

How are EC claims assessed?
These examples are not exhaustive

SITUATION	SUGGESTED EVIDENCE	OUTCOME	NOTE
Medical Situations			
Short period of illness or accident around time of assessment deadline, or time of examination	doctor/nurse letter, hospital discharge paperwork, appointment note, medication/prescription image	Approve	All evidence must be recent and dated in the four week period before your hand in date.
An acute unexpected and unusual episode of a diagnosed chronic health condition.	Student Services support or one of the following: counsellor letter, doctor letter, medication/prescription image	Approve	All evidence must be recent and dated in the four week period before your hand in date.
Unexpected and unusually severe mental or emotional stress at or around time of assessment deadline	Student Services support or one of the following: counsellor letter, doctor letter, medication/prescription image	Approve	All evidence must be recent and dated in the four week period before your hand in date.
Known long term health/physical condition or disability where the student with an ILP has used adjusted deadlines	Student Services support or one of the following: counsellor letter, doctor letter, medication/prescription image	Approve	ECs can only be requested if the adjusted deadline time was not enough
Known long term health/physical condition or disability where the student with an ILP has not requested adjusted deadlines	n/a	Decline	Student should be in contact with Accessibility as adjusted deadlines are more appropriate in the first instance
Mild unspecified depression or a level of anxiety and stress which normally occurs at assessment time	n/a	Decline	
Short term problem such as a cold which has occurred during the course of a study block	n/a	Decline	
Scheduled Surgery (including outside 4 week period)	Hospital note, appointment note, doctor note	Exceptional cases	May take longer to process
Pregnancy related health issues	doctor letter, appointment note or medication/prescription image	Approve	
Personal Situations			

Bereavement (any relationship) within the last two months	Statement of deceased person's relationship to student, their name 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
Full-time students making a claim of extenuating circumstances relating to pressure of work	n/a	Decline	
Part-time students making a claim of extenuating circumstances relating to pressure of work or circumstances	Letter from Line Manager	Approve	
Relationship break down, divorce of parents or family issues causing severe emotional/mental stress	Student Services support or one of the following: counsellor letter, doctor letter, medication/prescription image	Approve	
Disagreements with housemates causing severe mental/emotional distress	Student Services support or one of the following: counsellor letter, doctor letter, medication/prescription image, landlord letter	Approve	
Emergency Housing Issue	Accommodation office letter of support, landlord letter, letting contract with dates or Student Services support	Approve	
Domestic violence, harassment, stalking, victim of a crime	Police report	Approve	Personal issues only
Jury duty	Court document	Approve	
Mandatory national service and similar	national service documentation or appointment note	Approve	
Unexpected short term financial difficulty	Student finance letter, P45	Approve	
Claim submitted more than 4 weeks before or more than two weeks after the assessment deadline	See related situations	Exceptional cases	
Pet sickness or accident	Vet letter	Exceptional cases	Needs to be reasonable and unforeseen
Technical problems such as corrupted disk, lack of printer, loss of work on computer with no back up.	n/a	Decline	Speak to the EC Team if you are unsure.

Complaints against staff or in relation to course delivery	n/a	Decline	
Personal disruptions or events which could have been anticipated	n/a	Decline	
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
Delay in receipt of items from 3rd party or pressures associated with 3rd party contribution that form part of the submission	n/a	Decline	3rd party e.g. publishers, printers, commissioned workers
Breakdown of vehicle or general transport issues	n/a	Decline	e.g. missed bus, lift no longer available, stuck in traffic
Loss of internet connection	n/a	Decline	Speak to the EC Team if you are unsure.
Support of Others			
Unexpected/urgent support to a family member or partner (including dependants) in hospital, with serious illness or generalised illness	Hospital/Doctors note, appointment note or support from the course team	Approve	Name of person who is ill and student's relationship with him/her required
Unforeseen paternity/ maternity health related issues in regards to children or partner	Hospital note, appointment note or support from course team	Approve	Applications only accepted after situation has occurred
Unforeseen childcare issues (e.g. closure of nursery/school or cancellation of babysitter)	Letter from childcare/education provider confirming unavailability	Approve	Applications only accepted after situation has occurred
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
Support of friends/housemates with health issues	Student Services /course team support or one of the following: counsellor letter, doctor letter, medication/prescription image	Approve	Evidence must identify how you have been affected emotionally yourself from providing this support.