



## FAQs for Mitigating Circumstances Applications



### Contents:

#### Pages 2-6:

- Self-Certification for illness relating to an Examination Assessment – Page 2
- The differences between applying for an extension and mitigating circumstances – Page 2
- What does a successful claim for mitigating circumstances do? Page 3
- How and when to apply – Page 4
- Confidentiality and data protection - Page 4
- Extensions and Intermission – Pages 5
- What happens after your claim is submitted – Page 5
- Can I apply for mitigating circumstances if I have a S.A.R.A.? – Page 5
- Repeat claims – Page 6
- Mitigating Circumstances for music ensemble students – Page 6

#### Pages 7-10:

- Supporting Evidence to corroborate your claim – Pages 6-7
- Table of circumstances and examples of evidence likely to be accepted Pages 7-9
- Table of circumstances and examples of evidence likely to be rejected Page 10

#### Pages 11:

- University's Health and Wellbeing Service – Page 11
- What if I am not satisfied with the outcome or my claim is rejected? Page 11
- AQSS Contact Details - Page 11

### Self-Certification for Illness relating to an Examination Assessment

Self-certification for illness is a new form of supporting evidence that can be provided for your mitigating circumstances claim, IF your circumstances apply to the following criteria. Students may self-certify absence from an examination(s) with the self-certification form available at the top of the online mitigating circumstances form. Self-certification is for **EXAMS ONLY** and can be **for a maximum of seven consecutive calendar days in an assessment period**; this includes online exams and other scheduled activities such as performances, and **for a maximum of once per semester**. **Self-certification does not apply to coursework as it is possible to arrange and agree an extension to deadlines, or any of the assessment types listed below.** In exceptional circumstances, where a student is prevented from attending an examination due to short-term, acute circumstances e.g. a migraine or sickness and diarrhoea, and who are unable to obtain medical evidence of this, they may wish to self-certify. Students may then use self-certification if they are unable to provide any other form of evidence. The circumstances must be out of the student's control – the student could not have prevented them. *For absence of more than seven consecutive calendar days, or for a further mitigating circumstances claim in the same examination period, medical or other evidence is required.*

Self-certification as evidence for mitigating circumstances is only available for individual examinations and will not be accepted for:

- absence from a group assessment
- 'in-class' assessments, including presentations, whether held within or without the University's assessment periods
- an extension/adjustment to a coursework deadline
- absence from a practice placement
- an examination that the student attended (self-certification is only applicable to non-attendance of assessments)

Further guidance in the regulations for self-certification can be found on the first page of the form available within the online mitigating circumstances application form.

### Differences between Mitigating Circumstances and Extensions

Mitigating Circumstances and Extensions are often confused as the same thing when they are in fact two completely separate processes; extensions are applied for through your Programme Lead/Tutor, mitigating circumstances are applied for through AQSS. Before completing a mitigating circumstances claim form, please read this information to ensure you understand the difference between applying for a claim and an extension:

**Mitigating Circumstances are serious events which impact upon your performance and must be:**

**Severe:** the event or circumstance must have had a serious impact on assessment performance

**Unexpected:** In most cases the student must have had no prior knowledge that a particular event would occur

**Unpreventable:** there must have been no reasonable steps that the student could have taken to prevent the event or circumstance from occurring

**Relevant:** the event or circumstances must have occurred at the time of or during the period immediately leading up to the assessment

**Corroborated:** the claim must meet the requirements for independent documentary evidence outlined in this FAQ Document

An **extension** is extra time to complete an assignment and it is usually always advisable to consider this option before applying for mitigating circumstances.

**Your Tutor can determine the length of an extension at their discretion**, this length can vary from 2 weeks plus but will not exceed the submission of assignments beyond the date of the next Board of Examiners for the programme.

### How do I apply for an extension?

You should discuss your needs for an extension with your relevant Tutor. The Tutor might decline the request if the reason for non-completion of the work is not deemed sufficient. The Tutor may alternatively recommend that an extension will not give the student a reasonable chance of success and they should apply for mitigating circumstances. They might also provide an extension but additionally advise the student to apply for mitigating circumstances as a precaution.

#### 1. What does a successful claim for mitigating circumstances do and how long does it take?

The mitigating circumstances process aims to be flexible and consider each case on its individual facts, and is a fair and additional consideration process. The process endeavours to ensure all claims are treated with consistency and transparency as far as possible through the provision of the required independent supporting evidence corroborating your claim detail.

If your mitigating circumstances claim is accepted the likely outcome will be that if you fail or don't submit in the module/s you have an accepted claim for, the Board of Examiners will invite you to submit in those module/s on a first sitting basis at the next assessment point (i.e. as if for the first time without a capped mark). ***Please be aware that if you apply for mitigating circumstances for 3-4+ modules in one semester, particularly in your first year of study, you risk building up a backlog of reassessment in future years.***

***Marks are not altered because of a student's mitigating circumstances. However, the Board's decision on what to do in certain situations may be influenced by the mitigating evidence considered.*** Therefore, if you pass the module/s you've claimed for, mitigation has no effect (i.e. it won't change your pass mark).

