

Disability & Dyslexia Service

Introduction to Student Support



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AskQM

Student Support Officers are here to help with a wide range of queries. You can come to us for:

- Pastoral support – if you're facing personal or well-being difficulties.
- Signposting – directing you to specialist services (Disability & Dyslexia, Advice & Counselling, Residence support, etc.).
- Extenuating Circumstances (ECs) – guidance on the process, submitting claims, and understanding outcomes.
- Engagement and attendance – support if you are struggling to attend or engage with your studies.
- Welcome & transition – induction, settling into university life, and finding your way around support.
- Student voice – working with course reps and student societies to represent your feedback.
- General queries – if you're unsure who to speak to, we'll connect you with the right team.



Ask for help and support as soon as possible

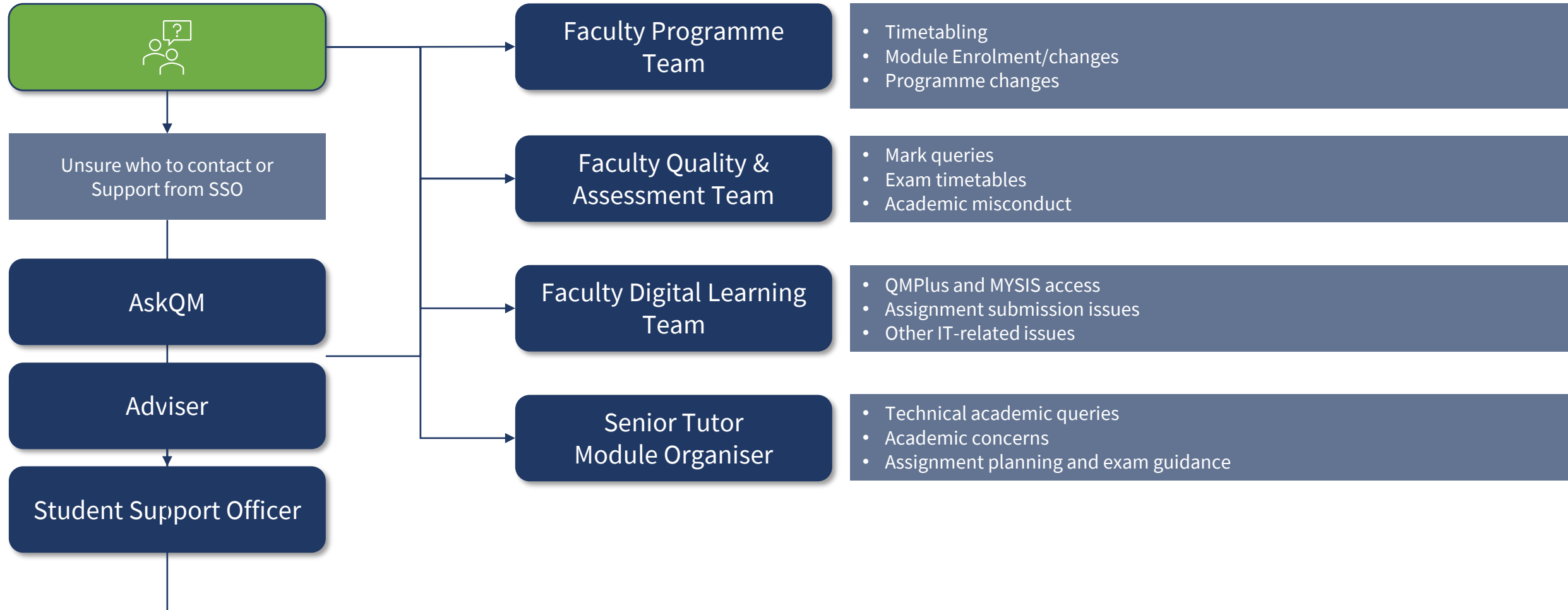
The longer you leave it, the harder it becomes to support you

*Schools have different organisational structures and processes, so it's important to understand how your school works.

Details on the structure of your school and contact details will be circulated during Welcome Week.

*There is currently a restructure happening for the Education Teams within schools as we are moving towards a more faculty-based approach.

