

## Mitigating Circumstances FAQs

These FAQs are a guide, as noted above each claim is considered individually based on the personal circumstances of the student.

### What are mitigating circumstances?

Mitigating circumstances are serious unforeseen, personal or medical circumstances which might have a significant adverse effect on your performance in assessments.

We request evidence to support a claim for mitigating circumstances and this must demonstrate that the mitigating circumstances affected you at the time of the assessment - the date of the assessment or your preparation closely before the assessment.

### What will be the outcome of a claim for mitigating circumstances?

If your claim is supported you will be:

- given an extension for an in-course assessment
- able to defer an exam to the next available opportunity for an uncapped mark
- given consideration if you apply for a discretionary third attempt, where this is within the regulations for your course

Marks will never be changed due to a claim for mitigating circumstances.

### What issues can I claim mitigating circumstances for?

These are some of the issues which you can claim for, the list is not exhaustive and you should claim for other circumstances which have affected you personally.

- Mental or physical ill health or injury
- A flare up of a long-term medical condition or disability
- Illness or bereavement of close family member or dependent (such as a partner, parent, sibling, child or other who shares home)
- Homelessness or an urgent requirement to move accommodation
- Pregnancy-related issues
- Being the victim of crime (you may need to provide a police report and crime reference number)
- Jury Service (on provision of a letter from a UK court)

### Additional circumstances which might constitute mitigating circumstances:

- Caring responsibilities for dependents or those for whom you are an official carer
- A requirement to self-isolate where this affects an onsite exam
- Problems with your internet connection or computer/device during an exam (this should be reported during the exam to enable time to be added where appropriate)
- Difficulties with travel in relation to Covid-19, for international students

### What issues are not considered mitigating circumstances?

- Circumstances which do not affect the period of the assessment
- Foreseeable and/or preventable circumstances
- Holidays and family/sports events
- Religious festivals and observance (please see the Religious Observance and Examinations

### Policy)

- Financial hardship (though this may result in other mitigating circumstances)
- The illness or bereavement of an extended family member (e.g. a Grandparent would not usually be supported unless they share a family home with you)
- A long-term condition unless there is a flare up (long term conditions and disabilities should be discussed with the disability advisor, [disability@sgul.ac.uk](mailto:disability@sgul.ac.uk))
- Transport difficulties (you must plan for these)
- Being unaware of assessment requirements, poor time management/organisation
- Computer/network issues where not related to a closely timed exam
- Death of a pet
- Stress or anxiety, unless these are supported by specific medical evidence as below. Please seek support from the University and other sources, exam stress or anxiety is not grounds for mitigating circumstances unless you can evidence impact on your health and ability to study

### **What evidence do I need to provide?**

- Your claim must be supported by original, independent, dated documentary evidence
- The dates must apply to the dates of your assessments
- Your evidence may be a letter, an email or text message from an official source
- Evidence may be a letter or correspondence from a Doctor or GP, Hospital, other healthcare provider or official service, a death certificate
- You may be asked to provide your original documents in hardcopy at a later date if you provide a scan or copy now
- For Covid related claims we require a screenshot or email of your positive test from the NHS.

### **What should I do if I cannot get evidence?**

Submit your claim without evidence and provide an explanation of why you are unable to provide evidence, you may be required to submit your evidence at a later date.

### **Where can I find support?**

You may want to discuss difficulties with assessments with your Personal Tutor or course, year or module lead and you may also find the following services helpful:

- Student Success and Development for support with your study
- The Counselling Service, email [counselling@sgul.ac.uk](mailto:counselling@sgul.ac.uk)
- The Students' Union can provide support, see the SU Website
- Resources supporting students with their mental health including Togetherall and Student Minds.
- Support during coronavirus can be found at [www.studentspace.org.uk](http://www.studentspace.org.uk)