discuss the situation.

Extensions for the submission of assignments are only given in exceptional circumstances. Failure to submit a piece of work without negotiating an extension will result in a fail grade. Extensions for journal submissions are not granted (see below).

2. Missing a Deadline

If you fail to submit your written work by the specified deadline, and you have not applied for an extension (see below), you have up to 5 calendar days after the original deadline to make the submission. However, your grade for this piece of work will be capped at a minimum Pass (16). ***This will negatively affect the overall classification of your degree award.***

If you fail to submit within this 5-day window, you will be given an automatic 'fail' grade and be required to re-submit (also with a capped grade) within two weeks. If the written work is not submitted within the two weeks the work cannot be assessed, therefore the module will be failed. You may have the opportunity to re-take the module by taking the Part-time Pathway in the following academic year, or by repeating the year (with full attendance and payment of the relevant tuition fees).

3. Requesting an extension

Extensions may be requested for:

- Essay submission
- Diploma case study submission
- Final BSc case study submission

Please note there are no extensions to a journal submission as this is an ongoing piece of work. If you (because of exceptional circumstances) need to submit your journal in an alternative form please negotiate this with your Programme Lead

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Extensions for the submission of assignments are only given in exceptional circumstances and may be requested for:

- Essay submission
- Diploma case study submission
- Final BSc case study submission

Please note there are no extensions to a journal submission as this is an ongoing piece of work. If you (because of exceptional circumstances) need to submit your journal in an alternative form please negotiate this with your Programme Lead

If you wish to be considered for an essay extension you must submit an extension form (available from your Programme Lead) to the Principal. Unless there are very exceptional circumstances this should be at least one week in advance of the deadline. You will need to discuss your reasons in a personal telephone call with the Principal, then the Principal and the Programme Leads team will consider your request and the Principal will formally inform you in writing of the decision.

You may request a:

One week extension – you may be granted up to seven days' extension for **unforeseen** circumstances such as a minor illness, unusual work circumstances or problems with your computer.

Two week extension – you may be granted up to fourteen days' extension for **unforeseen** circumstances such as illness, or an unforeseen life event.

One-month extension – you may be granted up to a one-month extension for such things as a major illness, major life event or serious emotional circumstances. Where a one-month extension is requested, supporting evidence (in the form of a medical certificate, a personal statement or letter from a counsellor etc.) will be required.

Extension dates for journal submissions are not granted.

Diploma and BSc case study submission

You may request a up to a one-month extension for such things as a major illness, major life event or serious emotional circumstances. Where a one-month extension is requested, supporting evidence (in the form of a medical certificate, a personal statement or letter from a counsellor etc.) will be required.

You must submit an extension form (available from the Principal) stating the reasons for an extension. This must be sent in advance of the deadline. Unless there are very exceptional circumstances this should be at least one week in advance of the deadline. The Principal and the Programme Leads team will consider your request. The Principal will formally inform you in writing of the decision.

4. Failure to complete within one year of completing the course

It is an expectation that all students complete within one year of finishing the course.

Any student who has not completed their final viva assessment within a year of finishing the course must request extra time (up to a year) to complete by completing an **extenuating circumstances form** (available from the Principal). Extensions are **only** granted for such things as a major illness, major life event, serious emotional circumstances, or failure to reach the required clinical hours (for which a solid reason must be given).

Very Exceptional Circumstances

In very exceptional circumstances such as a very major illness or maternity leave there may be a possibility of an extension each year, up to three years maximum (making this six years from the start of the course). Please note this includes the extra year detailed in the paragraph above. In each requested year a valid reason for being considered for extenuating circumstances must be given as it is expected that all students complete within a year of finishing the course. Extensions after one additional year are decided in discussion with Middlesex University and are only given in very exceptional circumstances.

Reviewed: August 2025
Next Review: August 2026