

## SECTION 13 – TABLE SUMMARY of MITIGATING POSTPONEMENTS

	No	Type	Description of grounds	Criteria & Proof required	Special terms and outcomes
Medical	NCP01	<b>Medical Postponement</b>	<ul style="list-style-type: none"> <li>A student cannot sit the final exam for personal medical reasons, i.e. their illness or injury.</li> <li>Minor illnesses such as colds, sore throats, headaches, digestive problems etc., would not normally be acceptable.</li> <li>Must be relating to the student themselves – not a family member</li> </ul>	<ul style="list-style-type: none"> <li>Doctor's certificate (relating to the date of the final exam)</li> <li>Medical circumstances that do not relate directly to the assessment date in question or cannot be attributed to affecting the assessment will not be considered – i.e.                             <ul style="list-style-type: none"> <li>A statutory sick pay certificate</li> <li>Minor illnesses that could be treated with over the counter remedies (e.g. colds, coughs, sore throats etc.)</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>The application must be received 48 hours after the exam date</li> </ul>
Medical	NCP02	<b>Mitigating - Pregnancy</b>	<ul style="list-style-type: none"> <li>Pregnancy-related illness</li> </ul>	<ul style="list-style-type: none"> <li>The requirements for illness, hospitalisation etc., should be followed if there is a specific incident during pregnancy.</li> </ul>	n/a
Medical	NCP03	<b>Mitigating - Serious Illness or Medical Condition</b>	<ul style="list-style-type: none"> <li>Long-standing Medical Condition</li> <li>A confirmed Disability</li> <li>Hospitalisation</li> </ul>	<ul style="list-style-type: none"> <li>Confirmation of the illness, the impact the illness has had on the affected assessment(s) and the dates concerned.</li> <li>There should be a confirmed diagnosis by a registered doctor specifying the nature of the illness. If currently undergoing assessment and no diagnosis has been reached, then documentation by a registered doctor specifying symptoms will be considered.</li> </ul>	
Online Exam	NCP10	<b>Unsuccessful Online Exam - Exam Room Access Denied</b>	<ul style="list-style-type: none"> <li>A student is unable to access the online exam room as they have not fully completed all the required steps in their PoE by the due date of <b>48 hours before the exam</b> to be fully prepared for the online exam</li> </ul>	<ul style="list-style-type: none"> <li>Student must demonstrate that there were extreme circumstances beyond their control that prevented them from completing their PoE and pre-checks.</li> <li>Failure to complete the PoE or have the required resources, does not qualify.</li> </ul>	
Online Exam	NCP11	<b>Unsuccessful Online exam - Load shedding or Power Failure</b>	<ul style="list-style-type: none"> <li>If a student experiences scheduled load shedding or an unexpected power failure during the exam and cannot enter the exam.</li> </ul>	<ul style="list-style-type: none"> <li>Load shedding schedule indicating that load shedding occurred during the exam.</li> <li>Independent confirmation of power failure indicating power outage during the exam.</li> </ul>	<ul style="list-style-type: none"> <li>If approved, students will automatically be postponed to the next available exam.</li> </ul>

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			<ul style="list-style-type: none"> <li>Students must have contacted the ICB immediately after power is restored to request assistance and additional time if applicable.</li> <li>Students will be granted additional time during the exam session at the ICB's discretion to complete the exam where possible. If this were deemed sufficient to complete the exam – any postponement request would be declined.</li> </ul>	<ul style="list-style-type: none"> <li>Ticket/chat logged with the ICB during the exam period immediately after power was restored to request assistance.</li> <li>The Academic Board will review only issues outside of the student's control.</li> </ul>	<ul style="list-style-type: none"> <li>If the student declined and did not start the exam, the student will be marked as absent and will be required to enter for a new exam and pay the fee for first-time entry again.</li> <li>If the student declined and did start yet is unable to complete the full exam - the incomplete attempt will be sent for marking.</li> </ul>
Online Exam	NCP12	<b>Unsuccessful Online exam - Poor Line Connectivity</b>	<ul style="list-style-type: none"> <li>The student is unable to start or complete the exam due to poor network connectivity. If the student was using a "fixed line" connection for the exam, contacted the ICB for assistance and provided proof of connection and network speed during the exam.</li> </ul>	<ul style="list-style-type: none"> <li>Proof of attempt during the exam (i.e. Ticket/chat logged with the ICB during the exam session)</li> <li>Proof of connection type and speed test received during the exam</li> <li>Student accurately completed the pre-exam technical checks with the same resources</li> <li>Proof that student was using a fixed-line connection (i.e. not Wi-Fi or hotspot or data etc.)</li> </ul>	<ul style="list-style-type: none"> <li>If approved, students will automatically be postponed to the next available exam.</li> <li>If declined, students who could not complete the full exam will have their incomplete attempt sent for marking.</li> </ul>
Online Exam	NCP13	<b>Unsuccessful Online exam - unexpected internet interruption</b>	<ul style="list-style-type: none"> <li>Unexpected internet interruption - If a student experiences an internet failure through their internet service provider during the exam and cannot complete the exam.</li> <li>Students will be granted additional time during the exam session at the ICB's discretion to complete the exam where possible. If this were deemed sufficient to complete the exam – any postponement request would be declined.</li> </ul>	<ul style="list-style-type: none"> <li>Independent confirmation from the internet service provider indicating that their service was down during the exam.</li> <li>Ticket/chat logged with the ICB during the exam period immediately after connectivity is restored if during the exam.</li> <li>Proof that student was using a fixed-line connection (i.e. not Wi-Fi or hotspot or data etc.)</li> </ul>	<ul style="list-style-type: none"> <li>If approved, students will automatically be postponed to the next available exam.</li> <li>If the student declined and did not start the exam, the student will be marked as absent and will be required to enter for a new exam and pay the fee for first-time entry again</li> <li>If the student declined and did start yet is unable to complete the full exam - the incomplete attempt will be sent for marking.</li> </ul>

