

## Evidence to support an Extension or Exceptional Circumstances request

If your circumstances are having a detrimental impact on your ability to attempt or reach a pass standard in an assessment task, you can submit an Exceptional Circumstances request.

Your application needs to be accompanied with evidence to enable us to understand your situation fully. The evidence should confirm the circumstances that have affected you, confirm the start and end dates of when you have been affected, and be from an independent and authoritative third party.

**Independent** means that they are not personally connected with you in any way. **Authoritative** means that they are a recognised expert for the evidence they are providing.

All medical certificates or statements should be:

- written by appropriately qualified professionals who are independent to you;
- original, on headed paper and signed by the author;
- dated, to confirm that the date of the illness is around the dates of assessment;
- in English with any translation of supporting documentation undertaken by an authorised translator (which you will be required to organise and, if required, pay for).

### Evidence Requirements:

The table below gives examples of the type of evidence the Exceptional Circumstances Panel would expect to see to support your application. The examples of how these circumstances can be evidenced are illustrative and should not be read as exhaustive:

Bereavement of a family member/friend	<p><u>Purpose:</u> to confirm the death. Should include the name of the deceased, and either the date of the death or the ceremony/service.</p> <p><u>Evidence:</u> death certificate; order of service; letter from a minister of religion, medical practitioner<sup>1</sup> or officer of the law; obituary notice; newspaper announcement.</p>
Ongoing impact from a bereavement	<p><u>Purpose:</u> to support the impact of the bereavement.</p> <p><u>Evidence:</u> letter of confirmation from a relevant support organisation or network; letter from a medical practitioner<sup>1</sup> or accredited counsellor. This must contain your name.</p>
Hospital admission	<p><u>Purpose:</u> to confirm the date of admission, length of stay and nature of the treatment.</p> <p><u>Evidence:</u> an appointment or discharge letter from the hospital, outpatient's appointment or A&amp;E attendance. This must contain your name.</p>
Worsening of an ongoing condition	<p><u>Purpose:</u> to confirm the exacerbation of the circumstances (not just the circumstances themselves).</p> <p><u>Evidence:</u> letter from a medical practitioner<sup>1</sup>. This must contain your name.</p>
Symptoms of an illness or condition awaiting a formal diagnosis	<p><u>Purpose:</u> to confirm the treatment attendance dates, when tests were undertaken and when a diagnosis is expected. Note: this should not solely be related to routine tests.</p> <p><u>Evidence:</u> letter from a medical practitioner<sup>1</sup>. This must contain your name.</p>

<sup>1</sup> Medical practitioner can be a GP, specialist, or a registered professional in a psychiatric practice.

<p>Personal illness or impact of prescribed medication</p>	<p><u>Purpose:</u> to confirm the dates when the illness affected the student and how.</p> <p><u>Evidence:</u> letter from a medical practitioner<sup>1</sup>; doctor's notes; hospital letter; hospital appointment letter; image copy of prescription medication (date of prescription must be visible) and noted side effects. This must contain your name.</p> <p>To account for absence from an examination, you can submit a <a href="#">self-certification medical form</a> as evidence.</p>
<p>Illness of a close family member/dependent or friend</p>	<p><u>Purpose:</u> to confirm the dates and nature of the illness.</p> <p><u>Evidence:</u> letter from a medical practitioner<sup>1</sup>; doctor's notes; hospital letter; hospital appointment letter; letter of confirmation from a relevant support organisation.</p>
<p>Serious personal accident or injury of self or close family member/friend</p>	<p><u>Purpose:</u> to confirm the date of the accident or injury.</p> <p><u>Evidence:</u> a copy of an accident report provided by a police officer, Magistrate or Magistrate's Clerk; a formal insurance claim; or a letter from a medical practitioner<sup>1</sup>. This must contain the name of the person concerned.</p>
<p>Significant adverse personal or family circumstances</p>	<p><u>Purpose:</u> to confirm the circumstances being reported, time when they occurred and whether they are continuing.</p> <p><u>Evidence:</u> letter from one or more of the following: a medical practitioner<sup>1</sup>, a social worker, a registered psychological therapist, a registered professional in a psychiatric practice, an officer of the law, a teacher outside of the University, a minister of religion.</p>
<p>Impact of natural disaster (e.g. severe weather which prevents attendance or submission, major breakdown in transport system)</p>	<p><u>Purpose:</u> to confirm the incidence in terms of its nature and severity.</p> <p><u>Evidence:</u> letter from the police or other authority (depending on the nature of the incidence); newspaper article; evidence of flight cancellations or local conditions with supplementary evidence to link the delays to the disaster.</p>
<p>Serious personal disruption (e.g. victim of crime, court attendance, breakdown of a long term relationship, service with reserve forces)</p>	<p><u>Purpose:</u> to confirm the events reported.</p> <p><u>Evidence:</u> letter of confirmation from a relevant organisation; solicitor's letter; letter from courts; divorce petition; written evidence from: the police (including, but not limited to, a crime reference number), counsellor, social worker, victim support, etc. This must contain your name.</p>
<p>Evidence of a requirement for reasonable adjustments provided too late to be taken into account in the delivery or assessment of a module.</p>	<p><u>Purpose:</u> to confirm the situation regarding a recently disclosed medical condition/disability.</p> <p><u>Evidence:</u> statement from a SHU Disability or Wellbeing Advisor.</p>
<p>Personal participation in activities at a national/international level (e.g. sport, drama, art and design, writing)</p>	<p><u>Purpose:</u> to confirm the requirement for the student to be available on specified dates.</p> <p><u>Evidence:</u> official correspondence from the relevant organisation.</p>
<p>Work commitments for a part time student</p>	<p><u>Purpose:</u> to confirm the unexpected and higher than usual workload for the student which has reduced the time available for study.</p> <p><u>Evidence:</u> letter from employer on company headed paper.</p>

