

Extenuating Circumstances

What are Extenuating Circumstances?

There may be difficult circumstances in your life that affect your ability to meet an assessment deadline or affect your performance in assessment. These are known as Extenuating Circumstances or 'ECs'. Extenuating Circumstances are defined as unexpected, significantly disruptive and beyond your control.

As a student, it is your responsibility to make known any special circumstances which have affected the production of your work. Where appropriate, these circumstances can be taken into account by the Exam Board when reviewing your grades.

Extenuating Circumstances Categories

The University has two categories of EC claims:

- A: **Acceptable** reasons for claim with appropriate evidence
- B: Reasons that the University would normally consider **unacceptable**

EC Claim Form

You can find the Extenuating Circumstances Claim Form on the EC Website:

[https://
www.southessex.ac.u
k/higher-education/
higher-education-
policies](https://www.southessex.ac.uk/higher-education/higher-education-policies)

How to make a claim

You must make known any special circumstances affecting your assessment by completing and submitting an Extenuating Circumstances application. You will also need to submit supporting evidence, such as medical certificates, with your form - the table on pages 5-6 of this guide tells you what evidence we need to process your claim. Applications without acceptable evidence will always be rejected.

Handing in your work

If you are intending to apply for Extenuating Circumstances, you should submit your work as close to the agreed deadline as possible. If you feel you would benefit from additional time to complete work to compensate for your recognised ECs, an approved EC can permit a late submission of up to 14 calendar days to be accepted and marked without penalty.

Deadline for making a claim

Your claim and evidence should be submitted to the Faculty of HE Office as soon as possible (at the very latest: two weeks before your Exam Board meeting). The later an EC is submitted, the less time there is for it to be processed and approved. It is generally far easier to gather appropriate evidence at the time of the Circumstances, than it is at a later date.

Supporting Evidence

The Extenuating Circumstances table on pages 5 and 6 tells you what evidence is required to support your claim. If you have not provided the appropriate evidence the College will contact you and give you a deadline date to provide the evidence required. Please note that claims that do not have the required evidence by the deadline date will be rejected.

If you are providing evidence from a medical practitioner the evidence must clearly relate to the period of assessment for which you are claiming. Medical practitioners should be registered with the General Medical Council (GMC) and a list is available at <http://www.gmc-uk.org/doctors/register/LRMP.asp> The University has produced a guidance document (available on the EC website via the above link) which you can take to a registered medical practitioner to explain the evidence requirements.

Mental Health EC Claims:

If providing evidence from the HE Student Support Service, the evidence must relate to the period of assessment for which you are claiming and it must clearly demonstrate that you attended more than one counselling session prior to the assessment deadline.

UAL recognises that there may be times where a student will self-refer to a specialist practitioner. Evidence from a practitioner who is registered with a recognised professional association is accepted. Recognised professional associations include the British Association of Counselling and Psychotherapy, the UK Council for Psychotherapists, the British Association of Behavioural and Cognitive Psychotherapies or the British Psychological Society. The letter would be required to be on headed notepaper with details of professional registration and confirming dates of sessions

There may also be occasions where you could experience delays between a GP referral and your specialist treatment commencing. In these circumstances, evidence of the GP referral would be sufficient.

Help and Support

You can find the full University Extenuating Circumstances Regulations and Guidance on the Course Regulations website: <https://www.southessex.ac.uk/higher-education/higher-education-policies>

The following University services can offer advice and support in completing your claim:

Student Services offer a range of advice, counselling, support and guidance for students with extenuating circumstances:

E: hesupport@southessex.ac.uk

W: <https://www.southessex.ac.uk/higher-education/higher-education-student-services>

The **Disability Service** can provide advice, guidance and support if you have a disability or long term medical condition:

E: hesupport@southessex.ac.uk

W: <https://www.southessex.ac.uk/support-higher-education-students-disabilities>

What Happens Next?

The first stage is to establish whether the Extenuating Circumstances claim meets the University criteria. This is carried out by the College Extenuating Circumstances Panel. Students will receive notification of whether the claim has been validated or rejected. This will usually be within 24 calendar days of handing your claim form in. If the claim has been validated you will receive a communication confirming that the EC has been validated.

