



EXTENUATING CIRCUMSTANCES STUDENT GUIDE

Extenuating Circumstances

QUEEN MARY UNIVERSITY OF LONDON

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Contents

| | |
|---------------------------------------|-----------|
| 1 Introduction..... | 2 |
| 1.1 Terminology | 2 |
| 1.2 Access | 2 |
| 2 Submission Process | 3 |
| 3 Screening and Approval | 10 |

1 Introduction

The Extenuating Circumstances task on MySIS allows you to register extenuating circumstance claims against assessment elements/modules where it is felt that illness or other circumstances led to non-attendance or non-submission. Each claim is then assessed by the academic department responsible for the module in question, as well as by your home department if the two are separate, after which the claim is reviewed by the relevant boards and confirmed or amended as appropriate.

1.1 Terminology

| Expression | Meaning |
|-----------------------------|--|
| EC | Extenuating circumstances |
| Home school | The school responsible for the programme you are registered on |
| Module owning school | The school responsible for the module being claimed against |
| SEB | Subject examination board |

1.2 Access

The task can be found on MySIS under its own section entitled *Extenuating Circumstances*. Any student registered for assessments will automatically have access.

2 Submission Process

In the majority of instances, EC claims should be made by students themselves, but it is possible for your home department to create a claim on your behalf if necessary. **This should only ever be done on your request and based on evidence/self-certification details that you have provided.**

As an alternative to providing evidence relating to a claim, you are entitled to submit a self-certified claim, which involves providing details of the extenuating circumstances without the provision of additional evidence. Please note that acceptance of such claims still falls to your academic department/EC sub-board. **For the 2020/21 academic year, there is no limit on the number of self-certified claims that each student can make.**

To add a claim, log in to your MySIS account and click on *Extenuating Circumstances* in the menu bar at the top of the screen. This will bring up a summary showing your personal details, details of your programme and various headings denoting different stages of the claim process:

Extenuating Circumstances

View, Add and Amend an EC claim

| Personal Information | Programme Details |
|---|---|
| <p>Student ID</p> <p>Forename</p> <p>Surname</p> <p>Date of Birth</p> | <p>Faculty: Humanities and Social Sciences</p> <p>School/Institute: School of History</p> <p>Programme: BA FT History</p> <p>Route: History</p> |

Log a New Claim

If you wish to apply for extenuating circumstances please click the button below.

[New Claim](#)

| | |
|----------------------------|---|
| Claims Yet to be Submitted | - |
| Claims Under Consideration | - |
| Completed Claims | - |
| Deleted Claims | - |

If you already have claims that are awaiting submission, submitted and currently being considered, completed, deleted, awaiting evidence or which have had a provisional decision applied, the headings at the bottom will display a number alongside them denoting how many of each you have. These can be viewed and accessed by clicking on the individual headings.

To add a new claim, click on the *New Claim* button, which will open up the following screen:

Extenuating Circumstances Claim

Please use the Next button at the bottom of the page to save your progress and continue to the next step.



Guidance Declaration

Where can I get advice on module marks and assessment?

For more information on this please refer to our [module marks and assessment](#) page.

Submission of evidence of extenuating circumstances

We expect you to provide independent evidence where it can be reasonably obtained. It is unlikely your claim will be accepted without it.

The [Student Support Officer](#) in your School will be able to advise you on the type of evidence we require for your particular circumstances.

Please confirm below if you have sought any help or guidance regarding this specific claim?

Guidance sought? *

Extenuating Circumstance Type

Type of EC *

Exit

Next

This first step, *Guidance/Type*, provides links to resources for advice and guidance on completing a claim. Using the first dropdown, you are required to declare whether you have sought guidance or not by selecting the appropriate answer. In instances where you select 'No, I have not yet sought guidance', the following message will appear when the *Next* button is clicked to reiterate the importance of appropriate guidance:

Extenuating Circumstances Claim

Please use the Next button at the bottom of the page to save your progress and continue to the next step.

Guidance Advice

We strongly recommend that you seek guidance from your [Student Support Officer](#) as they can help you to submit an appropriate claim and discuss possible outcomes.

If you feel you are unable to discuss your situation with your School, please seek guidance from the [Advice & Counselling Service](#) and [Student Union](#)

Exit

Next

This message only serves as a warning; you are still permitted to continue with the claim if you have not sought guidance.

