

What should you do if you feel that you have experienced an Extenuating Circumstance that has affected your academic performance?

You must complete an Extenuating Circumstances form and provide the evidence to substantiate your claim as soon as the Extenuating Circumstance has occurred and at the latest within two weeks of it commencing. Claims received after that period would normally be rejected.

What if an Extenuating Circumstance has prevented you from submitting a piece of work?

You must submit the piece of work at the earliest opportunity on your return to College, even if as a result of the Extenuating Circumstances, it is incomplete. Extenuating Circumstances relating to late submissions will not be accepted without confirmation that your work has been handed in.

What type of evidence is needed with your Extenuating Circumstances claim?

You should consult the Extenuating Circumstances guidance note that is downloaded with the form to identify the required evidence to substantiate your claim. If you have not provided the appropriate evidence you will be contacted by the University and given a deadline date to provide the evidence required. Please note that claims that do not have the required evidence by the deadline date given in your correspondence will be rejected.

How will you know if your claim has been accepted?

There are two stages to the acceptance process. The first stage is to establish whether the Extenuating Circumstances claim meets the University criteria. This is carried out by a College/School Extenuating Circumstances Panel. Students will receive notification of whether the claim has been validated or rejected. This will usually be within 24 calendar days from the date the Extenuating Circumstance form was handed in. If the claim has been validated you will be informed of the date of the Board of Examiners where a final decision will be made on the impact of your Extenuating Circumstances when your assessment profile is discussed.

Who can help you with Extenuating Circumstances claims?

It is recommended that you contact your Student Union advice workers if you have any queries regarding the identification of your Extenuating Circumstance claim or if you have any problems completing the Extenuating Circumstance Claim Form.

Where would I find an Extenuating Circumstance form?

You can access a copy of the Extenuating Circumstances form with the guidance from the College/School office or download it from the University Secretary's intranet site:

www.arts.ac.uk/secretary/Complaints/forms.php

All you need to know about Extenuating Circumstances

What are Extenuating Circumstances?

Extenuating Circumstances are normally defined as circumstances which are unexpected, significantly disruptive and beyond a student's control, and which may have affected his/her academic performance.

What does the University consider to be acceptable Extenuating Circumstances?

The University has produced guidance to help clarify what can be accepted as extenuating circumstances and the evidence required to support a claim. You can download a copy of the guidance with the Extenuating Circumstances form from the University Secretary's Intranet site:

www.arts.ac.uk/secretary/Complaints/forms.php

The University regulations relating to Extenuating Circumstances can be found in the Academic Affairs Handbook Chapters 6 and 8 that is available on the Academic Affairs intranet site:

intranet.arts.ac.uk/quality/aa/indextext.htm

The University has identified three categories: A: Acceptable reasons for claim with required evidence; B: Reasons for claim that maybe considered (with additional evidence) and C: Reasons that the University would normally consider as unacceptable. The guidance table on the next page should be consulted before completion of an extenuating circumstances claim form.



Reason for EC Claim	Category A: Acceptable reason for claim	Category A: Evidence required	Category B: Reasons for claim that may be considered	Category B: Evidence required	Category C: Unacceptable reasons for claim
Serious Medical Condition	Serious personal injury or medical condition preventing attendance or completion of assessment or submission of work	Written evidence from a registered medical practitioner	Serious injury or illness to child, partner or close relative (parent); or Serious worsening of an on going medical condition	Written Evidence from a registered medical practitioner; and Evidence of the impact to the claimant such as written report from a registered medical practitioner	<ul style="list-style-type: none"> ● Ongoing Medical conditions ● Minor illness (such as colds, sore throats, headaches, hayfever) ● Minor accidents or injuries
Bereavement	Death of parent, (including step-parents and legal guardian) child, siblings, spouse or common law partner.	Written evidence from a professional such as undertaker, Coroner or Registrar; or Death Certificate	Death of close relative (not identified in Category A) or friend	Evidence identified in Category A; and Evidence of the impact to the claimant such as written report from a registered medical practitioner	
Trauma	Victim of serious crime (e.g rape, assault, mugging) Theft of work required for assessment Direct experience of terrorist incident Natural disaster Major fire in residence	Written corroboration of the reported crime from Police or other investigating authority; or Written evidence from a registered medical practitioner; or Written evidence from Police or Fire service; or Report from University Department (Estates)	Family breakdown (such as divorce)	Evidence from a Solicitor; and/or evidence of the impact to the claimant such as written report from a registered medical practitioner	<ul style="list-style-type: none"> ● Minor Crime ● Financial problems ● Accommodation problems ● General domestic/family problems ● House moves ● Assessment Exam stress
Court attendance	Jury Service; or Attendance at Court or Tribunal as a witness, defendant or plaintiff	Official correspondence from Court or Tribunal Authority			<ul style="list-style-type: none"> ● Supporting friend or relative at Court or Tribunal
Miscellaneous					<ul style="list-style-type: none"> ● Any circumstances which have not clearly impacted on academic performance or do not clearly relate to the timing of the assessment ● Failing of IT equipment ● Private or public transport failure ● Employment difficulties ● Holidays or booked travel arrangements