

# extenuating circumstances

## How to report extenuating circumstances to the university

### what are extenuating circumstances?

Broadly, UEA defines “Extenuating circumstances” (“ECs”) as temporary personal difficulties outside a student’s control which may have a detrimental effect on their ability to study for and/or complete an assessment by the set deadline. You can request adjustments such as time extensions for external factors outside your control which affect your ability to:

- study
- work on assessments
- submit assessments
- take exams
- perform to the best of your ability in exams

Normally, these should be factors which have an effect on you within 3 weeks of the assessment affected, but you can provide evidence to show that you have been affected for longer.

### when will extenuating circumstances be considered?

The university may take extenuating circumstances into account when:

- deciding whether to give you a time extension to complete your work
- deciding whether to allow you to have a resit treated as a first attempt
- confirming a mark for coursework or an exam
- deciding whether to allow you to progress to the next stage of your course
- confirming your degree classification.

### what extenuating circumstances will be taken into account?

Acceptable reasons include:

- short-term illness or injury
- bereavement
- significant family or personal issues, or other factors causing stress.

In rare circumstances, transport problems may be accepted (for example in the case of flooding or severe snowfall where general advice is given not to travel). If your performance is, or is likely to be, affected by extenuating circumstances, it is essential to let the university know as soon as you can so that they can be taken into account.

## how do I report extenuating circumstances?

You make an online Extenuating Circumstances request via e:Vision.

UEA guidance on completing the form can be found

here: [https://www.uea.ac.uk/documents/6207125/6842230/EC\\_Student+V1.0.pdf/6ecbbda-f16e-a10e-3b26-1ad0e7c3a1c4](https://www.uea.ac.uk/documents/6207125/6842230/EC_Student+V1.0.pdf/6ecbbda-f16e-a10e-3b26-1ad0e7c3a1c4)

On the form you need to explain what the problem was, which module or modules have been affected, and the period covered. advice(su) can offer advice on what to include.

Your EC request is more likely to be accepted if you:

- give enough detail about the circumstances and how they have had an effect on your study
- provide appropriate supporting evidence
- make sure they fit within the EC guidelines followed by UEA.

There is a list of the types of circumstances and whether they are likely or unlikely to be accepted here:

<https://portal.uea.ac.uk/documents/6207125/7465906/Section+3+Extenuating+Circumstances+-+Taught+Programmes.pdf>

IT issues will not normally be accepted as ECs unless you can show exceptional circumstances. You are expected to back up your work regularly and keep copies of it securely. Remember, while memory sticks are handy, they are easily lost and data can be lost or corrupted if they are damaged. Your adviser or the Learning Enhancement Team may be able to help with advice about the best way to back up.

The online form includes boxes for you to complete details of the circumstances and their impact on you which have a 200-character limit. In many cases this will not be enough space for you to explain your ECs in enough detail. In that case, type in "Please see email" and include a full explanation in an email to the Hub.

If you are asking for more than one thing (for example a time extension and consideration of your circumstances by the end of year board), you must submit separate reports for each.

## what evidence do I need and how do I submit it?

If you are:

- requesting a third extension in an academic year or more than 3 days, or
- using the form for anything other than an extension,

you will have to submit supporting evidence by email to the Hub. Make sure you list your evidence on the form and email it to the Hub within 5 working days.

Examples of the types of evidence needed are:

- a note from the University Medical Centre, a hospital or your GP
- a letter from the counselling service
- evidence that on the day of the assessment weather conditions or other transport disruptions were so severe that the public were advised not to travel
- a death certificate or a letter from an adult relative or carer.

At present, this supporting evidence will have to be sent to your Hub separately by email after completing your online report.

Make sure that in the subject line you:

- include your name and student number
- state that evidence to support an EC report is attached.

## I just need some extra time to finish my coursework - what do I do?

If you need more time to complete coursework (including presentations) because of ECs, you can use the procedure to request a time extension. You should make the request before the coursework deadline wherever possible, or within 2 working days of the original deadline if not. If you cannot do this you should explain why you were not able to make the request earlier when you make a late request.

You will automatically be granted up to two extensions of 3 working days in each academic year, but you must still complete and submit an EC report. If you have more than one deadline on the same day, these can be all be counted as one extension request. You don't have to provide supporting evidence when you are requesting an automatic extension.

Before applying for an automatic extension think about whether 3 days will be long enough. If not, make a full extension request explaining why you need longer and what ECs apply to you. If an extension will result in hand-in after other students have got their work back, a new assignment may be set.

## my exam performance was affected - when do I have to report?

You can ask for a delayed assessment (DA) or re-assessment (R). If your performance was affected by medical reasons you must try to see a doctor on the day of the exam because you will need to supply medical evidence that you were unwell on that day.

