



EXTENUATING CIRCUMSTANCES STUDENT GUIDE

Extenuating Circumstances

QUEEN MARY UNIVERSITY OF LONDON

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1 Introduction

The Extenuating Circumstances task on MySIS allows you to register extenuating circumstance claims against assessment elements/modules where it is felt that illness or other circumstances led to non-attendance or non-submission. Each claim is then assessed by the academic department responsible for the module in question, as well as by your home department if the two are separate, after which the claim is reviewed by the relevant boards and confirmed or amended as appropriate.

1.1 Terminology

Expression	Meaning
EC	Extenuating circumstances
Home school	The school responsible for the programme you are registered on
Module owning school	The school responsible for the module being claimed against
SEB	Subject examination board

1.2 Access

The task can be found on MySIS (<https://mysis.qmul.ac.uk>) under its own section entitled *Extenuating Circumstances*. Any student registered for assessments will automatically have access.

2 Submission Process

In the majority of instances, EC claims should be made by students themselves, but it is possible for your home department to create a claim on your behalf if necessary. **This should only ever be done on your request and based on evidence/self-certification details that you have provided.**

As an alternative to providing evidence relating to a claim, each student is entitled to submit up to three self-certified claims per academic year (*NB – each individual claim can relate to multiple assessments/modules*), which involves providing details of the extenuating circumstances without the provision of additional evidence. Acceptance of such claims still falls to your academic department/EC sub-board.

If you have previously submitted one or more self-certification claims during the current academic year, a reminder message will appear in the *Log a New Claim* section showing how many such claims have been submitted out of a maximum of three. If three claims have already been made, the task will automatically block any more self-certification claims being submitted.

To add a claim, log in to your MySIS account and click on *Extenuating Circumstances* in the menu bar at the top of the screen. This will bring up a summary showing your personal details, details of your programme and various headings denoting different stages of the claim process:

Extenuating Circumstances

View, Add and Amend an EC claim

Personal Information	Programme Details
Student ID Forename Surname Date of Birth	Faculty: Humanities and Social Sciences School/Institute: School of History Programme: BA FT History Route: History
Log a New Claim If you wish to apply for extenuating circumstances please click the button below. <div style="text-align: center;"> <input type="button" value="New Claim"/> </div>	
Claims Yet to be Submitted -	
Claims Under Consideration -	
Completed Claims -	
Deleted Claims -	

If you already have claims that are awaiting submission, submitted and currently being considered, completed, deleted, awaiting evidence or which have had a provisional decision applied, the headings at the bottom will display a number alongside them denoting how many of each you have. These can be viewed and accessed by clicking on the individual headings.

To add a new claim, click on the *New Claim* button, which will open up the following screen:

Extenuating Circumstances Claim

Please use the Next button at the bottom of the page to save your progress and continue to the next step.



Guidance Declaration

Where can I get advice on module marks and assessment?
For more information on this please refer to our [module marks and assessment page](#).

Submission of evidence of extenuating circumstances
We expect you to provide independent evidence where it can be reasonably obtained. It is unlikely your claim will be accepted without it.
The [Student Support Officer](#) in your School will be able to advise you on the type of evidence we require for your particular circumstances.

Please confirm below if you have sought any help or guidance regarding this specific claim?

Guidance sought? *

Yes, I have sought guidance
 No, I have not yet sought guidance

Extenuating Circumstance Type

Type of EC *

Standard Claim
 Self-Certification

This first step, *Guidance/Type*, provides links to resources for advice and guidance on completing a claim. You are required to declare whether you have sought guidance or not by selecting the appropriate answer. In instances where you select 'No, I have not yet sought guidance', the following message will appear when the *Next* button is clicked to reiterate the importance of appropriate guidance:

Extenuating Circumstances Claim

Please use the Next button at the bottom of the page to save your progress and continue to the next step.

Guidance Advice

We strongly recommend that you seek guidance from your [Student Support Officer](#) as they can help you to submit an appropriate claim and discuss possible outcomes.
If you feel you are unable to discuss your situation with your School, please seek guidance from the [Advice & Counselling Service](#) and [Student Union](#)

Exit

Next

This message only serves as a warning; you are still permitted to continue with the claim if you have not sought guidance.

The second section allows you to select the claim type – 'Standard Claim' or 'Self-Certification'. *NB – If you proceed beyond this stage, the claim type cannot be amended; if the incorrect type was selected, a new claim would need to be created and the incorrect claim deleted.*

Selecting 'Self-Certification' will display the following warnings, which outline the criteria for submitting an acceptable self-certified claim in line with the Extenuating Circumstances policy:

You are allowed to self-certify a maximum of 3 claims in an academic year.

