

Extenuating Circumstances

Advice and Counselling Service

www.welfare.qmul.ac.uk



About the Advice and Counselling Service

The Advice and Counselling Service offers a free and confidential service to all Queen Mary students, including those from Barts and The London, Queen Mary's School of Medicine and Dentistry.

You can view our confidentiality policy on our website: www.welfare.qmul.ac.uk/procedures

Our Welfare Advisers

In this guide we sometimes advise you to contact a Welfare Adviser for further guidance. Welfare Advisers in the Advice and Counselling Service have specialist training to offer you professional advice on a range of financial, practical and legal issues. This includes:

- financial support (loans, grants, bursaries, etc)
- tuition fee status
- planning and managing a budget
- cutting costs
- hardship funds
- dealing with debt
- immigration law
- international student issues
- financial support for student parents (childcare costs, etc)
- postgraduate funding
- welfare benefits, including disability benefits
- housing rights and council tax

The Welfare Advisers role is to offer you advice about your individual situation, explaining your rights, and any options and solutions available to you. You can then choose what you want to do. If your situation is complex, a Welfare Adviser can advocate on your behalf where appropriate, for example, appealing against an incorrect assessment of Student Finance or a welfare benefit.

You can get advice at any time during your course, as well as before you start at Queen Mary.

How to contact a Welfare Adviser

You can see a Welfare Adviser in person during one of our drop-in sessions (during term time only), or at a pre-booked appointment, or you can email questions via our website. If you need to speak to a Welfare Adviser but you are unable to come to the College, we can normally offer a telephone appointment. Appointments are one to one and confidential.

We also offer small group advice sessions on extending your immigration permission for further study, or after you complete your course.

For more information on how to contact us to book an appointment or a place on a group advice session, our opening hours, and the times of our drop in sessions, visit www.welfare.qmul.ac.uk/contact

Also see our *A-Z directory of support services* for information on how to contact other support departments at QM, and external organisations which can also offer you support.

Disclaimer

Law, regulations and policies can change quickly so make sure that you are using the most up-to-date version of this guidance. Check the Advice and Counselling Service website for regular updates.

The information in this guide is given in good faith and has been carefully checked. Queen Mary, however, accepts no legal responsibility for its accuracy.

Regulation of Immigration Advice

The OISC (Office of the Immigration Services Commissioner) is an independent organisation that monitors immigration advice and services.

Welfare Advisers at Queen Mary are regulated under OISC guidelines to give immigration advice. We have to attend regular training to do this. If you ever need to complain about the immigration advice you receive, the Advice and Counselling Service has a complaints procedure. You can find this on our website at www.welfare.qmul.ac.uk/procedures

Alternatively, you can complain directly to the OISC. Their complaints form is on the website at www.oisc.gov.uk



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Who is this guidance for?

This guidance is for any student on a taught programme, except MBBS / GEP medicine. This guidance therefore *does* apply to dentistry students. MBBS / GEP medicine students should contact the School of Medicine and Dentistry for guidance. Research students should contact the Research Degrees Office for guidance.

Looking after yourself

This guidance focuses on what to do when things go wrong. For many students though, problems can be easily remedied if you ask for help before your situation gets worse. It is your responsibility to look after your health and emotional well being, and there are many professional support services at the College that can offer you support. Seeking help as early as possible is always advisable. There is contact information at the back of this booklet about the professional support services at the College.

What are 'extenuating circumstances'?

Under Queen Mary's regulations, extenuating circumstances are:

'Circumstances that are outside a student's control which may have a negative impact on a student's ability to undertake or complete any assessment so as to cast doubt on the likely validity of the assessment as a measure of the student's achievement.'

The 'circumstances' mentioned in the definition above are usually personal or health problems. Health problems include your emotional wellbeing and mental health, as well as your physical health.

