

# **Apprentice Extenuating Circumstances Process V 1 December 2025**

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## **Purpose**

The OR Society is committed to supporting apprentices and recognises that sometimes extenuating circumstances can impact the ability to meet deadlines for submission of evidence that supports assessment that are specified within an apprenticeship standard assessment plan.

This document sets out our approach to extenuating circumstances and supports the consistent and fair handling of submitted requests.

## **What are extenuating circumstances**

Extenuating circumstances are defined as short term circumstances outside an apprentices control that are significant and/or unexpected which affect their ability to submit evidence in support of assessment within the timeframes or deadlines specified in an assessment plan.

When extenuating circumstances occur, an apprentice may submit a request to the Society requesting an extension to the deadline date.

The aim of the process is to ensure that apprentices who have extenuating circumstances are not unfairly disadvantaged but also not advantaged over other apprentices.

Extenuating circumstances may include but are not limited to:

- A medical event such as an injury, illness or unplanned hospitalisation
- Victim of serious crime or serious incident
- death or serious illness of a family member or other person with whom an apprentice had a close relationship
- jury service (where a deferral has been declined)
- attendance at Court or a Tribunal as a witness or a defendant or plaintiff required to attend Court (this does not extend to attending court as part of the Viewing Gallery)

It must be noted that extenuating circumstances cannot be requested in relation to ad-hoc or preplanned holidays or unreported minor thefts (e.g. stolen phone or laptop).

## **How to submit an extenuating circumstance request**

An apprentice must complete an Extenuating Circumstances Request Form which can be downloaded from our website or requested from us by emailing [apprentices@theorsociety.com](mailto:apprentices@theorsociety.com)

The completed form along with supporting evidence must be submitted by email to [apprentices@theorsociety.com](mailto:apprentices@theorsociety.com)

Supporting evidence may include but is not limited to the below:

- a letter or a sick/fit note from a doctor or a discharge letter from a hospital
- When an apprentice has experienced a serious crime or incident, we recognise how challenging this can be. In such circumstances, we would hope that they have been able to speak with an appropriate professional for example, a police officer who can provide an incident report and crime reference number, or a doctor or

- counsellor who can offer a supporting statement about the event.
- Official correspondence from a court for example an email or letter confirming the court summons

We recognise that asking for evidence during a period of bereavement is inappropriate. As such, we do not request formal documentation for bereavement-related matters and will approach these situations with sensitivity and discretion.

### **Policy Review**

Ofqual may require the OR Society to change this policy at any time to ensure compliance with its requirements.

This policy is reviewed as part of the OR Society's continuous improvement monitoring through its annual self-assessment arrangements. It may be reviewed earlier should any feedback or concern be brought to the attention of the OR Society to ensure it remains fit for purpose and the process and its outcomes are deliverable.