The second dropdown allows you to select the claim type – 'Standard Claim' or 'Self-Certification'. *NB – If you proceed beyond this stage, the claim type cannot be amended; if the incorrect type was selected, a new claim would need to be created and the incorrect claim deleted.*

When you have completed these two actions, clicking on *Next* moves the task on to the second step:

Extenuating Circumstances Claim

Please use the Next button at the bottom of the page to save your progress and continue to the next step.



Summary of Circumstances

Nature/category of circumstances:
(Please select the circumstances most fitting for your request)

Explain how the circumstances are affecting your ability in the assessment task. The key information to include is what the circumstances are, how the relevant assessments have specifically been affected, what support you have sought/received and include dates where relevant.

Please note the list [here](#) which provides further details about what is NOT an extenuating circumstance.

Please be as clear and concise as possible and note that there is a 5000 character limit within the box provided. You have used 0 of 5000 characters

Provide a summary of the extenuating circumstance and how these circumstances affected the assessment(s) *

Exit

Next

This screen requires you to select the most appropriate circumstance from the dropdown list and provide a summary of your claim. If required, it is possible to select multiple circumstances by clicking in the dropdown box after a selection has been made to make the list reappear. The circumstance types available are 'Bereavement', 'Crime', 'Major unforeseeable disruption to travel', 'Mental Health: acute episode', 'Mental Health: long-term condition*', 'Minor illness/medical reasons: acute episode', 'Other', 'Physical Health: long-term condition*', 'Severe illness/medical reasons: acute episode' and 'Workload/employment*'. The three options with an asterisk alongside them cannot be selected on their own; further guidance on this, along with a list of circumstances that do not constitute extenuating circumstances, can be displayed by clicking on the information icon next to the circumstances dropdown box. If 'Other' is selected, an additional text box appears for the provision of further details.

Once the appropriate circumstance(s) has been selected and the summary has been entered, clicking on *Next* advances the task to the third step:

Extenuating Circumstances Claim

Please use the Next button at the bottom of the page to save your progress and continue to the next step.



Select Assessments

Use this screen to select which assessments are affected by the claim

| Select a Module | | | |
|-----------------|------------------------------------|------------------------------------|---|
| Module | Module Name | Summary | Select |
| BUS106 | Accounting for Business | 0 of 2 assessments linked to claim | <input type="button" value="Select Assessments"/> |
| BUS107 | Business and Society | 0 of 1 assessments linked to claim | <input type="button" value="Select Assessments"/> |
| BUS108 | Economics for Business and Society | 0 of 2 assessments linked to claim | <input type="button" value="Select Assessments"/> |

Back

Next

This page lists the modules you are able to register a claim for (i.e. modules that have not yet been confirmed as completed and closed down), along with a summary of the number of assessments within those modules that already have claims registered against them. Clicking on *Select Assessments* next to the appropriate module will open up a list of that module's assessments:

Select Assessments

Please note: Re-assessments are indicated by an 'R' appended to the sequence number

Select Assessments Table

| Select | Sequence | Type | Name | Weighting | Attempt | Impact ⓘ | Assessment/Exam date | Requested Extension Date / Late Submission Date | Linked to Claim |
|--------------------------|----------|------|---------------------|-----------|---------|------------|----------------------|---|-----------------|
| <input type="checkbox"/> | 001 | CWK | Report (1500 words) | 40 | 1 | Select ... | <input type="text"/> | <input type="text"/> | No |
| <input type="checkbox"/> | 002 | EXM | Examination | 60 | 1 | Select ... | <input type="text"/> | <input type="text"/> | No |

If the assessment is a re-assessment – i.e. the assessment was previously failed or missed and is being taken/submitted again – an 'R' will appear next to the sequence number and the background will appear as blue:

| Select | Sequence | Type |
|--------------------------|----------|------|
| <input type="checkbox"/> | 001R | CWK |
| <input type="checkbox"/> | 002R | CWK |

Any assessment being linked to the claim needs selecting using the check box on the left of the screen, after which an Impact type needs selecting from the dropdown list – 'Non Attendance', 'Non Submission', 'Late Submission', 'Need Extension' (this last option is only available to certain schools) – and the date of the assessment needs entering. Students who have selected 'Late Submission' as the Impact type should enter the date of the original submission deadline in the Assessment/Exam date column and the actual submission date in the Requested Extension Date/Late Submission Date column. Students who have selected 'Need Extension' as the Impact type should enter the date of the original submission deadline in the Assessment/Exam date column and the preferred new date in the Requested Extension Date/Late Submission Date column. Along with 'Non Submission', neither option is applicable to examinations. Clicking on *Add To Claim* will add the selected assessments to the claim.