However, please note:

- personal or health problems are only 'extenuating circumstances' if they are outside your control
- personal or health problems are only 'extenuating circumstances' if they are likely to have a negative impact on your ability to undertake or complete academic assessments such as exams or coursework
- personal or health problems on their own are not 'extenuating circumstances'. See the section *What if I have ongoing health or other problems?* later in this leaflet
- academic workload issues are not 'extenuating circumstances'
- observance of a religious festival or holy day is not an extenuating circumstance. You should plan your work to take into account participation in religious services and other forms of observance. As coursework deadlines are set in advance, if the deadline coincides with religious commitments you should be prepared to submit your work before the coursework deadline. Students wishing to notify the College of any religious reasons which may affect their ability to sit examinations on specific dates should complete the form available at

<http://www.arcs.qmul.ac.uk/examinations/index.html>

and send it to the Examinations Office in the Academic Registry Office, Room CB05, Queens' Building (or the Student Office at Whitechapel) by the specified date.

What is the 'fit to sit' policy?

Queen Mary has a 'fit to sit' policy. This means that if you sit an exam, you are declaring yourself fit to do so. Being 'fit' generally means that you are feeling well and functioning effectively. Therefore, if you are feeling unwell because of medical or personal difficulties, you should not sit an exam. If you take an exam knowing that you are unwell, you will not be able to successfully claim extenuating circumstances.

If you do not sit an exam because you are feeling unwell, you must notify your School and submit a claim for extenuating circumstances. You will need formal documentation to submit with your extenuating circumstances claim so you might need to, for example, see a doctor urgently. This leaflet includes more information on what documentation you need and how to submit your extenuating circumstances claim; please read the relevant sections.

What academic assessments are Extenuating Circumstances considered for?

Coursework

If you do not submit academic assessments by the required deadline, you will usually be given a mark of zero, or a reduced mark after a late penalty has been deducted. If you are unable to meet the deadline due to extenuating circumstances you either need to be granted a deadline extension, or have a valid extenuating circumstances claim confirmed by your Subject Exam Board (SEB), in order to avoid receiving a reduced or zero mark.

Each academic school has its own procedures for dealing with late submission of academic assessments, and these procedures are normally described in the handbook for the academic school responsible for the module. If you do not know what the procedures are, you must find out. The best place to start is the academic school's website or administrator.

There are two main systems for submitting assessments later than the published deadline if you have extenuating circumstances. You will need to check with your academic school which system applies to you.

Requesting a deadline extension

This is where you are given a later deadline (an 'extension') to submit your work. Whether or not you are granted an extension, and the duration of that extension, is for the academic school responsible for that module to decide. The information that you can provide about your extenuating circumstances will enable them to make their decision. You should always ask for an extension **before** the required deadline for submission.

If you are unable to meet the new deadline, you must talk to the academic school concerned again, about a further extension. Extensions can only be granted for a reasonable period of time e.g. you cannot submit your work after the answers have been released to other students, and / or other students have received feedback on their work.

If you have had extenuating circumstances and you fail to submit your work by the deadline without an agreed extension, you must contact the academic school responsible for the module as soon as possible and provide an explanation with supporting evidence if necessary. Your academic school may consider

marking your work rather than giving you an automatic fail or reduced mark. However, you would need to have compelling extenuating circumstances and good reasons for not requesting an extension before the deadline. This situation is rare and you are strongly advised to always request an extension in advance of the deadline.

Submitting an extenuating circumstances claim for consideration by the Subject Exam Board

Some schools do not operate a deadline extension system. Instead, you submit an extenuating circumstances claim, with supporting documentation, to your academic school. Your Subject Exam Board (SEB) will meet after the exam period and will confirm which extenuating circumstances claims have been approved. This means that you will not know until after the exam period has passed whether your extenuating circumstances have been accepted as a valid reason for not submitting your assessment by the deadline.

Exams

Attendance at exams

Remember that if you take an exam knowing that you are unwell, you will not be able to successfully claim extenuating circumstances. See: *What is the 'fit to sit' policy?* above.

If you are having difficulties, and feel that you are not fit to take exams, you should try to arrange a formal interruption of study. The deadline for this is the end of the second semester. If your academic school approves your interruption of study, you will be able to take your exams at a later date. Interrupting your studies usually means that you will resume your studies at the same point the following academic year. For more information about interrupting your studies please see the Advice and Counselling Service's leaflet: *Resitting, interrupting or leaving your course* available at: <http://www.welfare.qmul.ac.uk/leaflets/index.html> There is a guide for home and EU students, and also one for international students.

