

EXTENUATING CIRCUMSTANCES CLAIM FORM

THE INFORMATION ON THIS FORM IS CONFIDENTIAL

Please ensure you familiarise yourself with the Extenuating Circumstances Regulations and associated guidance before completing this form.

You can also visit the UCSE Policy and Procedures page for more information: Go to <https://www.southessex.ac.uk/he/he-policies-and-procedures>.

Keep a copy of this form for your records. All correspondence relating to this claim will be sent to your registered UCSE email address so please make sure that you check it regularly.

Help and Support

HE Student Services also offer a range of support and guidance for students with ECs such as disability advice and support, counselling, information on local medical services, and help with mental health problems:

E: hesupport@southessex.ac.uk

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

E: hesupport@southessex.ac.uk

What are Extenuating Circumstances?

Sometimes, **unexpected things** happen in life that are beyond your control. This can make it harder for you to:

- do well on your course
- finish your coursework
- submit your coursework on time

If something unforeseeable happens to you, you can let us know and we'll consider that when

we mark your work. We call these situations **extenuating circumstances**.

You can also request to take a break from your studies. We call this **taking time out**.

These are the types of extenuating circumstances we will consider:

- a serious medical problem
- the death of somebody you love
- trauma
- caring responsibilities
- court attendance
- any serious disruption caused by an incident
- IT/system failure that makes studying online or uploading your coursework difficult

What aren't Extenuating Circumstances?

You should aim to submit your Extenuating Circumstances Request (ECR) as soon as your

We will not consider the following as extenuating circumstances:

- studying online
- unforeseeable IT/system failures that are very close to the deadline for uploading/submitting your work (you should always aim to submit your work well before the deadline, to avoid this situation)
- any circumstance that was not unforeseen and unavoidable

How it works

You need to apply before the original assessment deadline and:

- explain what has happened
- provide evidence of what has happened (such as medical certificates)
- talk to our HE Support Team to help us understand the challenges you're facing and work out the best option for you

Read our [Extenuating Circumstances Evidence Guidance](#) for a complete list of the types of

evidence you can use.

If you can't provide evidence, you can self-certify for up to 60 credits per academic level or stage. For example, Year 2 of a BA course is 1 level. If you have to retake a level/stage, you can only self-certify if you haven't already used all 60 credits for that level/stage.

If we grant you extenuating circumstances, you can submit your work up to 7 calendar days after the original deadline. If you're unable to submit your work at this point, it will be classified as a non-submission by the Exam Board and you'll be given a deadline to resubmit the work without penalty. You'll only be given a maximum of 3 deadline opportunities to submit the assessment and pass by an Exam Board.

Please note that where a student receives a pass mark after submitting an EC claim, no further opportunities will be given to improve the grade.

You can find detail on the regulations in the [HE Policies, Procedures and Downloads page under UAL](#). Additionally, at the end of this application form you will find UAL's Extenuating Circumstances Evidence Guidance.

Please ensure the form is complete before you submit as an incomplete request will not be considered. Your completed form and evidence should be sent as attachments. We are unable to open Share Files as this is a team inbox. All applications must come from your UCSE email address and be submitted to heextcircs@southessex.ac.uk.

Part A – Student Details:

1	Student ID number:	Course:
	Name:	Year of Study:
	SEC Email Address:	Course Leader:
	Contact Telephone:	Unit Tutor:

Part B – Claim Details:

2	Please detail all Units and Assessments that have been affected by your circumstances:		
	Unit Number and Title (1):		
	Assessment(s):	Assessment Deadline(s):	
	Unit Number and Title (2):		
	Assessment(s):	Assessment Deadline(s):	
	Unit Number and Title (3):		
	Assessment(s):	Assessment Deadline(s):	
3	Nature of your circumstances (<i>please highlight</i>):		
	Physical / Mental Health	Serious illness/injury to close family member	Worsening of ongoing condition
	New medical diagnosis relating to a disability during studies	Theft of essential equipment/work required for assessment including laptop or phone	Death of immediate family member (parent, child, step child, spouse, grand parent, sibling, partner, civil partner)
	Victim of serious crime	Pregnancy	Major fire/disaster in residence