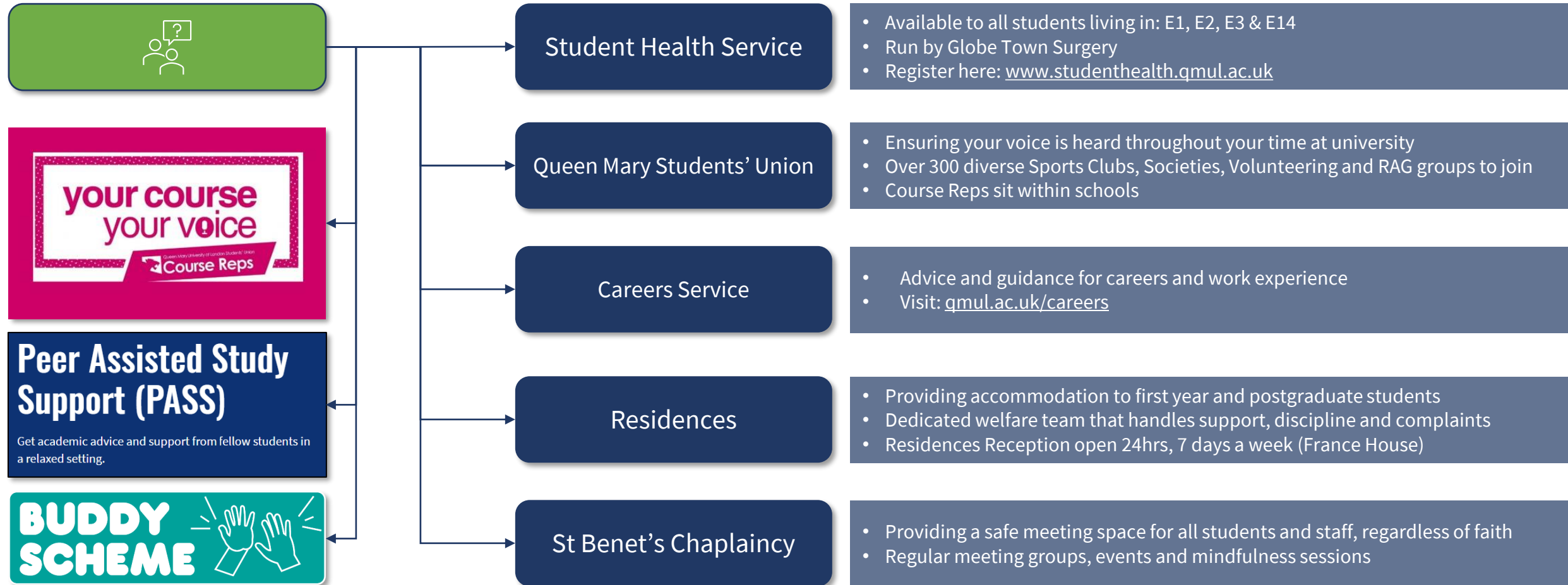
Your Support Network (within your school/faculty)



Your Support Network (across the university)



Your Support Network (across the university)



Your Support Network (outside the university)



More information on accessing support services from outside of the university can be found on the Advice & Counselling website.
For information on what to do in a crisis, please visit: www.welfare.qmul.ac.uk/counselling/help-in-a-crisis/

Extenuating Circumstances

Sometimes, circumstances outside of your control can affect your ability to meet a deadline. You can submit an EC claim for support around your deadlines when this situation arises. If you need further guidance on your circumstances and how to submit an EC claim, you can go to your SSO.

Extenuating Circumstances

Extenuating circumstances applications are made through [MYSIS](#)

EC claims are considered in the same way across the Faculty, but the outcome will depend on the type of assessment

What IS considered an Extenuating Circumstance

- Minor illness/Medical Reasons
- Severe illness/Medical Reasons
- Flare-up of Chronic medical condition
- Crime
- Bereavement
- Major unforeseeable disruption
- Caring commitments
- Other unforeseeable disruption

What IS NOT considered an Extenuating Circumstance

- Failure to submit or complete an assessment
- Arriving late for an examination or assessment
- Misreading or not checking for updates to a timetable
- Multiple examinations or deadlines in close succession
- Computer failure and/or loss of work
- Employment commitments
- Academic workload issues
- Planned holidays or events
- Submission of an 'incorrect' version of an assessment.