If you are too late to apply for an interruption of study and you are not fit to sit exams, you will need to submit an extenuating circumstances claim with supporting documentation to your academic school. Your Subject Exam Board (SEB) will meet after the exams have taken place and will confirm which extenuating circumstances claims have been approved. This means that you will not know until after your exam period has passed whether your extenuating circumstances have been accepted as a valid reason for you being absent from your exams.

It is therefore helpful for you to seek guidance from your personal adviser, or other support staff in your academic school, about your extenuating circumstances and the documentation you have been able to get to confirm these, although the formal decision about whether your extenuating circumstances have been accepted will not be confirmed until the SEB has met. See the sections later in this leaflet on extenuating circumstances documentation, for information about what you need to provide. The Academic Advice Service in Queen Mary's Students' Union, can offer you advice about your extenuating circumstances application form statement, and the strength of your documentary evidence. See the *Advice and Support* section of this leaflet for contact details.

Becoming unwell during an exam

If you are fit to sit an exam but you unexpectedly become ill during the exam and are unable to continue, you still need to submit an extenuating circumstances claim with documentary evidence. You will need to wait until the outcome of the SEB to see if your circumstances are accepted as a good reason for not completing the exam.

What happens if my claim for extenuating circumstances is not accepted?

Coursework

You may receive a mark of 'zero fail' for the assessment you failed to submit by the deadline or receive a mark with a penalty deducted depending on the type of coursework. Your programme handbook will provide further information.

Exams

If you are absent from your exam, or if you take the exam and fail, you will be given a mark of 'zero fail' for the exam. You will have the opportunity to re-sit the exam (as long as you have not exhausted all of your attempts) but the maximum mark you could get for the module will be 'capped' at the pass mark (40.0 for undergraduate students and 50.0 for taught postgraduates). Currently, the only exception to this rule is LLB and LLM students who do not receive a capped re-sit module mark. These rules are subject to change, so check the latest information with your academic school.

You cannot re-sit exams that you have passed to improve your marks.

What happens if my claim for extenuating circumstances is accepted?

Coursework

You will be given a mark for the coursework / assessment you submitted late, without any penalty. Or, if you have not yet submitted your coursework / assessment, you will be given a new submission date.

Exams

You will be granted a certified absence and will be allowed to take your exam at the next available opportunity. This is called a 'first sit'. This means that your maximum mark will not be capped at 40.0 or 50.0 (unless the exam you missed was already a re-sit). Check with your academic school when the next available examination opportunity will be. Late summer exams are not available for all academic schools or in every year of a programme, so if you can't take the exam in the late summer you will normally have to wait until the exam period in the following academic year. Late summer re-sits are not available for final year exams.

How do I make an Extenuating Circumstances claim?

There is a standard Extenuating Circumstances claim form for the College. An example of the form is at the end of this leaflet and sample text is included on the form to help you to understand what information is required. Ask your academic school for a form, and check the deadline that applies to your programme.

To complete the form, you need to know the module code for the relevant exam or assessment. You also need to know the date of the exam or the assessment submission date.

The form has a box for you to summarise your extenuating circumstances. The following points should be included:

- A description of the personal or health circumstances that have affected you
- An explanation of how these circumstances were / are outside your control
- A description of *how* these circumstances have affected you and your studies e.g. any personal, emotional, physical or medical effects
- The date / dates that you have been affected by your extenuating circumstances
- It can also be useful for you to describe any support that you have received, or are receiving, to address your difficulties. You might also wish to explain how you are making use of this support to ensure that your studies are less likely to be affected in the future

Make sure that you include all the information that is *relevant* to your circumstances, and explain it as clearly and concisely as possible. Don't include extra information that is not relevant, as this will make your claim difficult to read and may mean that the most important information about your claim is not easy to see.

Your academic school should issue you with a signed receipt when you submit your form. Keep your receipt safe for the duration of your studies.

When should I make my extenuating circumstances claim?

Claims for extenuating circumstances are considered by a sub-board of a Subject Examination Board (SEB). The sub-board makes recommendations to the SEB. Some Extenuating Circumstances sub-boards have meetings throughout the year, with deadlines for each meeting. The College deadline for submitting an extenuating circumstances claim is three working days before the relevant Extenuating Circumstances sub-board meeting. However, your academic school may have an earlier deadline(s) so you should check this with your school. Your school will set a deadline(s) to make clear the latest date that you can submit your extenuating circumstances claim. Remember that 'working days' exclude weekends, bank holidays and College closure days.