Direct experience of war, terrorism, or natural disaster	Family breakdown, significant personal or family crisis directly affecting the student	Sexual assault/harassment/ stalking/ domestic abuse/ sudden safeguarding situations
Financial hardship (unexpected)	Accommodation/ Housing crisis	University-wide IT failure
Sudden caring responsibilities	Failure of essential assistive technology	Jury duty / public duty obligation/ court attendance & legal matters

4	Date(s) of the Circumstances:	From: dd/mm/yyyy	To: dd/mm/yyyy
5	Type of Request (please highlight one): Extension to submission deadline: Students should be advised to hand in work at a time where they are satisfied with their submission up to a maximum of seven days beyond that original deadline A deferred assessment This delay will take place during the Reassessment periods of Mid-Year, Semester 1 Board, March - April or Summer, Award and Progression Board, July - August please see our website for planned dates.		
6.	Please give details of your circumstances: Exceptional Circumstances are unexpected events or situations outside your control that have had a significant impact on your ability to engage with your studies. This may result in you performing less well in an assessment, missing an examination or assessment event, or being unable to submit work by the deadline. <i>Circumstances that could reasonably have been anticipated, prevented, planned for, or managed are not normally considered Exceptional Circumstances. Likewise, situations that are unlikely to have had a significant impact on your ability to study or complete assessments will not usually be accepted under the Exceptional Circumstances regulations..</i>		

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7.	Please give details of how your circumstances have impacted your ability to study effectively or complete assessments:

8.

Please detail the supporting evidence attached to this request:

Your evidence should:

- Be relevant to the circumstances you have described.
- Cover the period when your circumstances affected your studies.
- Explain what happened, how long the situation lasted, and how it affected your ability to complete your work or assessments.
- Come from an appropriate independent person or professional who can confirm your circumstances (for example, a doctor, counsellor, employer, or other relevant professional).
- Be provided in English. If your evidence is in another language, you must provide a translated copy.

In the rare occasions where it is not possible to provide appropriate evidence, or no evidence can be provided at all, you can self-certify for up to 60 credits per academic level or stage.

Please see the end of this form for a complete list of the types of evidence accepted.

Part C - Disabilities and Long Term Medical Conditions:

9.	Do you have a disability or long term medical condition?	Yes/ No
	If you have a disability or long term medical condition the HE Disability Officer can provide advice, guidance and support. If you would like to disclose a disability to the University and access these support services email HESupport@southessex.ac.uk	

10	If you have a disability, are you happy for the Extenuating Circumstances Panel to contact the Disability Officer for information about your condition?	Yes/ No
	The Disability Officer will not normally share information about your condition with anyone else, including the EC Panel, without your permission. However, if you agree, the EC Panel may contact the Disability Officer to obtain information about your condition and any support or adjustments that have been put in place for you. This can help us process your EC request more effectively. If you are happy for the EC Panel to contact the Disability Officer, please let us know. Any information shared will be kept confidential by the EC Panel and will not be shared with your tutors or other course staff.	

Part D - Checklist and Student Signature

11.	Please check the following questions before you sign and date the form:	
	• Have you completed all sections of the form? • Have you clearly indicated <u>which Units and Assessments have been affected</u> by the EC? (You might need to check your course handbook to find the exact unit title). • Have you given clear details of the dates that have been affected by the EC? • Have you attached appropriate supporting evidence?	Yes/ No Yes/ No Yes/ No Yes/ No
12.	Student Signature:	Date:

Please see below for information regarding Extenuating Circumstances (EC) Supporting Evidence Guidance

