

Top Tips

Provide evidence

- Make sure the evidence you provide is from an independent person and is relevant to the date of the assessment being claimed for
- Make sure the evidence provided demonstrates that your studies have been affected by the issue
- Make sure you make a claim within the correct timeframe (maximum of 10 business days after the assessment event)
- Get help from the University Advice Service or the Students' Union Advice Centre.

Examples of more complex situations

- **Caring for a family member who has a specific illness.** It is not sufficient just to provide evidence of the family member's illness. Your evidence needs to relate to the impact of the caring responsibilities / anxiety for the family member on you and your studies
- **Bereavement where the individual is not a close family member.** Your evidence needs to relate to the impact that the bereavement has had on you and your studies. The evidence should be from an independent and authoritative individual such as a doctor not a family member or friend
- **Mental health issues where you are reluctant to seek help.** The sooner you seek help the sooner the University can support you with any difficulties you are experiencing. If you ignore issues and do not discuss them with anyone it will be very difficult for you to provide date relevant evidence. You have a maximum of 10 business days after the assessment event to make a claim if you believe your performance has been affected.

The following are examples of events which are not considered to be extenuating circumstances:

Holiday

You should not book holidays during the assessment periods including the resit period. The University's calendar is available on the website, or contact your School Office or the Student Support Centre for more information.

Money

Financial difficulties are not grounds for claiming MCs. If financial difficulties are having an impact on your wellbeing and this is affecting your ability to study then you should obtain independent date relevant medical evidence.

Technical issues

Issues with technology are not grounds for MCs. You should always back up your work regularly.

Transport issues

Difficulties in travelling to your assessment are not grounds for claiming MCs.

Work

Having to undertake paid or voluntary work either at the time of the assessment event or to such an extent that it has had an impact on your ability to complete an assignment are not grounds for MCs.



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Guidance on Mitigating Circumstances

What are Mitigating Circumstances?

Mitigating circumstances (MCs) are exceptional and unforeseen circumstances beyond a student's control, which may have a serious and adverse effect upon their assessed work.

To make a claim for mitigating circumstances you will need date relevant, independent evidence verified by an authoritative person not personally connected to you. This could include a doctor, counsellor, police officer etc. If you provide independent evidence, it is important that this confirms the issue you are experiencing as well as the impact this is having on your studies.

Your mitigating circumstances claim will be considered by a single panel consisting of academic representatives from each College and chaired by the Academic Registrar.

What happens if my claim is approved?

You will be notified of the outcome of your claim by email shortly after the panel meeting. Within 4 weeks of this notification you will be contacted regarding the arrangements for you to resit your assessment(s). MCs are designed to give you the right to reassessment where you might otherwise not have been eligible under the University's Regulations. You will not automatically be deemed to have passed the assessment because you have been given MCs and you will always need to redo the assessment if you have failed it.

If you pass your assessment the University will assume that you do not want to do the reassessment unless you inform us otherwise. Information on how to do this will be provided by email.

What happens if my claim is not approved?

You will be notified of the outcome by email shortly after the panel meeting. You will have 15 business days to provide any additional evidence to support your claim which will then be reconsidered by the MCs panel at its next meeting.

Key Points

The University Regulations allow students up to 10 days after the assessment event to make their claim. Some key points are outlined below for you to consider before making a claim.

Talk to someone

It is important to talk to someone as soon as possible if you are experiencing difficulties – the University has a variety of teams available to support you through the issue that you are experiencing. Please contact at least one of the following people or support services as soon as you start to experience any issues:

- Personal Tutor
- Students' Union Advice Centre
- Student Support / Advice Team
- Student Wellbeing Centre
- GP

Ask for an extension

The assessments for your programme have been planned to avoid you being overloaded with work at particular times of the year. If the nature of your issue means that you just need some extra time to complete your work we would recommend that you ask for an extension in the first instance. You will need to provide evidence to support any extension request. Please refer to your Academic School for their specific requirements.

Personal tutor statement

A statement from your personal tutor confirming the impact that the issue has had on your studies is very useful for the panel when they are considering your claim.

Personalised Academic Study Support

If you have Personalised Academic Study Support (PASS) in place you will not usually be able to claim extenuating circumstances on the grounds of the issue that your PASS relates to as this will already have been catered for. If your health condition or Specific Learning Difficulty worsens during your assessment period you will need to provide additional independent evidence for this as part of your MCs claim.

Following the guidance set out here does not guarantee that your claim will be successful. All claims are treated in a fair and consistent manner and will be assessed by the panel.

Claiming Mitigating Circumstances

The following information provides guidance on how to claim for extenuating circumstances.

If you become unwell during a live assessment

- Inform the member of staff supervising the assessment immediately
- Obtain independent medical evidence (GP/Counsellor/Consultant) as soon as possible.

If you become unwell immediately prior to a live assessment or hand-in deadline

- Inform your School Office
- Obtain independent medical evidence (GP/Counsellor/Consultant) as soon as possible.

If you become unwell prior to your hand-in deadline

- Ask for an extension in the first instance if this is appropriate to your situation
- Inform your Personal Tutor or Module Coordinator
- Obtain independent date relevant medical evidence (GP/Counsellor/Consultant) as soon as possible.

Bereavement

If you have suffered a bereavement, please provide evidence such as a death certificate or order of service. If the person that has died is not a member of your immediate family please provide evidence of the impact the loss has had on your studies. This could include a letter from your GP or a statement from your Personal Tutor.

Other

Please provide independent date relevant evidence verified by an authoritative person not personally connected to you.