What documentation do I have to provide with my extenuating circumstances claim form?

You must provide formal documents to support your claim as evidence to confirm that your claim is true. If the documents that you have are not in English, you must provide a certified translation of the documents into English. Your documents must be provided by an independent professional; you cannot use documents written by a friend, family member or any other personal friend / colleague. All evidence must include details of the impact that the extenuating circumstances had on your ability to complete the assessment. The evidence that you might provide is described below, and is summarised in the annexe at the end of this leaflet.

Medical evidence

If your extenuating circumstances relate to physical health, mental health or emotional well being, you should get documentation from a medical practitioner who is registered with a recognised professional body such as the General Medical Council or Nursing and Midwifery Council (www.gmc-uk.org or www.nmc-uk.org). If you have consulted another type of health professional, they should be registered with the Health Professions Council (www.hpc-uk.org). Counsellors or Psychotherapists should normally be registered with the British Association for Counselling and Psychotherapy (www.bacp.co.uk). There are nine health professional regulatory bodies in the UK listed in Appendix I. You should check that your medical practitioner is registered with one of these.

If you missed an exam because you were unwell, or you became unwell during an exam, your medical documentation must cover the date/s of all the missed exam/s.

If your documentation relates to medical circumstances, you should always have a medical consultation before getting your documentation, and this consultation should take place within 3 working days of you becoming unwell. If you are unable to get a medical appointment within 3 working days, or you have another good reason for not being able to meet this timeframe, you should explain this on your extenuating circumstances claim form. Ask your medical practitioner to confirm the delay in their documentation, if they are willing to.

You may have to pay for medical documentation.

What if I am not registered with a doctor?

All students should be registered with a doctor. If you are not registered with a doctor you will need to do so as soon as possible and try to make an urgent appointment to see a doctor. If you live in postcodes E1, E2, E3 or E14, you can register with the Student Health Service on campus. If you do not live in these areas, but you are unwell while you are on campus, the Student Health Service may see you as a temporary patient. If you are suddenly taken ill immediately before or during an exam, and the Student Health Service is closed, staff in College's Occupational Health Service may be able to see you and provide you with documentation to confirm your circumstances.

Non-medical evidence

Extenuating circumstances may also relate to a non-medical event or incident. You must provide formal documentation to confirm this. The type of documentation you provide will depend on the type of incident or event. Examples might include:

- Bereavement – a copy of the death certificate is required
- An incident involving the police, ambulance or fire service – documentation and reference numbers are required
- Travel delays – proof of a major disruption to travel arrangements is required. For local journeys, travel delays are not normally considered as valid extenuating circumstances and you are expected to make travel arrangements that enable you to arrive at least 30 minutes before the start of the assessment or

the submission deadline. For longer journeys, you are expected to have made travel arrangements that enable you to arrive at least one hour before the start of the assessment or the submission deadline

- Jury service – Anyone who is normally resident in the UK can be asked to perform this public service. In some circumstances it may be possible to delay your jury service. If you receive a letter asking you to do jury service, please discuss this with your personal tutor or academic adviser immediately to help you decide if you should apply to delay it. Jury service is not normally accepted as grounds for an extenuating circumstances claim as it is not unplanned or outside your control. Further information is available at: www.direct.gov.uk/en/CrimeJusticeAndTheLaw/Juryservice

What information does my documentation need to contain?

As already mentioned, your documentation must be provided by an independent professional or an official organisation. Most often this will be a medical or health professional, or an organisation like one of the emergency services or a travel company. You might provide evidence from a member of staff at Queen Mary if it is very difficult or impossible for you to obtain any other evidence. However, you should be aware that Queen Mary staff might not be able to provide this, as they might feel unable to authenticate your circumstances.

Acute medical conditions

A GP (doctor's) certificate will usually be sufficient, without a more detailed supporting statement. Make sure that your condition is clearly stated and legible, and that the dates cover the dates of the affected exam/s or assessment/s. You must provide an original certificate, with an original signature. Photocopies are not accepted.

Long term ill health, chronic conditions and non-medical circumstances

Your documentation should include the following information. You might find it useful to show this list to the person who is providing your documentation so that they know what to include.

