



ICE MITIGATING CIRCUMSTANCES PROCEDURE

From time-to-time, you may encounter difficulties that affect your studies. These may be relatively minor and short-term, or they may be more substantial. In these cases, we strongly recommend that you contact your Academic Centre Administrator to discuss all the options open to you.

The mitigating circumstances process is intended to help those facing severe and/or unexpected difficulties. Examples of situations that might lead to an application for mitigating circumstances may include:

- Significant physical or psychological illness;
- Severe personal difficulties;
- Serious illness or death of a member of your immediate family (or someone you are a carer for);
- Sudden deterioration in a long-standing medical condition or disability;
- Being the victim of a serious crime;
- Legal proceedings requiring attendance at court (e.g. as a witness or juror);
- Unexpected adoption or fostering issues;
- Redundancy;
- Unexpectedly heavy work demands over an extended period;
- Difficulties due to Covid-19.

The following reasons would not normally be accepted as mitigating circumstances:

- Failure to read the examination timetable or course work deadline properly;
- Normal pressure of work;
- Technical, software, hardware, network or internet problems;
- Minor illness;
- Religious festivals;
- Disruptions which can be anticipated (e.g. moving house, holidays);
- Over-commitment of studies (e.g. studying numerous courses at the same time).

If you encounter severe and/or unexpected difficulties that substantially affect your achievement (and you can provide direct evidence of this), result in late submission or cause you to miss classes, you should complete a [Mitigating Circumstances Form](#). If you require the form in a different format please contact the Quality Governance team at qa@ice.cam.ac.uk.

Should you wish to discuss your claim with someone other than your tutor or the programme team you may contact the [Assistant Director of Academic Centres: Student Experience](#) who will be able to offer you pastoral support and guidance.

Regardless of the nature of your mitigating circumstances claim, you will normally be asked to provide documentary evidence to support your request. The exact evidence will depend on the nature of the claim. Examples of evidence that may be relevant to your application include, but are not limited to:

- A medical letter from your GP
- A copy of a death certificate
- Crime reference numbers



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- A letter from your employer
- Flight/travel details
- Legal documents

Any evidence provided must be time-relevant to the period you are making a claim for. If you submit a mitigating circumstances claim for each unit you have studied, **you will be asked to provide evidence which covers each unit.**

The form and all supporting evidence will be treated confidentially within ICE and will be viewed only by those necessary for the process of considering the request and to support you.

You should complete a Mitigating Circumstances Form as soon as you can for each unit where your work or performance has been affected adversely by significant events.

The Mitigating Circumstances Committee **usually meets 2-4 weeks after the form submission deadline.** The Committee makes decisions based on the information given on your form, so please provide as much detail as possible. If you wish to submit further information or evidence after you have submitted your form please contact the [Quality Governance Manager](#).

The Committee may:

- cancel some or all late submission penalties;
- recommend that the student is permitted to re-write and resubmit the assignment (with no late submission penalty);
- recommend that the student is permitted to submit a missed assignment (with no late submission penalty);
- recommend no action.

The Committee does not alter individual assignment marks.

If the Committee approves your mitigating circumstance request and allows you to submit new or resubmitted work, you will be advised of the new submission deadline by your Academic Centre Coordinator. The new deadline will normally be four weeks from being notified of the decision.

Review Stage:

Following the Mitigating Circumstances Committee's decision, if you remain dissatisfied with the outcome, you may request a review by contacting the [Quality Governance Manager](#) within 14 calendar days of receiving the decision. The Quality Governance Manager will allocate an independent ICE Reviewer to consider the case.

The review will not usually consider issues afresh or involve a further investigation. The procedure allows for a decision to be reviewed on the following grounds:

1. Procedural irregularities that occurred during the decision-making process, which were material or potentially material to the decision reached; and/or



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2. The decision is unreasonable, in that no reasonable person could have reached the same decision on the available evidence; and/or
3. The availability of new evidence, which materially impacts the outcome and which, for valid reasons, could not have been submitted at an earlier stage.

The Reviewer will convey the outcome to you in writing within 14 calendar days of receiving the request, unless stated otherwise.

If you remain dissatisfied following completion of the review stage, and after receipt of a completion of procedures letter, you may refer the matter to the [Office of the Independent Adjudicator](#).