When submitting a Self-Certification claim the following criteria will need to be met:

- You are permitted to self-certify a maximum of 3 claims in an academic year.
- Each self-certification can cover a maximum period of up to seven calendar days. This means assessments due within seven days of each other can all be included in the same self-certification EC claim.
- The maximum outcome of the self-certified EC claim is 7 calendar days for extensions. Please note some schools do not offer extensions. Please check the module owning schools' process.
- The maximum outcome of the self-certified EC claim is 7 calendar days for late submissions. For any assignment submitted beyond 7 days after the original deadline a 'Standard Claim' with evidence must be made.
- It is not permitted to use consecutive self-certification applications, that is, you cannot claim for two back-to-back seven-day periods using self-certification.
- You cannot normally use a self-certified application more than once for the same assessment.

Aside from the final condition, where a warning message will be displayed, the task will prevent you from submitting a claim that falls outside of these criteria. (In some instances, a department may allow a self-certified application more than once for the same assessment but this would need to be discussed before being submitted. Any such claim submitted without explicit permission will be declined). If your claim falls outside of these criteria, you should submit a standard EC claim by checking the 'Standard Claim' box in the Extenuating Circumstance Type section.

The third step in this section asks you to confirm that the assessment due dates to be used in your claim are correct. This section applies to both types of EC claims and warns that if incorrect assessment due dates are entered in Stage 3 of your claim, it may be declined.

Assessment due dates

It is essential that all assessment 'Due Dates' entered in Stage 3 'Assessments' of this process are accurate and correct. Failure to enter accurate dates may result in your claim being declined. Please tick the checkbox to acknowledge that you have read and understand this.

I confirm that all assessment Due Dates in the claim will be correct and accurate

It is recommended that you check this information before ticking the box to confirm that due dates are correct and accurate. This box is mandatory and you will not be able to continue with your claim without ticking it.

When you have completed these three actions, clicking on *Next* moves the task on to the second step:

Extenuating Circumstances Claim

Please use the Next button at the bottom of the page to save your progress and continue to the next step.



Summary of Circumstances

Nature/category of circumstances: Please select any as appropriate
(Please select the circumstances most fitting for your request)

Explain how the circumstances are affecting your ability in the assessment task. The key information to include is what the circumstances are, how the relevant assessments have specifically been affected, what support you have sought/received and include dates where relevant.

Please note the list [here](#) which provides further details about what is NOT an extenuating circumstance.

Please be as clear and concise as possible and note that there is a 5000 character limit within the box provided. You have used 0 of 5000 characters

Provide a summary of the extenuating circumstance and how these circumstances affected the assessment(s) *

Exit
Next

This screen requires you to select the most appropriate circumstance from the dropdown list and provide a summary of your claim. If required, it is possible to select multiple circumstances by clicking in the dropdown box after a selection has been made to make the list reappear. The circumstance types available are 'Bereavement', 'Crime', 'Major unforeseeable disruption to travel', 'Mental Health: acute episode', 'Mental Health: long-term condition*', 'Minor illness/medical reasons: acute episode', 'Other', 'Physical Health: long-term condition*', 'Severe illness/medical reasons: acute episode' and 'Workload/employment*'. The three options with an asterisk alongside them cannot be selected on their own; further guidance on this, along with a list of circumstances that do not constitute extenuating circumstances, can be displayed by clicking on the information icon next to the circumstances dropdown box. If 'Other' is selected, an additional text box appears for the provision of further details.

Once the appropriate circumstance(s) has been selected and the summary has been entered, clicking on *Next* advances the task to the third step:

Extenuating Circumstances Claim

Please use the Next button at the bottom of the page to save your progress and continue to the next step.



Select Assessments

Use this screen to select which assessments are affected by the claim

Select a Module			
Module	Module Name	Summary	Select
BUS106	Accounting for Business	0 of 2 assessments linked to claim	Select Assessments
BUS107	Business and Society	0 of 1 assessments linked to claim	Select Assessments
BUS108	Economics for Business and Society	0 of 2 assessments linked to claim	Select Assessments

Back
Next

This page lists the modules you are able to register a claim for (i.e. modules that have not yet been confirmed as completed and closed down), along with a summary of the number of assessments within those modules that already have claims registered against them. Clicking on *Select Assessments* next to the appropriate module will open up a list of that module's assessments:

Select Assessments

Please note: Re-assessments are indicated by an 'R' appended to the sequence number

