

HOW ARE EXTENUATING CIRCUMSTANCES CLAIMS ASSESSED?

NOTE: THE SUGGESTED EVIDENCE BELOW IS SIMPLY TO PROVIDE EXAMPLES OF WHAT MIGHT BE SUITABLE IN ANY OF THE GIVEN SITUATIONS

SITUATION	SUGGESTED EVIDENCE	OUTCOME	NOTE
Short period of illness around time of assessment deadline, or time of examination	Doctor letter, nurse letter, hospital letter, appointment note, medication/prescription image	Approve	
Valid circumstances BUT claim made over 4 weeks before or after assessment deadline	See related situations	Exceptional cases	May take longer to process
Bereavement (any relationship)	Statement of deceased person's relationship to student and date person passed	Approve	If bereavement occurred over 2 months ago, student may be referred to Student Services to ensure support is in place before EC claim is processed
An acute episode of a chronic condition which has an impact on the student not mitigated by any reasonable adjustments (such as adjusted deadlines) already in place	Student Services support	Approve	Adjusted deadlines must be used first. Afterwards, if the extension is still not enough, ECs can be requested

Mild unspecified depression or a level of anxiety and stress which might be anticipated around assessment time	n/a	Decline	
Unusually severe mental or emotional stress at or around time of assessment deadline, or time of examination (including severe anxiety, depression or panic attacks)	External counsellor/specialist letter, doctor letter, medication/prescription image, Student Services support	Approve	If appropriate, adjusted deadlines must be used first. Afterwards, if the extension is still not enough, ECs can be requested
Part-time students making a claim of extenuating circumstances relating to pressure of work	Websites or apps that record time, Outlook calendar screenshot, evidence from Line Manager.	Approve	
Disagreements with housemates	Student Services support plus one of the following: Accommodation Office letter or landlord letter	Approve	
Unexpected/urgent support to a family member or partner in hospital or with serious illness	Medical note, appointment note or 2 letters of support from the course team	Approve	Name of person who is ill and student's relationship with him/her required
Domestic violence, harassment, stalking, victim of a crime	Police report, Student Services support or external support agency evidence.	Approve	
Jury duty	Court document	Approve	
Unexpected lack of accommodation or moving house	Accommodation office letter of support, landlord letter, letting contract with dates or Student Services support	Approve	
Money pressures, job loss	Student finance letter, P45	Approve	

Pregnancy (sickness, etc.)	Doctor letter, appointment note or medication/prescription image	Approve	
Insomnia	Doctor letter, appointment note or medication/prescription image	Approve	
Mandatory national service and similar	National service documentation	Approve	
Unforeseen paternity/ maternity health issues relating to children or partner	Medical note, appointment note or 2 letters of support from personal tutor	Approve	Applications only accepted after situation has occurred
Pet sickness or accident	Vet letter	Exceptional cases	Needs to be reasonable and unforeseen
Short term problem such as a cold which has occurred during the course of a study block	n/a	Decline	You are expected to manage your workload around minor disruptions and issues.
Technical problems such as a corrupted disk, lack of printer, loss of work on a computer with no back up.	n/a	Decline	
As a full-time student you are not eligible to claim for extenuating circumstances due to the pressure of employment	n/a	Decline	
Complaints against staff or in relation to course delivery	n/a	Decline	For information on how to make a complaint please see the Complaints Policy and Procedure
Personal disruptions or events which could have been anticipated	n/a	Decline	

Planned support to family member or partner in hospital for mild illness or minor surgery	n/a	Decline	As an anticipated event, students are meant to plan and manage their workload accordingly
Travelling abroad during assessment period	n/a	Decline	Falls under category of 'personal disruptions or events which could have been anticipated'
Claim due to pressures of study workload	n/a	Decline	Students are meant to plan and manage their workload to be able to comply with University deadlines