### **Late applications:**

All applications should be submitted within 5 working days of the submission deadline/date of examination/other assessment event. If you submit an application after this date then you will need to provide evidence (where appropriate) to support your reasons for the late request (e.g. a letter from a medical practitioner<sup>1</sup> supporting your inability to engage with the Exceptional Circumstances process).

### **File types:**

Evidence items can be up to 25 MB per individual document, and there is no limit to the number of documents which can be uploaded. All file types can be uploaded, the only exception to this is zip files, please only upload individual documents as evidence. It is acceptable to provide photographs of documents which you only have in hard copy format, so long as the key evidential requirements listed above are visible.

## **FREQUENTLY ASKED QUESTIONS**

### **Can I provide a supporting statement from a member of SHU staff as evidence?**

As supporting evidence of your exceptional circumstances, you can also provide a statement of fact from a member of staff who has provided support or guidance (e.g. from International Experience Team, academic advisor or course leader). This will only be accepted as evidence where the EC Panel acknowledge that the personal circumstances cannot be supported by other documentary evidence.

You can also request a supporting statement from your Student Support Adviser whilst completing the Exceptional Circumstances request. They will add any comments they feel able to make directly to your application prior to it being considered by the Exceptional Circumstances Panel.

### **The evidence I require to support my exceptional circumstances is not available at the moment. What should I do?**

You also have the option to submit your application and notify us that you have further evidence to provide. You can do this by selecting 'Yes' on the Evidence screen where it asks you "Do you want to upload any more evidence later?" This will allow you 10 working days (from the date of the application submission) to upload this evidence to your application.

You do not have to complete your application in one attempt. You can partially complete the application and return at a later date to provide any additional evidence. However, please note that the deadline of 5 working days from the coursework submission/examination date by which you need to have submitted your application.

If you have any concerns about this, please speak to Hallam Help for advice.

### **Can you contact my medical practitioner to get the evidence from them?**

No, the University cannot undertake obtaining evidence on behalf of students. You need to provide this evidence yourself as part of your application.

### **I am unsure whether the evidence I have is sufficient. What should I do?**

Having read through the above guidance, if you are still unsure, please contact Hallam Help.

### **I do not believe that there is any evidence which can support my application. What should I do?**

It is the case that there are some circumstances which cannot be evidenced. If your situation does not meet one of the above criteria and you do not believe that there is any independent third party evidence which can be provided, please continue with your application and the EC Panel will consider your circumstances as you have outlined them.

### **How can I add further evidence after I have submitted my application?**

If when completing your application you selected the option to say you have more evidence to upload, then you should log into My Student Record and then select 'View my Exceptional Circumstances request' which will display all requests which you have submitted. Those requests awaiting further evidence will have an action button to the side which says 'Upload Evidence'. Your request will then be fully submitted and you will not be able to add any further evidence after this point.

If you have fully submitted your application, or did not select the option to say you have more evidence to upload, and find that you have additional evidence to support your application, then you should contact Hallam Help to request that they upload the evidence on your behalf.

**My Exceptional Circumstances request has been declined due to lack of evidence. Can I appeal this decision?**

Yes, all students have the right to appeal a decision of the Exceptional Circumstances Panel. If you wish to provide further evidence to support your Exceptional Circumstances request as part of your appeal, you should outline within your appeal statement why this evidence was not provided in your original Exceptional Circumstances request. Details regarding the Appeals Policy and Procedure can be found on [My Hallam](#).

*Student Policy and Compliance*

*October 2023*