NB – In instances where you attended an examination but subsequently left due to your stated extenuating circumstance, 'Non Attendance' should be selected as the Impact option.

Once that step has been completed, the summary column will update to show the current number of assessments linked to the claim. When all affected assessments from the list of

modules have been added, clicking on *Next* will bring up a full list of all assessments now attached to your claim:

Extenuating Circumstances Claim

Please use the Next button at the bottom of the page to save your progress and continue to the next step.

1
2
3
4
5

Guidance/Type
Circumstances
Assessments
Evidence
Summary

Additional Optional Information For Assessments You Have Selected

The assessments currently attached to your claim are shown below. If you need to add or remove an assessment, use the Back button to return to the 'Select Assessment' screen.

- Where the assessment has multiple components use the additional information textbox below to specify which component(s) and date i.e. 'Lab based coursework 1, due 03/04/2020'
- Please note: Re-assessments are indicated by an "R" appended to the sequence number

| Module Code | Sequence | Name | Impact | Assessment / Exam Date | Additional Info |
|-------------|----------|---------------------------|----------------|------------------------|---|
| HST4107 | 001 | Essay (2000 words) | Non Submission | 01/Jun/2020 | <input style="width: 100%;" type="text"/> |
| HST4107 | 002 | Take Home Exam (30 hours) | Non Submission | 01/Jun/2020 | <input style="width: 100%;" type="text"/> |

Back
Next

As well as providing a summary of the assessments, this page allows for additional information to be added. Assessments within some schools are broken down further into elements that are not reflected on the system – e.g. 10 week tutorials that are assessed as 10 individual elements – so these additional information fields allow you to flag up if only specific parts of the assessment were affected. However, given that this scenario is not applicable to all assessments, it is not a requirement to enter any text into the additional information fields in order to proceed.

If you are happy with the information displayed in the summary and have entered any required additional information, clicking on *Next* advances the task to the fourth step. If the claim type is 'Self-Certification', the following screen will appear:

Extenuating Circumstances Claim

Please use the Next button at the bottom of the page to save your progress and continue to the next step.

1
2
3
4
5

Guidance/Type
Circumstances
Assessments
Evidence
Summary

Supporting Evidence Not Required

☐ I confirm that I am self-certifying my circumstances for this claim form*

Back
Save & Exit
Next

In order to proceed, you will need to check the tick box to confirm you are self-certifying the extenuating circumstances for this claim, then click on *Next*.

If the claim type is 'Standard Claim', then the following screen will appear:

Extenuating Circumstances Claim

Please use the Next button at the bottom of the page to save your progress and continue to the next step.



Upload Supporting Evidence

Please be aware that if you view a document that you have uploaded the system will create a temporary file containing that document in the download directory of your browser. If you are using a shared device or public computer (e.g. in a Internet Cafe) to view documents you will need to take additional care to remove any downloaded files to ensure the security of your personal data.

Upload Evidence

Select Files

Please provide a reason if you are not uploading evidence

--- Please Select ---

Back

Save & Exit

Next

This step allows you to upload evidence that supports your claim. If evidence is not being provided at this stage but you still wish to proceed, you are required to select one of two options from the dropdown – ‘I wish to upload evidence later’ or ‘I do not have any evidence to upload’. When ‘I wish to upload evidence later’ is selected, the following message will appear, advising you that the claim will be submitted but will not proceed to the screening stage until evidence is provided. **NB – You will need to provide evidence within 14 days of submission:**

Selecting this option means you wish to submit your claim and upload evidence later. Please note that although your department will be able to view your claim after you submit, it will not proceed to screening process stage until your outstanding evidence has been provided.

Upload Evidence

Select Files

Please provide a reason if you are not uploading evidence

I wish to upload evidence later

When ‘I do not have any evidence to upload’ is selected, a text box appears to allow for a reason to be entered as to why no evidence is being provided. A reason must be entered in order to proceed with the claim:

Extenuating Circumstances Claim

Please use the Next button at the bottom of the page to save your progress and continue to the next step.