- Brief information about your health circumstances or the incident affecting you
- Dates of any consultations with medical/health professionals or meetings with officials / other professionals
- Any outcomes of these consultations / meetings
- Dates of the affected period, which should cover the date/s of the affected exam/s or assessment/s
- If possible, details of any effects that medication, treatment or a particular incident is likely to have had on you
- If your difficulties are time limited, information about when you are likely to recover or things are likely to return to normal
- If your difficulties are ongoing, chronic or likely to be persistent, information about what episodes of a more serious nature you have had, and the likelihood of future serious episodes. It would be helpful to include some information about how you are affected in normal circumstances, when you are not experiencing a serious episode

- If possible, information about how your health or other circumstances are likely to have affected your physical or mental capacity during the affected period e.g. any effect on your performance or ability to attend College, concentrate on your studies, complete assessment/s, take formal exams (written, practical and oral) or follow normal academic procedures
- Any other relevant details

What if the person providing my documentation is unwilling or unable to include all of the required information?

Sometimes, medical or other professional staff might not feel able to confirm your circumstances or comment on how you might have been affected. For example, if you have recovered from being unwell by the time you see a doctor, they may not be able to confirm your illness or comment on how it affected you.

Similarly, if you seek support from the College's Advice and Counselling Service (and you are contacting them for the first time), staff will not normally be able to provide much information in your documentation as they will not have detailed knowledge about your situation yet, or have observed the effects of the difficulties you have been having.

If the person providing your documentation is unable or unwilling to provide all of the required information, you should explain this on your extenuating circumstances claim form. Explain, in your own words, what your circumstances are and how they have affected you.

How and when will I find out if my extenuating circumstances claim has been accepted?

The outcome of your claim should be available to you once your provisional results are released and you should be notified formally by your school, usually within two weeks of the date of the Subject Examination Board (SEB) for your programme. If you want to find out the outcome as soon as the provisional results are released, contact your academic school.

What if I have ongoing health or other problems?

Many students have ongoing health issues that are managed by medication or other treatment / support. Many students also have ongoing personal circumstances that are stressful or problematic.

These situations will not generally be suitable for the extenuating circumstances claims process. The extenuating circumstances process is designed to help students who have an 'acute episode' of difficulty. For example, if you have an ongoing health condition and you are normally fit enough to study, you would not normally be able to make a valid extenuating circumstances claim unless you have experienced a particularly acute episode which has caused difficulties over and above your ongoing situation.

If you have a disability or health condition or specific learning difficulty such as dyslexia, contact the College's Disability and Dyslexia Service (DDS) to see what support can be put in place to help you manage

your studies more effectively. DDS can help you with circumstances that affect either your physical or mental health, or both.

You should always inform your academic school about any ongoing health or personal difficulties, so that any additional support arrangements can be considered.

If you feel that your ongoing health or personal circumstances are making it difficult for you to manage your studies, you may need to consider taking a break from your programme. This is called an 'Interruption of Study' and basically means that you ask the College for permission to take a break from your studies and return in the future when your health or your personal situation is more manageable. For more information about how to request an interruption of study, and to find out about the practical and financial implications of doing so, see the Advice and Counselling Service's guide: *Resitting, interrupting or leaving your course*. There is a guide for home and EU students, and also one for international students. You can find the guide here: <http://www.welfare.qmul.ac.uk/leaflets/index.html>

What if I am absent from College due to health or personal difficulties?

You should notify your academic school if you are absent from College. Check your school handbook for specific information about when and how to inform your school.

If your absence is likely to go on for a long time, you may need to consider asking for an interruption of study – see above. If your absence is temporary, you will need to decide if it is going to be possible for you to catch up on the work that you have missed. Talk to your personal tutor or academic adviser to get advice about what is, and what isn't, possible. If you decide to try and catch up, you cannot usually use your absence to make a successful extenuating circumstances claim, so you should think carefully about how realistic it is to try and carry on with your studies at that point.

Absence isn't, in itself, a reason to submit an extenuating circumstances claim. It may be relevant if you need more time to complete an assessment, but it is unlikely to be relevant for examinations as you should normally arrange an interruption of study if you feel that you are not going to be ready to take exams because of being absent from College.

