

Extenuating Circumstances Guidance

Please note that, if you are providing evidence from a medical practitioner, the evidence must clearly relate to the period of assessment for which you are claiming. Medical practitioners should be registered with the General Medical Council (GMC) and a list is available at <http://www.gmc-uk.org/doctors/register/LRMP.asp> This guidance document can be taken to a registered medical practitioner to explain the evidence requirements

If you are providing evidence from the HE Student Support, or an external counsellor, the evidence must relate to the period of assessment for which you are claiming and it must clearly demonstrate that you attended more than one counselling session prior to the assessment deadline.

Reason for Claiming	Acceptable Grounds	Evidence Required	Unacceptable Grounds
Serious medical condition	Serious personal injury, medical condition or mental health condition preventing attendance, completion of assessment or submission of work	Written evidence from a registered medical practitioner	Ongoing conditions (including disabilities, learning difficulties or mental health conditions) Please contact the Disability Service for advice if you have an ongoing condition. Elective Medical Treatment Minor illnesses or injuries (such as colds, headaches, hayfever)
	Serious injury or illness to child, partner or close relative	Written evidence from patient's registered medical practitioner with evidence of relationship to student AND written evidence of impact on claimant from a registered medical practitioner or the HE Support and Wellbeing team OR JUST Written evidence of impact on claimant from a registered medical practitioner or the HE Support and Wellbeing team	
	Serious worsening or acute episode of an ongoing medical condition, mental health condition or disability	Written evidence from a registered medical practitioner which clearly demonstrates a serious worsening or acute episode of an ongoing condition	
Bereavement	Death of parent, (including step-parents and legal guardian) child, siblings, partner	Death Certificate or written evidence from a professional such as Undertaker, Coroner or Registrar OR Written evidence of impact on claimant from a	

		registered medical practitioner or the HE Support and Wellbeing Team	
	Death of close relative or friend	Written evidence of impact to claimant from a registered medical practitioner or the HE Support and Wellbeing Team	
Trauma	Victim of serious crime (e.g. rape, assault, domestic violence, mugging)	Written evidence from the Police OR Written evidence of impact on claimant from a registered medical practitioner or the HE Support and Wellbeing Team	Minor crime Financial problems or employment difficulties Accommodation problems or house moves
	Theft of work required for assessment	Written evidence from Police or other investigating authority, Fire Service, University Halls, College Guardians(e.g Estates)	General domestic / family problems Assessment / Exam stress
	Direct experience of terrorist incident or natural disaster		
	Major fire in residence		
	Family breakdown (such as divorce)	Written evidence of impact on claimant from a registered medical practitioner or the HE Support and Wellbeing Team	
Caring responsibilities	Unexpected caring responsibilities caused by sudden serious illness or worsening of ongoing medical condition to child, partner or close relative	Written evidence from patient's registered medical practitioner with evidence of relationship to student. AND/OR Written evidence of impact on claimant from a registered medical practitioner or the HE Support and Wellbeing Team	Ongoing caring responsibilities Caring responsibilities for minor illnesses, accidents or injuries
Court attendance	Jury Service or attendance at court or tribunal as a witness, defendant or plaintiff	Official correspondence from Court or Tribunal Authority	Supporting friend or relative at Court or Tribunal
Miscellaneous	Serious disruption caused by terrorist incident or natural disaster	Evidence of serious disruption to travel or other plans preventing attendance at or completion of assessment or submission of work;	Any circumstances which have not clearly impacted on academic performance or do not clearly relate to the timing of the assessment
	Failing of IT or technical equipment, preventing		Visa problems

	access to online resources	Evidence of contacting staff in advance of deadlines, in line with UAL Assessment Guidance.	<p>Slow upload times when attempting to submit work;</p> <p>Issues with file size and formatting when preparing work for submission;</p> <p>Minor private or public transport failure, holidays or booked travel arrangements</p>
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Mental Health EC Claims:

If providing evidence from the HE Support and Wellbeing Team, the evidence must relate to the period of assessment for which you are claiming and it must clearly demonstrate that you attended more than one counselling session prior to the assessment deadline.

UAL recognises that there may be times where a student will self-refer to a specialist practitioner. Evidence from a practitioner who is registered with a recognised professional association is accepted. Recognised professional associations include the British Association of Counselling And Psychotherapy, the UK Council for Psychotherapists, the British Association of Behavioural and Cognitive Psychotherapies or the British Psychological Society. The letter would be required to be on headed notepaper with details of professional registration and confirming dates of Sessions.

There may also be occasions where you could experience delays between a GP referral and your specialist treatment commencing. In these circumstances, evidence of the GP referral would be sufficient.