

PROVIDER NAME: CCT College Dublin (CCT)			
POLICY AREA: Standard 9: Learning Resource and Student Support			
Policy and Procedure Title:	<i>CCTP909: Personal Mitigating Circumstances Policy</i>	Policy Number: CCTP909	Version: 3.3
<p>Policy Statement</p> <p>CCT is a Higher Education institution providing academic programmes on a full and part time basis, many of which depend on progression of learners from stage to stage. Learners are expected to attend all classes for which they are enrolled. Regular class attendance and engagement is essential to successful academic achievement. Absences can only be excused in exceptional circumstances, for example illness and/or personal issues such as close family bereavement. Supporting evidence, certification, and/or documentation must be provided in each case, where the learner is absent from class, misses and assessment deadline or examination.</p> <p>The College recognises that there are instances where personal mitigating circumstances impact on a learner’s ability to attend class, complete an assessment or examination, their performance within an assessment or examination or their ability to continue with their studies for a period of time.</p> <p>It is the learner’s responsibility to ensure the College is notified of any circumstances that may impact their attendance or participation in programme activities. Failure to do so may impact on the enrolment status of the learner. Where circumstances are impacting on attendance or participation, learners are encouraged to discuss this with a member of staff.</p> <p>In the instance of a learner not wishing to disclose the personal or sensitive nature of the reason for their absence they are advised to discuss this with their healthcare practitioner to facilitate the provision of a medical certificate or letter that maintains their privacy but also satisfies College requirements.</p> <p>The Head of Student Services can assist learners in accessing general health practitioners and counselling services as may be required.</p> <p>CCT treats all personal and sensitive data confidentially and ensures it is stored securely. Medical certification will be retained until 2 weeks after the Examination Board appeal window closes to allow for the Board to consider any extenuating circumstances as may be necessary, and the student to lodge an appeal in respect of same. Documentation may be retained for a longer period in the case of an ongoing dispute but will also be destroyed 2 weeks post any final point of appeal.</p>			
<p>Definitions and Principles</p> <p>Personal Mitigating Circumstances are defined as those unexpected / unplanned situations which are unavoidable and impact on an individual’s ability to fulfil certain obligations or impacts on their performance.</p> <p>Deferral is an approved break in a programme of study.</p>			
<p>Staff Involved</p> <p>Dean of Academic Affairs, Dean of Faculty, QA Office, Faculty staff, Dean for Administration and Finance, Head of Student Services</p>			

<p>2.3 Where a period of absence includes submission dates for assessments or examination sittings a PMC application must be submitted to the QA Office with supporting documentation. Failure to submit or sit for assessment without approved PMCs will result in a mark of 0% and the attempt being recorded for the purpose of maximum number of assessment opportunities. Where PMCs are approved, the assessment will be deferred.</p>	<p>Learner, Faculty Office</p>	
<p>2.4 Where a learner misses an assessment or believes their performance in an assessment was impacted by personal mitigating circumstances, at the earliest opportunity, and not later than the first day returning to College after a period of absence, the learner must fill in the Personal Mitigating Circumstances Form, and submit it to the QA Office with supporting documentation attached (for example medical certification, or any supporting documentation addressing the reason for absence, pertaining to Sick Leave)</p>	<p>Learner / QA Office</p>	<p>Completed applications for PMC</p>
<p>2.5 The QA Office in conjunction with the Dean of Faculty will review the evidence and determine the extent of the impact and the implications of this for the learner. Evidence provided should not normally be post-dated and must clearly indicate the circumstances applied to the dates against which PMCs are being requested. The College can approve the application, reject the application, or request additional information.</p>	<p>Learner</p>	<p>- Records of applications from learners</p>
<p>2.6 The decision will be communicated to the learner, normally within 5 working days. Where PMCs are accepted, the alternative arrangements will also be notified. Where additional information is sought, the learner is required to provide this within 5 working days. Failure to do so, without explanation, will result in the application being considered withdrawn. The college may accept or reject the application on receipt of additional information.</p>	<p>QA Office / Dean of Faculty</p>	
<p>2.7 Where a PMC application is rejected, the learner must be notified of the reasons for this. A future application may be made.</p>		
<p>2.8 Where a learner has circumstances which prevent them continuing their studies or have prevented them from doing so unexpectedly, the PMC application will be considered with a view to granting a deferral.</p>		<p>Records of all correspondence</p>
<p>2.9 Approval of a PMC can result in:</p> <ul style="list-style-type: none"> ● Extension of submission date, without penalty ● Assessment attempt reinstated, and further assessment date agreed ● Alternative assessment arrangements agreed ● Accommodations approved to enable assessment completion ● The circumstances being brought to the attention of the Board of Examiners and the individual's performance being reviewed in the context of the PMC application being approved. ● Approval of a deferral period 		<p>, including decision outcomes</p>