Select Assessments Table

Select	Sequence	Type	Name	Weighting	Attempt	Impact	Assessment/Exam date	Requested Extension Date / Late Submission Date	Linked to Claim
<input type="checkbox"/>	001	CWK	Report (1500 words)	40	1	Select ...	<input type="text"/>	<input type="text"/>	No
<input type="checkbox"/>	002	EXM	Examination	60	1	Select ...	<input type="text"/>	<input type="text"/>	No

If the assessment is a re-assessment – i.e. the assessment was previously failed or missed and is being taken/submitted again – an 'R' will appear next to the sequence number and the background will appear as blue:

Select	Sequence	Type
<input type="checkbox"/>	001R	CWK
<input type="checkbox"/>	002R	CWK

Any assessment being linked to the claim needs selecting using the check box on the left of the screen, after which an Impact type needs selecting from the dropdown list – 'Non Attendance', 'Non Submission', 'Late Submission', 'Need Extension' (this last option is only permitted in certain schools and you should check with the department that teaches the module you are claiming for before submitting) – and the date of the assessment needs entering. Students who have selected 'Late Submission' as the Impact type should enter the date of the original submission deadline in the Assessment/Exam date column and the actual submission date in the Requested Extension Date/Late Submission Date column. Students who have selected 'Need Extension' as the Impact type should enter the date of the original submission deadline in the Assessment/Exam date column and the preferred new date in the Requested Extension Date/Late Submission Date column. 'Need Extension', 'Late Submission' and 'Non Submission', are not applicable to examinations. Clicking on Add To Claim will add the selected assessments to the claim. For self-certifications, if a student fills in the 'Requested Extension Date/Late Submission Date' column when selecting the 'Impact' as 'Non-Attendance' or 'Non-Submission' a warning page will show asking them to remove this date and check they have selected the correct 'Impact'.

NB – In instances where you attended an examination but subsequently left due to your stated extenuating circumstance, 'Non Attendance' should be selected as the Impact option.

Once that step has been completed, the summary column will update to show the current number of assessments linked to the claim. When all affected assessments from the list of modules have been added, clicking on *Next* will bring up a full list of all assessments now attached to your claim:

Extenuating Circumstances Claim

Please use the *Next* button at the bottom of the page to save your progress and continue to the next step.



Additional Optional Information For Assessments You Have Selected

The assessments currently attached to your claim are shown below. If you need to add or remove an assessment, use the *Back* button to return to the 'Select Assessment' screen.
 ❶ Where the assessment has multiple components use the additional information textbox below to specify which component(s) and date i.e. 'Lab based coursework 1, due 03/04/2020'
 ❷ Please note: Re-assessments are indicated by an "R" appended to the sequence number

Module Code	Sequence	Name	Impact	Assessment / Exam Date	Additional Info ❶
HST4107	001	Essay (2000 words)	Non Submission	01/Jun/2020	<input type="text"/>
HST4107	002	Take Home Exam (30 hours)	Non Submission	01/Jun/2020	<input type="text"/>

As well as providing a summary of the assessments, this page allows for additional information to be added. Assessments within some schools are broken down further into elements that are not reflected on the system – e.g. 10 week tutorials that are assessed as 10 individual elements – so these additional information fields allow you to flag up if only specific parts of the assessment were affected. However, given that this scenario is not applicable to all assessments, it is not a requirement to enter any text into the additional information fields in order to proceed.

If you are happy with the information displayed in the summary and have entered any required additional information, clicking on *Next* advances the task to the fourth step. If the claim type is 'Self-Certification', the following screen will appear:

Extenuating Circumstances Claim

Please use the *Next* button at the bottom of the page to save your progress and continue to the next step.



Supporting Evidence Not Required

I confirm that I am self-certifying my circumstances for this claim form*

In order to proceed, you will need to check the tick box to confirm you are self-certifying the extenuating circumstances for this claim, then click on *Next*.

If the claim type is 'Standard Claim', then the following screen will appear:

Extenuating Circumstances Claim

Please use the Next button at the bottom of the page to save your progress and continue to the next step.



Upload Supporting Evidence

Please be aware that if you view a document that you have uploaded the system will create a temporary file containing that document in the download directory of your browser. If you are using a shared device or public computer (e.g. in a Internet Cafe) to view documents you will need to take additional care to remove any downloaded files to ensure the security of your personal data.

Upload Evidence

Please provide a reason if you are not uploading evidence

This step allows you to upload evidence that supports your claim. If evidence is not being provided at this stage but you still wish to proceed, you are required to select one of two options from the dropdown – ‘I wish to upload evidence later’ or ‘I do not have any evidence to upload’. When ‘I wish to upload evidence later’ is selected, the following message will appear, advising you that the claim will be submitted but will not proceed to the screening stage until evidence is provided. **NB – You will need to provide evidence within 14 days of submission:**

Selecting this option means you wish to submit your claim and upload evidence later. Please note that although your department will be able to view your claim after you submit, it will not proceed to screening process stage until your outstanding evidence has been provided.