However, if you experience extenuating circumstances shortly before, or during, the examination period, which mean that you are unexpectedly absent from College and unable to take your exams, you can submit an extenuating circumstances claim in the usual way.

What if I need to retake a period of study in attendance?

Students who fail to progress successfully to the next level of their programme are normally required to re-sit out of attendance (i.e. you would have to stop attending College until the next available opportunity to undertake your assessment / exams – most often this is not until the exam term the following year, as late summer re-sits are not available for all programmes or in every year of a programme).

However, in some extremely limited circumstances, where students have valid extenuating circumstances that affected their ability to attend classes and where there is very good reason why they did not interrupt at the proper time, students may be given permission to attend an academic year, or part of an academic

year, again i.e. repeat a period of study. Any decision to allow you to do this will be considered through the usual extenuating circumstances process. If you feel that you have a good case to be given an opportunity to retake a period of study in attendance, you should explain this on your extenuating circumstances form. If you are given permission to retake in attendance, you will be liable to pay tuition fees again. For more guidance about the practical and financial aspects of retaking in attendance, please see the Advice and Counselling Service's guide: *Resitting, interrupting or leaving your course*. There is a guide for home and EU students, and also one for international students. You can find the guide here: <http://www.welfare.qmul.ac.uk/leaflets/index.html>

Advice and Support

Academic Advice Service, Queen Mary Students' Union

This service can give you independent advice about your extenuating circumstances application form and the strength of your supporting documentation. You can also get independent advice about your rights and entitlements under the College's regulations and procedures.

QMSU Academic Advice Service

The Blomeley Centre

Westfield Way

Mile End campus

020 7882 8042

annie.mitchell@qmsu.org

Student Health Service

This service offers appointments with a doctor or nurse every day during the main College term times. You should register with a doctor as soon as you enrol at Queen Mary. To register at the Student Health Service, you must be living in one of the following postcode areas: E1, E2, E3 and E14. If you live in a different postcode, you should register with a doctor near to where you live.

Student Health Service

Ground floor, Geography building

Mile End campus

020 7882 8710

www.studenthealth.qmul.ac.uk

Disability and Dyslexia Service

This service offers professional advice and support for students with a disability (including a short term disability), specific learning difficulty or ongoing health condition (physical and mental health). You can get advice about what support can be put in place to help you to manage your studies effectively. Contact the service as early as possible, so that your disability or health condition has the least possible negative impact on your studies.

Disability and Dyslexia Service

Second floor, Francis Bancroft building

Mile End campus

020 7882 2756

dds@qmul.ac.uk

www.dds.qmul.ac.uk

Advice and Counselling Service

This service offers professional advice and support for a range of personal, emotional, financial and legal issues (including immigration advice). If you are experiencing any of these difficulties, contact the service as early as possible so that your circumstances have the least possible negative impact on your studies. The service has a lot of information on their website, including guidance on the most common issues that students experience. The service operates within a strict confidentiality policy.

Advice and Counselling Service

Ground floor

Geography building

Mile End campus

020 7882 8717

welfare@qmul.ac.uk

www.welfare.qmul.ac.uk

Residential Support

Students sharing living space with others can sometimes experience conflict or disputes which can have a significant impact on their emotional wellbeing. Queen Mary provides a support service for students living in College residences, to help mediate in these circumstances so that any negative impact on academic work and personal wellbeing can be avoided or reduced. If you are experiencing problems in College residences, contact the Residential Support service as soon as possible so that a remedy can be found.

Residential Support

Residences Reception

France House

Student village

Mile End campus

020 7882 2610

residential-support@qmul.ac.uk

Sample Extenuating Circumstances Claim Form

This is for information only – please ask your academic school for a form.



EXTENUATING CIRCUMSTANCES CLAIM FORM

Postgraduate Subject Examination Board for *Classics*

This form should be used by all taught course students to make claims for extenuating circumstances relating to missed examinations and assessments and non-submission of coursework, including extensions to coursework deadlines.

To be considered by the Subject Examination Board, students must complete all parts of this form and return it - together with appropriate documentary evidence – to XXXXXXXXXXXXXXXX. Claims submitted without supporting documentary evidence will not be considered

Students must submit claims as soon as possible, and at the latest by XXXXXX. Claims submitted after this deadline will not be considered.