2.10 In normal circumstances the learner will be required to complete an assessment.		Board of Examiners	Minutes of Board of Examiners
3. PMCs and Board of Examiner Decisions			
3.1 In circumstances where a learner completed an assessment but felt it was impacted by PMCs the Board of Examiners will review the case and determine evidence of impact. This can result in the Board of Examiners agreeing to change a mark or to retain the mark awarded.			
3.2 In exceptional circumstances, where a learner has not completed an assessment and will not be in a position to do so, the case will be brought to the attention of the Board of Examiners to determine appropriate actions. The Board of Examiners reserves the right to award a mark based on other work completed / submitted based on attainment of programme learning outcomes. In such case the agreement of the External Examiner is required. The Board may also decide to approve a deferral of assessment. Where a deferral is approved, normally all assessments are deferred.		Board of Examiners	
3.3 Where a PMC has not been applied for but a member of the Board of Examiners is aware of PMCs that apply to a learner, the details of the circumstances should be shared with the Chair who will determine if these can be accepted. It is expected that the claim can be substantiated. In such cases, where the Chair accepts the PMC, the decision-making available to the Board is as per all approved PMCs.			
3.4 Learners retain the right to appeal the decision of the Board of Examiners as per the Review, Recheck and Appeal Policy.			
3.5 When a deferral is offered, the learner is advised of the conditions of the deferral and is required to sign to confirm their understanding.			
Monitoring			
Monitor (Job Title)	Frequency	Monitoring Method(s)	
QA Office/ Dean of Faculty Academic Council Programme Leader	Ongoing reviews each semester As scheduled Annual review for full academic year	- Summary reports of PMC applications per programme / module - Board of Examiners Report - Review of PMC applications by programme and module and decisions reached by BOE	

POLICY CONTROL SHEET

Policy Title	PMC Policy
Responsible Officer(s)	Dean for Administration and Finance, Dean of Academic Affairs, Faculty Office, QA Office
Issuance Date	June 2025
Effective Date	June 2025
Last Review Date	Sept 2022
Supersedes	Version 3.2
Next Review Date	August 2024
Designated Reviewer(s)	QA Office Dean of Academic Affairs
Scope	Internal staff (full and part time); Learners

Revision History

Revision	Approval Date	Revision Description	Originator	Approved By
New Policy	March 2015	New QA system	Senior Management Team	Head of Academics, College Registrar
2.0	August 2017	Amendments to role titles and addition of greater clarification of expectations and compliance.	Senior Management Team	Academic Council
3.0	January 2018	Revised to remove overlap and confusion with attendance policy. Addition of diagram of process.	QA Committee	Academic Council
3.1	Sept 2019	Edited to reflect organisational change to structure and roles and the inclusion of Faculty Office in approval of PMC applications	SMT	Academic Council
3.2	September 2022	Revisions to reflect involvement of Dean of Faculty in PMC approval process. Clarification of the role of the Board of Examiners in respect of PMCs.	QA Office	Academic Council
3.3	June 2025	Minor updates for presentation purposes	Dean of Academic Affairs	Academic Council

References upon which the Policy section is based

CCT Policy area	Learning Resources and Student Support
Statutory & System Wide Basis	The Department of Justice & Equality, Irish Naturalisation and Immigration Service Requirements
Related CCT Policies / Forms	CCTF111 Personal Mitigating Circumstances Form CCTP902 – General Student Services, Pastoral, Disability and International Learner Support CCTP905 – Attendance, Punctuality and Leave Policy