Exam Board Decisions for Extenuating Circumstances

Where an Extenuating Circumstances panel has approved a student's EC application, the Exam Board may choose from the following options:

- a) To offer the student the choice of either: another opportunity to submit the work as if for the first time and without penalty OR To adjust the unit Letter Grade by a maximum of 1 increment (i.e. B to B+ or C+ to B-).
- b) To offer the student the choice of either: Condoned late submission of work and awarding an uncapped unit Letter Grade OR another opportunity to submit the work as if for the first time and without penalty.

NB: Students submitting work for a resubmission opportunity would still receive capped grades.

Extenuating Circumstances Guidance

Please note that, if you are providing evidence from a medical practitioner, the evidence must clearly relate to the period of assessment for which you are claiming. Medical practitioners should be registered with the General Medical Council (GMC) and a list is available at <http://www.gmc-uk.org/doctors/register/LRMP.asp>. The University has produced a guidance document which you can take to a registered medical practitioner to explain the evidence requirements <https://www.southessex.ac.uk/higher-education/higher-education-policies>

If providing evidence from the University Counselling and Health Advice Service, or an external counsellor, the evidence must relate to the period of assessment for which you are claiming and it must clearly demonstrate that you attended more than one counselling session prior to the assessment deadline.

Reason for Claiming	Category A: Acceptable Grounds	Evidence Required	Category B: Unacceptable Grounds
Serious medical condition	Serious personal injury, medical condition or mental health condition preventing attendance, completion of assessment or submission of work	Written evidence from a registered medical practitioner or the University Counselling and Health Advice Service	Ongoing conditions (including disabilities, learning difficulties or mental health conditions) Please contact the Disability Service for advice if you have an ongoing condition. Minor illnesses or injuries (such as colds, headaches, hayfever)
	Serious injury or illness to child, partner or close relative	Written evidence from patient's registered medical practitioner with evidence of relationship to student AND written evidence of impact on claimant from a registered medical practitioner or the University Counselling and Health Advice Service OR JUST Written evidence of impact on claimant from a registered medical practitioner or the University Counselling and Health Advice Service	
	Serious worsening or acute episode of an ongoing medical condition, mental health condition or disability	Written evidence from a registered medical practitioner or the University Counselling and Health Advice Service which clearly demonstrates a serious worsening or acute episode of an ongoing condition	
Bereavement	Death of parent, (including step-parents and legal guardian) child, siblings, partner	Death Certificate or written evidence from a professional such as Undertaker, Coroner or Registrar OR Written evidence of impact on claimant from a registered medical practitioner or the University Counselling and Health Advice Service	

	Death of close relative or friend	Written evidence of impact to claimant from a registered medical practitioner or the University Counselling and Health Advice Service	
Trauma	Victim of a violent crime (e.g. rape, assault, domestic violence)	Written evidence from the Police OR Written evidence of impact on claimant from a registered medical practitioner or the University Counselling and Health Advice Service	Minor crime Financial problems or employment difficulties Accommodation problems or house moves General domestic / family problems Assessment / Exam stress
	Victim of theft or burglary (including theft of work required for assessment)	Written evidence from Police or other investigating authority, Fire Service or University Department (e.g Estates)	
	Direct experience of terrorist incident or natural disaster		
	Major fire in residence		
	Family breakdown (such as divorce)	Written evidence of impact on claimant from a registered medical practitioner or the University Counselling and Health Advice Service	
Caring responsibilities	Unexpected caring responsibilities caused by sudden serious illness or worsening of ongoing medical condition to child, partner or close relative	Written evidence from patient's registered medical practitioner with evidence of relationship to student AND written evidence of impact on claimant from a registered medical practitioner or the University Counselling and Health Advice Service OR JUST Written evidence of impact on claimant from a registered medical practitioner or the University Counselling and Health Advice Service	Ongoing caring responsibilities Caring responsibilities for minor illnesses, accidents or injuries
Court attendance	Jury Service or attendance at court or tribunal as a witness, defendant or plaintiff	Official correspondence from Court or Tribunal Authority	Supporting friend or relative at Court or Tribunal
Miscellaneous	Serious disruption caused by terrorist incident or natural disaster	Evidence of serious disruption to travel or other plans preventing attendance at or completion of assessment or submission of work	Any circumstances which have not clearly impacted on academic performance or do not clearly relate to the timing of the assessment Visa problems Failing of IT or technical equipment Minor private or public transport failure, holidays or booked travel arrangements