Extenuating Circumstances (EC) Supporting Evidence Guidance

- The grounds which would normally be acceptable are listed in the table below, together with information on the types of evidence needed to support a successful EC claim. Please contact your [HE Support](#) for advice if you have a matter that has impacted your ability to submit or complete work that falls outside of the guidance below.
- The table also includes guidance on the grounds which would **not** normally be accepted, please note that photos will not normally be accepted unless specified in the table below.
- Duplicate EC's will **not** be prioritised, please only submit once check for a confirmation email
- EC's can take up to ten working days to process and longer during peak season, please speak with your course support team for advice if this will impact your studies or ability to progress.
- Please note that if you currently are supported by a Needs Assessment or DSA, you may wish to speak with disability services before applying for an EC. If you are unsure if you have an Needs Assessment, please contact [HE Support](#)
- Please note that if you require wellbeing or welfare support, you can contact the service by emailing [HE Support](#)
- For **urgent assistance and advice**, please contact your course support team and or academic tutor. If you feel that your issues require you to take some time away from your studies, you may wish to consider a "time out", more information and for details of the Time Out Policy please visit here- [Student guide to taking time out](#)

If you are at risk or there is a threat to your safety, please contact the emergency services as soon as possible

1. Health-Related Grounds

Reason for claim	Acceptable Grounds	Evidence Required	Unacceptable Grounds
Physical / Mental Health	Serious illness, injury, or mental health condition preventing assessment participation	Medical letter from GP or Hospital or UCSE Wellbeing or other Health Advice Services	Minor ailments (e.g., colds, headaches), illness after the deadline, elective medical treatments

Reason for claim	Acceptable Grounds	Evidence Required	Unacceptable Grounds
Serious illness/injury to close family member	Impact on study due to condition of child, partner, or close relative	Written evidence from patient's registered medical practitioner with evidence of relationship to student OR Written evidence of impact on claimant from a registered medical practitioner	Minor ailments (e.g., colds, hay fever, headaches, illness after the submission deadline, elective treatments For ongoing conditions (including disabilities, learning difficulties or mental health conditions), please contact the HE Disability Officer for advice HE Support
Worsening of ongoing condition	Serious worsening or acute episode of known ongoing condition (e.g., disability, mental health)	Updated/ contemporary written medical/counselling letter detailing worsening which demonstrates a serious worsening or acute episode of an ongoing condition	Pre-existing conditions already supported by Disability Support Allowance (DSA) or a Needs Assessment. Please contact the HE Disability Officer for advice HE Support)
New medical diagnosis relating to a disability during studies	Diagnosis during studies or assessment carried out by disability services., acute episodes which suddenly occur	Written medical letter from registered medical practitioner or letter from University Disability Services	Pre existing conditions which are reasonably managed. Any circumstance for which appropriate adjustments have already been made by the University and whether there is no evidence of worsening of the condition which requires further consideration.
Pregnancy	Morning sickness or complications	Written medical letter from a registered medical practitioner/ ante natal clinic services support letter	Pregnancy in the absence of complications

2. Bereavement

Reason for claim	Evidence Required	Unacceptable Grounds
Death of immediate family member (parent, child, step child, spouse, grand parent, sibling, partner, civil partner)	Death certificate OR letter from official (e.g., undertaker) OR short impact statement OR letter from GP or HE Wellbeing OR Formal death notice, obituary, funeral order of service or prayer card.	Bereavement that has taken place following the date of submission or deadline

3. Trauma or Crisis

Reason for claim	Evidence Required	Unacceptable Grounds
Victim of serious crime	Written evidence in the form of a Police report or written evidence of impact on claimant from registered medical practitioner or University Counselling/Health Advice Services	Minor offences (for example- minor traffic violations, speeding, driving without due care and attention, minor criminal damage, shop lifting.) or incidents which have not been reported to police or relevant authority.
Theft of essential equipment/work required for assessment including laptop or phone	Written evidence from police OR Letter from relevant UCSE service evidencing impact or reporting of incident	Failure to back up or save work IT issues with own equipment Failure to properly and safely store work