You must complete an EC report asking for a DA or R within 2 working days of the exam. You then have up to 5 days to hand in supporting evidence (or, if you haven't got any, explain why).

If you do not meet these deadlines the chair of the ECP will decide whether or not to accept your application.

Students can be granted DA/R even if they passed the assessment the first time round, so if you think you can improve on your mark by doing a resit, consider whether to submit ECs. The original mark will be replaced one the re-sit is taken. You cannot revert to the original mark at that point.

## what happens after I submit my form?

Most decisions about extenuating circumstances will be made by an Extenuating Circumstances Panel (ECP) in your school of study. In straightforward cases the LTS co-ordinator in the Hub can approve the request; all other cases will be decided by the ECP.

The ECP considers the impact of the ECs and makes a recommendation to the exam board about how the impact of the circumstances should be accommodated, although the final decision is made by the exam board.

## decisions about progression or classification

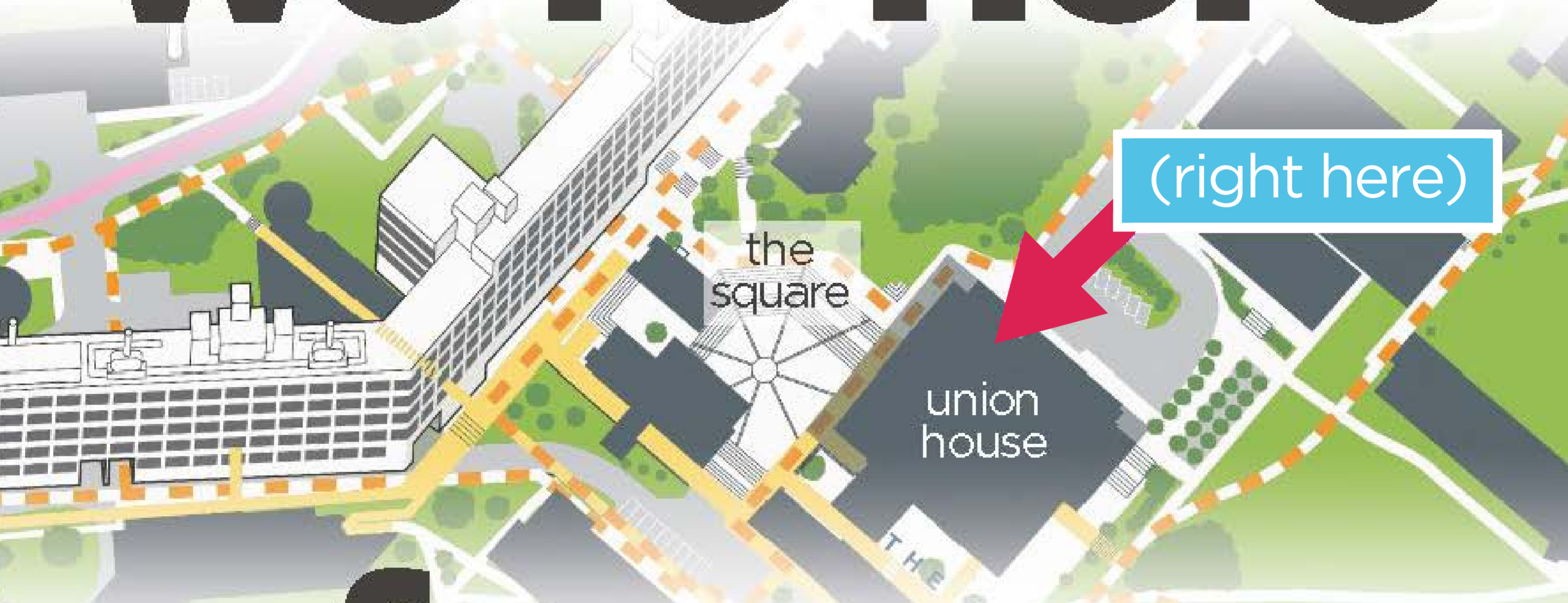
When an exam board meets to confirm marks and make decisions on progression and classification they receive a summary of the ECs reported to the Hub so that they can take these into account when making decisions about degree classification or progression.

A pre-board ECP will meet before each exam board. If you want your circumstances to be considered at an exam board you must report them to the Hub at least 10 days before the pre-board ECP. The dates of these are available on the UEA website:

<https://portal.uea.ac.uk/learning-and-teaching/students/advice-on-difficulties/extenuating-circumstances>

advice (su) can check the dates for you.

# we're here



# for you

*With*

## free, confidential, impartial advice

mon - fri 10.00 - 16.00, 01603 593463

[advicecentre@uea.ac.uk](mailto:advicecentre@uea.ac.uk)

[uea.su/advice](http://uea.su/advice)

we've got your back