Upload Supporting Evidence

Please be aware that if you view a document that you have uploaded the system will create a temporary file containing that document in the download directory of your browser. If you are using a shared device or public computer (e.g. in a Internet Cafe) to view documents you will need to take additional care to remove any downloaded files to ensure the security of your personal data.

Upload Evidence

Select Files

Please provide a reason if you are not uploading evidence

I do not have any evidence to upload

Please specify why you will not be uploading any evidence for this claim

Back

Save & Exit

Next

In instances where evidence is being provided, documentation is uploaded via the *Select Files* button, which opens up an upload screen that allows for as many files as necessary to be attached to the claim. Any evidence provided needs to be uploaded in one of the following file formats - DOC, DOCX, JPEG, JPG, PDF, PNG, TIF, TIFF. When all required files have been uploaded and the upload screen has been closed, a list of the uploaded files will appear, from which each file can either be viewed or removed from the claim. Once you are satisfied that all necessary evidence has been attached to the claim, clicking on *Next* will advance the task to the final step:

Extenuating Circumstances Claim

Please use the Next button at the bottom of the page to save your progress and continue to the next step.

1 Guidance/Type
2 Circumstances
3 Assessments
4 Evidence
5 Summary

Student and Course Details

| | | | |
|---------------|------------|--------------------------------|--------------------------------|
| Official Name | Student ID | Course Name | Faculty |
| | | BSc FT Business and Management | Humanities and Social Sciences |

Description of the Extenuating Circumstances

| | |
|--|---------|
| Nature of Circumstances | Summary |
| Minor illness/medical reasons: acute episode | Unwell |

Amend Circumstances

Assessments Affected

Please note: Re-assessments are indicated by an "R" appended to the sequence number

| Module | Assessment Title | Assessment Type | EC Impact | Original Due Date | Extension/Late Date | Additional Info |
|--------|----------------------|-----------------|----------------|-------------------|---------------------|-----------------|
| BU5005 | Project (2000 words) | CVK | Non-Submission | 06/Aug/2020 | N/A | |

Amend Assessments

Evidence

| Document Ref | Filename | Action |
|------------------------|--|------------|
| EC-000001302930-007-01 | Screen Shot 2020-06-18 at 12:24:31.png | View Image |

Amend Evidence

Confirmation

By ticking the checkbox below I certify and confirm that:

- The information I have entered on my claim form is correct to the best of my knowledge
- I have where appropriate uploaded my evidence to support my claim
- I have read the [privacy notice](#) about how the information associated with my claim is used

☐ I Agree (required)*

Exit

Submit

This step provides a full summary of your claim and allows access to each of the previous sections for any necessary amendments. At the bottom of the screen is a declaration tick box, which must be ticked in order to proceed. Once you are satisfied that the claim is complete, clicking on *Submit* will advance the claim to the departmental screening process.

Upon successful submission of a claim, the claim reference number will appear on screen with confirmation that the claim has been submitted, along with an explanation that details of the claim have been sent to your QMUL email address. You will be able to track the progress of the claim and view a record of the email via the main Extenuating Circumstances page by clicking on *Claims Under Consideration*; the full details of the claim can then be displayed by clicking on *View*.

Any claims that have been started but are no longer needed should be deleted, so that your department are aware those claims are not pending submission.

3 Screening and Approval

The role of making a final decision on whether a claim is accepted or not falls to your home school, i.e. the school responsible for the programme you are enrolled on. In the majority of instances, the school responsible for the module being claimed against and your home school will be the same. There will, however, be instances where the two are separate schools, in which case the module owning school will assess the claim first and pass their comments on to your home school who will then confirm the claim for EC sub-board consideration. (The exception to this is if you are an Associate student, in which case the claim is dealt with exclusively by the module owning school.)

If your department require additional information or evidence, they will return the claim to you with an explanation of what they need and you will receive an email instructing you to check your Extenuating Circumstances page where a 'Claims Requiring Further Information' section will have appeared. This will display details of the department's request, along with a link to a reply screen that allows you to send further information or upload additional evidence as required.

The standard deadline for submitting a claim is three working days prior to the relevant EC sub-board meeting, though in some instances deadline dates vary between schools/institutes, so please ensure that you consult with your home school.

For the majority of EC claims, a final decision is made by the EC sub-board, though occasionally they may find it necessary to forward a claim to the SEB. Once a final decision has been applied to a claim – or if the EC sub-board apply a provisional decision pending a final decision – the details will be sent to you via email to your QMUL email address.