Reason for claim	Evidence Required	Unacceptable Grounds
Major fire/disaster in residence	Official report (Police/Fire Service) OR Wellbeing letter OR Impact statement. OR Letter from Housing officer/ local authority if relevant.	Events that have taken place after the submission deadline Where an incident occurred in a property where you are not reasonably expected to reside or where impact can be considered as unreasonable or unlikely
Direct experience of war, terrorism, or natural disaster	Written evidence or official confirmation of incident OR Impact statement OR Letter from HE Wellbeing	Events that have taken place after the submission deadline or in the past. Incidents that could not be reasonably considered as a natural disaster
Family breakdown, significant personal or family crisis directly affecting the student	Written evidence from civil authority OR Written evidence of impact on claimant from a registered medical practitioner or the HE Wellbeing Or Impact statement	Events that have taken place after the submission deadline or significantly in the past. An ongoing personal matter which you receive regular support for
Sexual assault / harassment / stalking/ domestic abuse/ sudden safeguarding situations	Written evidence from civil authority OR Written evidence of impact on claimant from a registered medical practitioner or HE Wellbeing OR impact statement	An incident which has taken place after the submission deadline. For more support, please email HE Support

4. Financial Hardship or Housing Issues

Reason for claim	Acceptable Grounds	Evidence Required	Unacceptable Grounds
Financial hardship (unexpected)	Job loss, crisis, victim of cybercrime or financial scam	Creditor letter OR employment termination letter P45/P60, OR Written confirmation from Police	Tuition fee debt, general employment issues Where students are studying on a full-time basis, issues relating to paid employment except in cases of work placements which contribute to the programme of study
Accommodation/ Housing crisis	Formal Eviction, homelessness, unexpected housing difficulties	Letter of eviction OR Confirmation from Social Services or appropriate body confirming circumstances OR Written evidence of impact on claimant from a registered medical practitioner	Planned house moves, renovations, routine tenancy end, minor repairs, routine accommodation difficulties, end of halls contract, electing to help others to move home. For UCSE Accommodation Queries, please contact HE Support If you are at threat of eviction or homelessness, please visit here for more information- Help if you're homeless or about to become homeless - GOV.UK

6. IT or system related Technical Failures

Reason for claim	Acceptable Grounds	Evidence Required	Unacceptable Grounds
University-wide IT failure	Platform/network outage when off-campus access not possible Institutional IT Failure Loss of Wi-Fi on campus when submitting work	Letter from IT Services confirming issue and date	- Failure of personal IT equipment - Failure to back up electronic documents regularly and securely; - Old devices which were not routinely repaired/maintained or upgraded - Failure on the part of the student to acquaint themselves with the times, dates, and places where assessments were to be submitted or examinations to be sat; - Poor time management - Submitting an incorrect or old file - Errors in uploading work, including large file sizes

7. Personal & Public emergencies and Social obligations/disruptions

Reason for claim	Acceptable Grounds	Evidence Required	Unacceptable Grounds
Sudden caring responsibilities	Unexpected or increased caring responsibilities	Medical or counselling impact letter	Providing general support or arrangement after the submission deadline or Long-term caring without change. Voluntary or formal employed carer work.
Failure of essential assistive technology	Malfunction or break down of essential assistive technologies used for specific and diagnosed condition. For e.g. screen readers, mobility device to access campus, software specifically used to aid studies to support studies	Evidence of malfunction, via screen shots of the error messages, evidence of matter being raised to IT services, supporting letter from disability services	Technology that has been purchased independently of professional advice and guidance. Failure of general IT equipment (see above) Purposefully damaging equipment with no valid cause. Absence of equipment where advice/support for needs has not been sought.
Jury duty / public duty obligation/ court attendance & legal matters	Partaking in judicial proceedings by formal invitation, court attendance,	Invite to attend in position of juror letter Summons or court documentation. Letter from Home embassy, police report, official correspondence from solicitors or government agency.	Elected work experience or charity volunteering. Missing submission due to routine administrative tasks (e.g. passport renewal). Electing to prioritise legal matters where matters could reasonably be rescheduled.