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Other	NCP20	<b>Mitigating – Victim of crime</b>	<ul style="list-style-type: none"> <li>If the student has been involved in a crime incident, that has affected their ability to write the final exam.</li> </ul>	<ul style="list-style-type: none"> <li>Police report (including a crime reference number).</li> <li>If the incident has resulted in the student seeking medical attention, then the requirements for illness should be followed.</li> </ul>	n/a
Other	NCP21	<b>Mitigating - Transport Accident</b>	<ul style="list-style-type: none"> <li>If the student has been involved in a transport incident, either as a passenger or driver.</li> <li>The student's responsibility is to arrive at the assessment on time, irrespective of the form of transport used or relied upon.</li> <li>This criteria applies to specific accidents only and not any other transport delays</li> </ul>	<ul style="list-style-type: none"> <li>Evidence must be provided detailing the time and place that the incident occurred, including:                             <ul style="list-style-type: none"> <li>A police report (including a crime reference number)</li> <li>Insurance reference number/record of the event.</li> </ul> </li> </ul>	n/a
Other	NCP22	<b>Mitigating - Legal commitment</b>	<ul style="list-style-type: none"> <li>Legal proceedings requiring attendance at court as a witness</li> </ul>	<ul style="list-style-type: none"> <li>Documentary evidence from the court or a lawyer/advocate including the dates of the legal proceedings and the requirement for the student to attend.</li> </ul>	
Other	NCP25	<b>Mitigating – Personal Circumstances - Death or serious illness of immediate family</b>	<ul style="list-style-type: none"> <li>Where a student's immediate family member has a serious illness, independent confirmation of both the illness and how the illness affected the student's assessment(s) should be provided.</li> <li>Other relationships may be considered subject to there being sufficient evidence of the closeness and impact.</li> </ul>	<ul style="list-style-type: none"> <li>A medical report from a qualified medical practitioner or a copy of a death certificate, coroner's report, a letter from a medical professional.</li> <li>Accompanied if necessary by formal documentation confirming relationship with deceased.</li> <li>A letter from a doctor or employer verifying the impact would be considered as independent confirmation.</li> <li>Whilst a death certificate is a sensitive and often difficult document to obtain, it is required to prevent fraudulent claims.</li> </ul>	

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Other	NCP26	<b>Mitigating - Personal circumstances</b>	<ul style="list-style-type: none"> <li>• Severe adverse personal/family difficulties                             <ul style="list-style-type: none"> <li>• This can include a whole range of issues, such as separation from spouse/partner, conflict with others, caring duties that couldn't be done by anyone else, etc.</li> <li>• Examination stress is a common experience and not normally considered a personal mitigating circumstance as some level of sleep disturbance or feeling nauseous can be usual</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Confirmation of the circumstances and/or independent confirmation (where appropriate) of the effect on the student sitting the assessment(s) and the dates concerned.</li> <li>• A letter from a doctor, employer, or counsellor verifying the impact would be considered independent confirmation.</li> </ul>	n/a
Other	NCP30	<b>Mitigating - Exam Centre Related</b>	<ul style="list-style-type: none"> <li>• If the student experienced disruption that caused a significant impact on the student's exam performance, such as:                             <ul style="list-style-type: none"> <li>• Significant noise.</li> <li>• Disruption during the examination.</li> <li>• Significant environmental impact, e.g. heating/lighting</li> <li>• Power outage</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• This must be reported to the invigilator before leaving the exam centre, and evidence of reporting must be included in your application. The invigilator will have an appropriate form.</li> </ul>	n/a