QM operates a 'fit to sit' policy: If an assessment of any type is attempted or submitted then it will be marked and counted. If you are unable to submit your assignment due to extenuating circumstances, contact your student support officer.

Extenuating Circumstances

There are two main types of EC claims: self-certification and standard

Self-certification

- Up to 2 per year (plus 1 more if you meet with your School)
- Covers max 7 calendar days
- No evidence required
- Only 1 claim per exam

Standard claim

- Requires evidence (medical note, official document, etc.)
- Can cover longer/serious issues
- Wider range of outcomes (extensions, deferrals, rearrangements)
- Note: all evidence must be in English

Extenuating Circumstances & Disability

Disability itself is not an EC claim:

- Having a long-term condition, disability, or mental health diagnosis does not automatically count as an EC reason.
- Support is normally managed through the Disability & Dyslexia Service (DDS) with reasonable adjustments.

When ECs may still apply:

- If a condition flares unexpectedly or worsens at short notice, students may need to submit an EC claim.

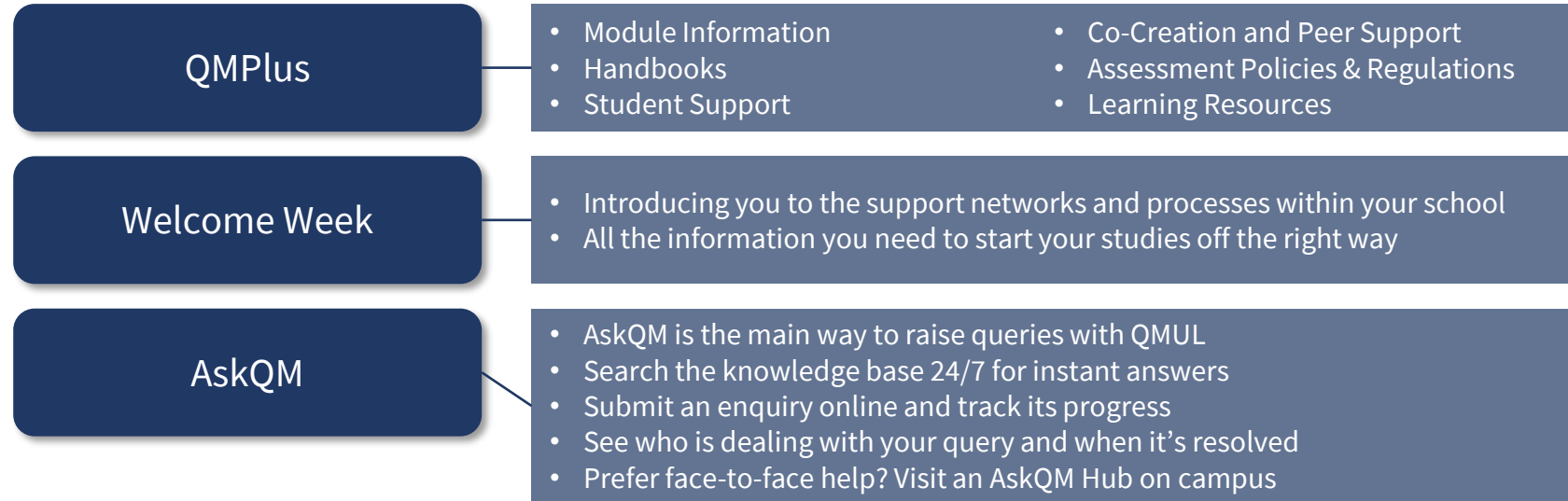
DDS arrangements can reduce the need for repeated EC claims:

- DDS can agree adjustments in advance (e.g. extra time, adjusted deadlines).
- If ECs are related to the same ongoing condition, students may not need to provide new evidence every time.

Alternative assessments:

- If a student feels unable to complete an assessment because of the way it is designed (e.g. inaccessible format), they can ask DDS to explore an alternative assessment.
- If there isn't time to arrange this before the deadline, the student should submit an EC claim to explain their circumstances while waiting for DDS review.

Accessing Information & Resources



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GOOD
LUCK