



NCG Mitigation

STUDENT USER GUIDE



April 2026

What is Mitigation?

Mitigation is a process that allows you to request extra time or support with your assignments or assessments. You can apply for mitigation if unexpected or unavoidable circumstances (extenuating circumstances) such as illness, personal difficulties, or emergencies have affected your ability to complete your work on time or perform at your usual standard.

Normally, short extensions (up to 5 days) can be managed through a standard extension request. Mitigation is usually for situations where you need more than 5 additional days, or where your circumstances have had a significant impact on your studies. This process is designed to make sure you are not unfairly disadvantaged by events outside of your control.

You don't need anyone else to apply on your behalf you can submit a mitigation request yourself through the online NCG Student Portal using your NCG student email address. Applications can be made at any point during the academic year. However, it's always best to apply as early as possible. Submitting your request sooner helps with time management, ensures your circumstances are considered promptly, and gives you the best chance of receiving the support you need.

Further information can be found on the [NCG HE Mitigation Policy](#).

The NCG Student Portal can be accessed through the NCG website or by using [this link](#)

If you experience any issues accessing the NCG Student Portal, please contact **NCGHEMitigation@ncgrp.co.uk**, providing details of your full name, student number and screen shots of error pages (where available).

Grounds for Mitigation

Mitigation can be granted for a range of circumstances that are outside of your control. Each application is reviewed individually, so even if your situation isn't listed here, you may still be eligible. Common examples include:

- **Medical treatment or operations** that prevent you from studying or completing assessments.
- **Illness** (physical or mental) that significantly affects your ability to work.
- **Bereavement**, for example the loss of a close family member or someone important to you.
- **Personal accidents** that cause injury or disruption to your studies.
- **Pregnancy complications** that impact your health or academic performance.
- **Mental health conditions** that make it difficult to meet deadlines or perform at your usual standard.
- **Being a victim of crime**, where the experience affects your wellbeing or ability to study.

Remember, this is **not an exhaustive list**. If you experience other unforeseen or unavoidable circumstances, you should still consider applying.

Circumstances Not Usually Accepted

Not all difficulties are considered valid reasons for mitigation. Some circumstances are part of everyday life and are not normally accepted as grounds. Examples include (but are not limited to):

- **Personal holidays or travel plans**
- **Moving house**
- **Planned life events** (such as weddings or celebrations)
- **Time management problems** (e.g., leaving work too late)
- **Lost or deleted work** due to technical issues

If you are affected by any of the above, you should not apply for mitigation. Instead, speak to your lecturer about requesting a **short extension (usually up to 5 days)**, which is a more appropriate way of managing these situations.