Upload Evidence

Please provide a reason if you are not uploading evidence

When ‘I do not have any evidence to upload’ is selected, a text box appears to allow for a reason to be entered as to why no evidence is being provided. A reason must be entered in order to proceed with the claim:

Extenuating Circumstances Claim

Please use the Next button at the bottom of the page to save your progress and continue to the next step.



Upload Supporting Evidence

Please be aware that if you view a document that you have uploaded the system will create a temporary file containing that document in the download directory of your browser. If you are using a shared device or public computer (e.g. in a Internet Cafe) to view documents you will need to take additional care to remove any downloaded files to ensure the security of your personal data.

Upload Evidence

Please provide a reason if you are not uploading evidence

Please specify why you will not be uploading any evidence for this claim

In instances where evidence is being provided, documentation is uploaded via the *Select Files* button, which opens up an upload screen that allows for as many files as necessary to be attached to the claim. Any evidence provided needs to be uploaded in one of the following file formats - DOC, DOCX, JPEG, JPG, PDF, PNG, TIF, TIFF. When all required files have been uploaded and the upload screen has been closed, a list of the uploaded files will appear, from which each file can either be viewed or removed from the claim. Once you are satisfied that all necessary evidence has been attached to the claim, clicking on *Next* will advance the task to the final step:

Extenuating Circumstances Claim

Please use the Next button at the bottom of the page to save your progress and continue to the next step.

Student and Course Details

Official Name	Student ID	Course Name BSc FT Business and Management	Faculty Humanities and Social Sciences
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Description of the Extenuating Circumstances

Nature of Circumstances Minor illness/medical reasons: acute episode	Summary Unwell.
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Assessments Affected

Please note: Re-assessments are indicated by an "R" appended to the sequence number

Module	Assessment Title	Assessment Type	EC Impact	Original Due Date	Extension/Late Date	Additional Info
BUS005	Project (2000 words)	CWK	Non-Submission	06-Aug-2020	N/A	

Evidence

Document Ref	Filename	Action
EC-00001352930-007-01	Screen Shot 2020-05-18 at 12.24.31.png	<input type="button" value="View Image"/>

Confirmation

By ticking the checkbox below I certify and confirm that

- The information I have entered on my claim form is correct to the best of my knowledge
- I have where appropriate uploaded my evidence to support my claim
- I have read the [privacy notice](#) about how the information associated with my claim is used

I Agree (required)

This step provides a full summary of your claim and allows access to each of the previous sections for any necessary amendments. At the bottom of the screen is a declaration tick box, which must be ticked in order to proceed. Once you are satisfied that the claim is complete, clicking on *Submit* will advance the claim to the departmental screening process.

Upon successful submission of a claim, the claim reference number will appear on screen with confirmation that the claim has been submitted, along with an explanation that details of the claim have been sent to your QMUL email address. You will be able to track the progress of the claim and view a record of the email via the main Extenuating Circumstances page by clicking on *Claims Under Consideration*; the full details of the claim can then be displayed by clicking on *View*.

Any claims that have been started but are no longer needed should be deleted, so that your department are aware those claims are not pending submission.

3 Screening and Approval

The role of making a final decision on whether a claim is accepted or not falls to your home school, i.e. the school responsible for the programme you are enrolled on. In the majority of instances, the school responsible for the module being claimed against and your home school will be the same. There will, however, be instances where the two are separate schools, in which case the module owning school will assess the claim first and pass their comments on to your home school who will then confirm the claim for EC sub-board consideration. (The exception to this is if you are an Associate student, in which case the claim is dealt with exclusively by the module owning school.)

If your department require additional information or evidence, they will return the claim to you with an explanation of what they need and you will receive an email instructing you to check your Extenuating Circumstances page where a 'Claims Requiring Further Information' section will have appeared. This will display details of the department's request, along with a link to a reply screen that allows you to send further information or upload additional evidence as required.

The standard deadline for submitting a claim is three working days prior to the relevant EC sub-board meeting, though in some instances deadline dates vary between schools/institutes, so please ensure that you consult with your home school.

For the majority of EC claims, a final decision is made by the EC sub-board, though occasionally they may find it necessary to forward a claim to the SEB. Once a final decision has been applied to a claim – or if the EC sub-board apply a provisional decision pending a final decision – the details will be sent to you via email to your QMUL email address.