

Brightlink E-learning

Brightlink is not an examination centre so special consideration and reasonable adjustment are not related to assessment. All assessment related appeals, applications and other correspondence will be strictly between the learner and the Awarding Organisation.

GUIDELINES FOR THE SUBMISSION OF INDIVIDUAL EXTENUATING CIRCUMSTANCES RELATING TO THE EXTENSION OF ACCESS TO MATERIALS

As described in the terms and conditions you have access to each unit you purchase for the relevant number of months from the date of purchase. When your subscription period is due to expire you will receive an e-mail offering you a pro rata extension period. The terms and conditions also state that no refund or discount, partial or otherwise will be given for any course materials or resources not utilised, however we do recognise that in some rare and extreme circumstances you may be unable to use your materials and wish to put a case for an extension of time to our extenuating circumstances committee.

What are Individual Extenuating Circumstances?

Unforeseen and unavoidable events outside the student's control, such as immobilising ill health, bereavement or other similarly serious events that would prevent you making use of the materials. Full evidence will be required for any claim for extension for extenuating circumstances and the panel will have full discretion in considering applications.

What circumstances are not considered acceptable basis for applications?

- Holidays (including honeymoons).
- Colds and other illnesses which are experienced as part of everyday life, as opposed to severe and incapacitating illness.
- Longstanding medical conditions or disability, unless the student experiences an especially severe episode of symptoms which are supported by a doctor's certificate.
- Competing demands between work, home and study or relationship problems.

How are applications submitted?

Learners have to complete the **Extenuating Circumstances Application Form** copies of which are available on request.

Learners who claim extenuating circumstances on the grounds of ill health must produce a doctor's certificate or other appropriate documentary evidence such as a letter on headed paper signed by a GP.

Learners who claim extenuating circumstances because of a bereavement may be asked to produce a copy of the relevant Death Certificate.

All applications for Extenuating Circumstances must be submitted during your subscription to the relevant unit/s.