It is recommended that students read the student guidance booklet called *Extenuating Circumstances* available from the Advice and Counselling Service and online at www.welfare.qmul.ac.uk, and seek advice from academic advisors, senior tutors or school or institute administrators before completing the form.

Please complete this form using a word processor, or use a pen and write in block capitals if completing by hand.

Personal details

Student ID number:	123456789
Forename:	Anne
Surname:	Onymous

Contact address (term-time):	<i>1 Avenue Way Townville Northshire AB12 3CD</i>
Telephone number:	<i>09876 543210</i>
Alternative telephone number:	<i>01234 567890</i>
QMUL email address:	<i>a.n.onymous@qmul.ac.uk</i>

Study details

Programme of study (e.g. BA French):	<i>MA Classics</i>
Year of study (0 - 7 or Masters):	<i>Masters</i>
Personal tutor:	<i>Dr J. Smith</i>

Details of claim

Please continue on a separate sheet if necessary.

Module code	Element of assessment e.g. examination, coursework	Examination date/ submission deadline	Did you attend/ submit?
<i>CLA7865</i>	<i>Examination</i>	<i>4 May 2012</i>	<i>No</i>
<i>CLA7654</i>	<i>Examination</i>	<i>14 May 2012</i>	<i>No</i>

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Summary of extenuating circumstances

Please use the space below to explain your extenuating circumstances, and how these meet the following criteria. In order to be valid, the extenuating circumstances must be:

- unplanned;
- outside of the student's control;
- such that there has been a negative impact on the ability to undertake or complete any assessment;
- cast doubt on the likely validity of the assessment as a measure of the student's achievement.

This text should be as concise as possible and refer only to relevant information, whilst ensuring that everything that requires consideration is included. Additional paper may be used if required.

<p><i>I missed two examinations as I was in a car accident on 17 April and suffered severe whiplash and bruising to my ribs. The hospital prescribed painkillers, which made me drowsy and unable to concentrate. Due to these effects and the pain I was unable to attend the examination.</i></p>

Summary of documentation

Please use the space below to list the supporting documentation submitted as part of the claim. This should include outstanding documentation to be submitted at a later date, with an expected submission date and reason for delay. Refer to the guidance notes for information on required standards of documentation.

<ul style="list-style-type: none">• Letter from the hospital• Copy of the police report (awaited – not yet issued by Police, and expected by 20/05/12)

Declaration

I confirm that the information provided in this form, and any additional documentation relating to this request is, to the best of my knowledge, true and accurate.

Signed:	<i>A.N. Onymous</i>
Date:	11/05/12

Once completed, this form and all supporting documentation should be submitted to:

Your academic school will put their details here

Annexe

Summary of guidance concerning the provision of documentary evidence required to support claims for extenuating circumstances

Certification of evidence

All certification should be provided by an independent professional as defined below.

- Certification will not be accepted from a family member, friend of the family, or a personal friend or colleague.
- An appropriate member of staff of Queen Mary may provide statements to be used as documentary evidence in cases where (a) they have been informed by the student of their circumstances and (b) can comment on the impact on the student and (c) it would be very difficult or impossible to obtain any other evidence.
- In the case of documents that are not in English a certified translation of the documents into English is required.
- A Subject Examination Board or its Extenuating Circumstances Sub-Board may take reasonable steps to ascertain the authenticity of any documentation, and the relationship of the author with the student where there is any doubt.

Medical evidence

- Medical documentation should be supplied by a practitioner who is registered with a recognised health care professional body. There are nine health professional regulatory bodies in the UK set up to protect and promote the safety of the public. These are listed in appendix I. For example the General Medical Council (www.gmc-uk.org) for doctors, the Nursing and Midwifery Council (www.nmc-uk.org), counsellors or psychotherapists should normally be registered with the British Association for Counselling and Psychotherapy (www.bacp.co.uk), and the Health Professions Council (<http://www.hpc-uk.org/>) which covers 15 health professions. The Council for Healthcare Regulatory Excellence oversees the organisations that regulate health professionals across the UK.
- Documentation relating to medical conditions should be obtained from a formal medical consultation that should take place within three working days of the condition commencing/occurring. If there is a 'good reason' why this is not possible it should be stated in the claim and if possible in the documentation, for example hospitalisation. Students who are unable to obtain medical appointments within this time frame should note the reason for this on the claim form. Medical documentation must cover the date of the missed or affected examination.
- Students are responsible for bearing the costs of any charges for medical certification.

