

| Reason for extenuation | What would normally be considered exceptional circumstances | What would not be considered exceptional circumstances | Acceptable evidence | Unacceptable evidence |
|------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------|
| Medical conditions | <p>Unforeseeable, debilitating physical or mental health condition which would directly affect your ability to complete coursework on time, attend an exam or which may result in a poor performance during an exam</p> <p>Serious illness or medical condition of a dependant, e.g. child, spouse, parent or friend</p> <p>Flare up of an existing medical condition that a medical practitioner has deemed unforeseeable</p> | <p>Ongoing/long term conditions that are not unforeseeable (unless a flare up has occurred)</p> <p>Minor illnesses such as a cold</p> <p>Conditions which are not sufficiently close to the assessment deadline</p> | <p>GP letter, hospital letter, Fitness to work certificate, written evidence from a medical practitioner</p> <p>Evidence which covers the date of the assessment</p> <p>If evidence is for a dependant where possible evidence to demonstrate the proof of relationship</p> <p>If the Disability and Dyslexia service are aware that flare ups are likely with your condition, they can support your claim without you requiring to get medical evidence from your GP</p> | <p>Photos of an injury, images of medication, prescriptions, generic appointment letters.</p> <p>Evidence not written in English</p> |
| Bereavement | <p>Death of close relative or friend</p> | | <p>Order of service or death certificate where possible</p> <p>Ongoing impact on the student if the bereavement happened some time ago (example GP letter, letter from counsellor)</p> | <p>Evidence not written in English</p> |

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| Trauma | <p>Victim of serious crime</p> <p>Involvement in a natural disaster or terrorist incident</p> <p>Major unforeseeable disruption to home/life, e.g. fire</p> <p>Domestic/family incident, e.g. marriage breakdown/divorce</p> | | <p>Written report from police or other legal authority for e.g solicitor</p> <p>Crime reference number</p> <p>Solicitor's letter, letter from GP</p> <p>Where possible solicitor's letter, letter from GP</p> | <p>Police telephone number</p> <p>Photographic evidence</p> <p>Evidence not written in English</p> |
| Caregiving | <p>Sudden, unforeseeable change in circumstances which results in unexpected caregiving responsibilities for a close relative e.g. child or parent</p> | <p>Ongoing care responsibilities for a child, dependant or parent which hasn't recently changed and the student would be expected to take into account to fit around their university responsibilities</p> | <p>Evidence to show the care arrangements have changed e.g social worker/solicitor</p> | <p>Generic appointment letters</p> <p>Evidence not written in English</p> |
| Pregnancy | <p>Sudden, unexpected incident, e.g. miscarriage, premature birth, still birth</p> <p>A medical condition caused by pregnancy which impacts on a student's ability to meet deadlines (talking to course leader/school, should be done in first instance)</p> | <p>Retrospective disclosure to the University of a pregnancy</p> <p>Students should tell their Course Leader at their earliest opportunity so a risk assessment can be carried out and adjustments can be made, e.g. if due date is close to a deadline</p> | <p>Evidence from doctor/midwife/nurse/hospital</p> | <p>Generic appointment letters, hospital images, scans</p> <p>Evidence not written in English</p> |

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| Court appearance | Jury duty, attendance at court required by law as a witness, defendant or claimant | Attending court to support a relative or friend | Documentary evidence provided by court or other legal authority e.g. lawyer, solicitor | Newspaper article concerning case Evidence not written in English |
| Accommodation crisis such as eviction or the becoming uninhabitable | Eviction from home or conditions of the home making it uninhabitable | Evidence of rent arrears but not evidence of eviction House move that was planned or could have reasonably been expected | Eviction letter, letter from council or local authority | Rent arrears letter Evidence not written in English |

In the event that you are unable to obtain the evidence required to support your claim please seek advice from the hub regarding possible alternatives. You should write in your supporting statement why the evidence required is proving difficult to obtain.

Examples of reasons likely to be excluded:

- Holidays, house moves or other events that were planned or could reasonably have been expected.
- Minor illnesses such as common colds or hay fever unless the symptoms are particularly severe.
- Assessments that are scheduled close together.
- Misreading the exam timetable.
- Poor time management.
- Minor transport disruption.
- Computer or printer failure where the student should have backed up their work.
- Normal exam stress.
- Minor life events unless the circumstances have had a disproportionate impact.
- Financial reasons unless it can be demonstrated that these have had a severe impact.