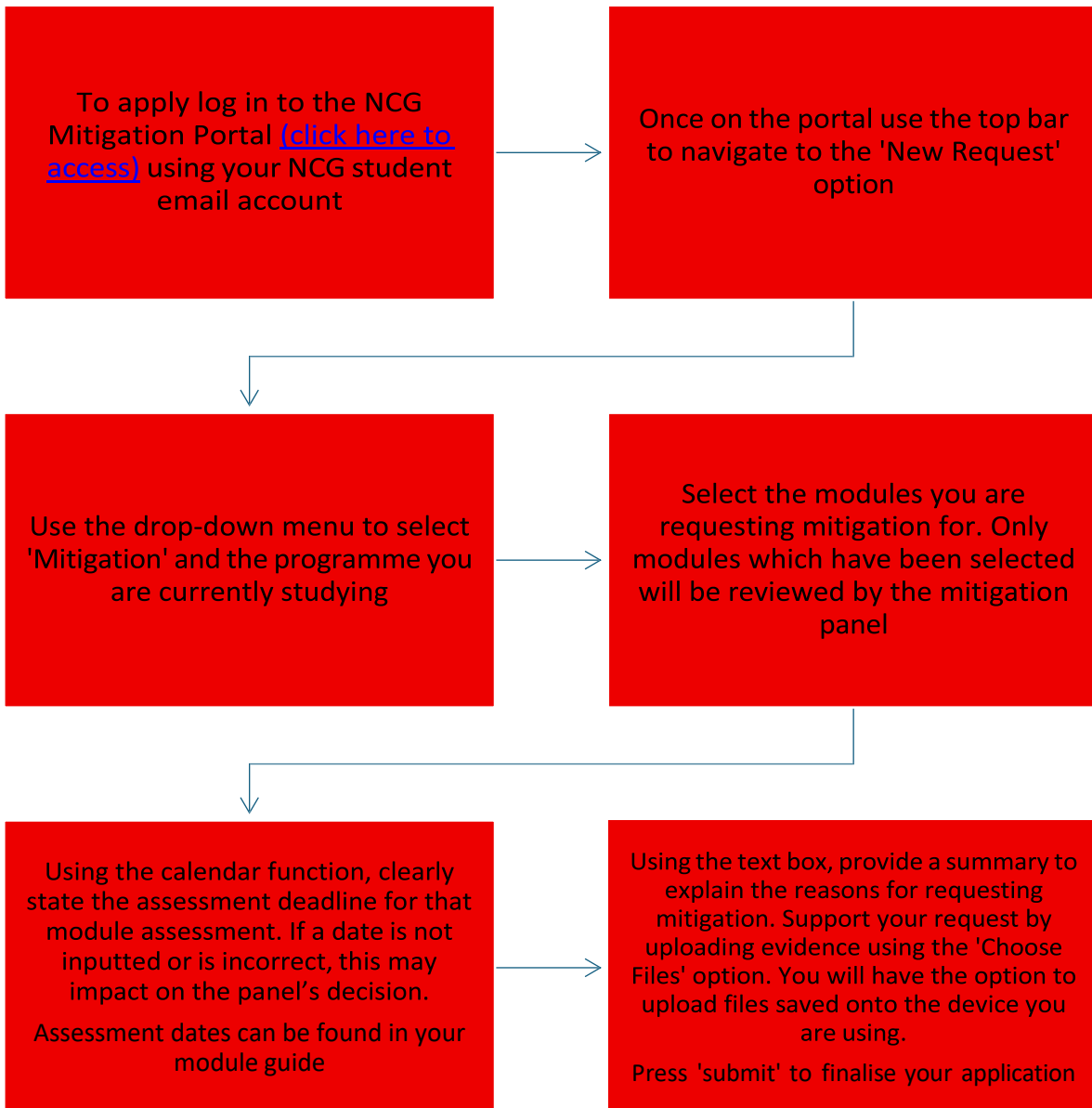
Evidence Requirements

When applying for mitigation, **you must provide supporting evidence** to show how your circumstances have impacted your ability to study or complete assessments. Examples of acceptable evidence include:

- A doctor's note or medical certificate
- A hospital appointment or discharge letter
- A death certificate or letter confirming bereavement
- A police report or crime reference number
- A letter from a counsellor, therapist, or other professional
- Other official documents relevant to your situation

Applications without evidence are unlikely to be approved. If you are unsure what type of evidence to provide, it's best to check with your module leader, programme leader or a member of the relevant student support services before submitting.

All mitigation applications are carefully reviewed by an impartial Mitigation Panel, which meets once a month. The panel's role is to look at your circumstances fairly and decide the outcome of your request. If your application is approved, the panel will also set a new assessment deadline. Once a decision has been made, the outcome will be shared with you through the **NCG Student Portal** and sent directly to your **student email account**, so it's important to keep checking both regularly.



Mitigation Panel Outcomes

You can view the outcome of your mitigation application on the **NCG Student Portal**, and a copy will also be sent to your **NCG email account**.

- **If approved:** you'll be given a new submission date.
- **If rejected:** please speak with your lecturer to discuss your next steps.

If we need more evidence, you'll have **7 days** to send it to **NCGHEMitigation@ncgrp.co.uk** and **upload to your original application via the NCG Student Portal**. We'll update you once it has been reviewed.

Troubleshooting Tips

Accessing the Portal

If you are unable to access the NCG Student Portal:

- Ensure you are logged into your **NCG Office 365 account** in your browser before attempting access. If you are not logged in, the portal will not recognise your profile, and you will be unable to apply.
- Double-check that you are using your **NCG student email address**, not a personal email (e.g. s123456@students.ncl-coll.ac.uk / s123456@students.ncghecentre.ac.uk).
- Please note: personal email accounts (e.g. Example1@icloud.com) will not allow access to the portal.
- Try clearing your browser cache or using a different browser if the issue persists.

Uploading Evidence Files

Sometimes uploaded documents may not display correctly in the portal, particularly if they are in formats other than PDF or JPEG (e.g. Word documents, HEIC images, or uncommon file types).

- Where possible, convert files to **PDF or JPEG** before uploading.
- Ensure the file opens correctly on your device before submitting.
- If the issue persists, try re-uploading or using a different browser/device.

Evidence Language

If your supporting evidence is in a language other than English, it may not be possible for the mitigation panel to review it accurately. You should provide a **translated version** of the document where possible. All translations should be clear and, where appropriate, from an official or verified source.

Blank or Missing Pages

If a page appears blank after uploading:

- Check that the document saved correctly before uploading.
- Re-open the file on your device to confirm content is visible.
- Try re-uploading the document or saving it in a different format (PDF is recommended).

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