- Originals of doctor's certificates, showing original signatures, must be provided. Photocopies are not accepted.

Non-medical evidence

In circumstances where the claim for extenuating circumstances is based on a non-medical event or incident, formal evidence is required also. Examples include:

- involvement in an accident or incident involving the police, ambulance or fire services. Evidence might include a police report and crime or incident number, the contact details of and/or a letter from the reporting officer if the student were involved in the incident, for example as a witness;
- bereavement. A copy of the death certificate will be required;
- travel delays. Proof of major disruption to travel arrangements will be required.

For longer distance travel, original travel tickets/documents proving intention to travel to arrive for the assessment/examination at least one hour before the examination or deadline to hand in work, and documents setting out the revised travel arrangements are required.

For more local journeys, travel disruption will not normally be considered as a valid reason for an Extenuating Circumstances claim.

You should always allow extra time for your journey on the day of an examination or assessment, or to ensure that coursework is submitted before the deadline. Student must arrive in good time before an examination or test commences, for example at least 30 minutes before the start time.

Appendix I

UK Health Professional Regulatory Bodies

There are nine health professional regulatory bodies in the UK set up to protect and promote the safety of the public. They do this by:

- setting the standards of behaviour, competence and education that health professionals must meet;
- dealing with concerns from patients, the public and others about health professionals who are unfit to practise because of poor health, misconduct or poor performance;
- keeping registers of health professionals who are fit to practise in the UK;
- the regulators can remove professionals from their registers and prevent them from practising if they consider this to be in the best interests of the public.

These bodies are overseen by the Council for Healthcare Regulatory Excellence.

The nine health professional regulatory bodies are:

General Chiropractic Council (GCC)

- Chiropractors

General Dental Council (GDC)

- Dentists
- Dental nurses
- Dental technicians
- Dental hygienists
- Dental therapists
- Clinical dental technicians
- Orthodontic therapists

General Medical Council (GMC)

- Doctors

General Optical Council (GOC)

- Optometrists
- Dispensing opticians
- Student opticians
- Optical businesses

General Osteopathic Council (GOsC)

- Osteopaths

General Pharmaceutical Council (GPhC)

- Pharmacists

Health Professions Council (HPC)

- Arts therapists
- Biomedical scientists
- Chiropodists/podiatrists
- Clinical scientists
- Dietitians
- Hearing aid dispensers
- Occupational therapists
- Operating department practitioners
- Orthoptists
- Paramedics
- Physiotherapists
- Practitioner psychologists
- Prosthetists/orthotists
- Radiographers
- Speech and language therapists

Nursing and Midwifery Council (NMC)

- Nurses
- Midwives

Pharmaceutical Society of Northern Ireland (PSNI)

- Pharmacists

How to find the Advice and Counselling Service

Mile End Campus



Advice and Counselling Service	1
Health Centre	2
Geography	3
Mucci's	4
Francis Bancroft Building	5
Queens' Building and Octagon	6
G.O. Jones Building	7
Library	8

Other advice guides published by the Advice and Counselling Service:

- What immigration permission do I need to study at Queen Mary?
- Applying for Tier 4 (General) Student immigration permission
- Resitting, interrupting or leaving your course – a guide for international students
- Banking – a guide for international and EU students
- Student Finance: loans, grants and bursaries for home and EU undergraduates
- Additional sources of funding for home and EU undergraduates
- Postgraduate Funding A guide for home and EU students
- Resitting, interrupting or leaving your course – a guide for home and EU students
- Extra Money: Disability and ill health
- Managing your budget and cutting costs
- Money for Lone Parents
- Council Tax
- Part time and vacation work
- Childcare
- Extenuating Circumstances
- A to Z of support services
- Funding for medical and dental students

You can download up-to-date versions of all our advice guides from our website:
www.welfare.qmul.ac.uk/leaflets

For further information contact:

Advice and Counselling Service
Student and Campus Services
Queen Mary, University of London
Mile End Road
London E1 4NS

tel: +44 (0)20 7882 8717
fax: +44 (0)20 7882 7013

www.welfare.qmul.ac.uk