If you submit a successful claim for a module/s in which you've been given a re-sit (capped at 40%) your claim will not remove the cap, if accepted it is likely to simply give you one further opportunity to re-submit at the next assessment point. ***If you are submitting a claim on module/s you've previously had an accepted claim on, please see question 11 for advice on repeat claims on the same module/s.***

Once you've submitted a mitigating circumstances claim, the mitigating circumstances office will be in touch with you in writing by email within 14 days to confirm we've received your claim. At this point you will either receive an acknowledgment email confirming your claim has been processed and outlining the next steps, or a request for supporting evidence or further supporting evidence to strengthen your claim so it is presented in the best possible light to the Board of Examiners. All mitigating circumstances claims must be supported by at least 1 piece of strong, independent supporting evidence before the claim can be progressed any further. While we can write to you to confirm your claim has been processed, we are unable to tell you if it's been accepted as this is a decision made by your Programme's Board of Examiners when it meets. The Board of Examiners will then write to you within 2-3 weeks of its meeting to confirm the outcome of your claim and the next steps for assessment. The timeframe for this happening

varies depending on what point in the semester you submit your claim (eg. If you submit a claim for Semester 1 in October, the Board of Examiners doesn't usually meet until February, so you would therefore have to wait until late February/early March to hear in writing from the Board if your claim has been accepted. This is one of the reasons we advise you to submit your claim as close to the time of your assessment as possible).

## **2. What happens if my claim is rejected?**

We will do everything we can to ensure your claim is strong enough to be accepted by the Board of Examiners. In the unlikely event your claim is rejected, we will write to you to confirm the decision and give clear reasoning why it has been rejected.

## **3. How do I apply for Mitigating Circumstances?**

Apply for mitigating circumstances online at: <https://chiview.chi.ac.uk> (under 'My Study' you will see a grey box to click on called 'Mitigating Circumstances'). You will also find the self-certification form for illness form here

In the unlikely event you're unable to complete an online application ***please email [mitcircs@chi.ac.uk](mailto:mitcircs@chi.ac.uk)***. It is important to make sure you have included the correct modules code/s, date/s of assessment and type of assessment (eg. Exam/essay etc.) on your claim form (contact your programme if you need any guidance with this). *Please note that if you're submitting a claim for a module relating to a previous semester/year, you will be unable to add this through the module drop down menu, you will need to clearly include a substitute module from your current semester in the drop down menu and then include the module you want to claim for in your details of mitigation section so that we can add it for you and remove the substitute module.* Finally please make sure you have included your independent supporting evidence to corroborate your claim (see [pages 7-10](#) for supporting evidence related information). Your claim cannot be progressed any further unless you submit robust, independent supporting evidence to corroborate it.

***Partner Institutions: All students studying at Partner institutions can now submit an online claim via their ChiView account and no longer have to apply via a separate claim form.***

## **4. When should I apply for Mitigating Circumstances?**

Ideally the best time to submit your claim form is shortly before your assessment/exam date, if possible. This way you should be able to obtain evidence that covers the period of your assessment/s due date/s. We understand it's not always possible to apply for a claim before your assessment; if you apply after your assessment date please do so as soon as possible and at the very latest before the Board of Examiners for your programme meets. If you are in any doubt when this is or if you think you're too late to apply, please contact AQSS to find out the options available to you. Reminders to submit/complete a Mitigating circumstances claim if needed will be sent to students at key points during the academic year, prior to assessment.

## **5. Are claims for Mitigating Circumstances confidential?**

Yes. All claims will be treated in confidence. The contents of the claim will normally be kept confidential to the Chair and Officers of the Board of Examiners. We will advise your Programme Lead, Academic Adviser and Programme Administrator when your claim has been processed; however, the contents of the claim will be kept confidential. You will also be required to complete a data protection section at the start of your claim.

**6. Can Mitigating Circumstances provide an extension?**

No, for an extension you will need to contact your Programme. The decision to give an extension is at the Programme's discretion and cannot be applied through or authorised by the Mitigating Circumstances Office. Mitigation is a separate process that will take you to the next point of assessment, which in terms of timescale will more likely be months rather than weeks. You can still apply for mitigation if you have already been offered an extension, please include the original due date as well as the extended due date on your application.

**7. How does Intermission from study differ from Mitigating Circumstances?**

By intermitting, students in effect 'stop the clock' of their period of registration. Mitigating circumstances if upheld and applied, does not 'stop the clock', it usually allows the student to submit at the next assessment point on a first sitting basis, and then continue their study the following semester. Students wishing to intermit must seek advice from their Head of Academic Department, Programme Lead or Academic Registry. If you have serious, long term issue/s and find you are submitting repeated claims for mitigation we would advise finding out more about the intermission process, otherwise you risk building up a backlog of reassessment that could become unmanageable.

**8. What happens *after* I submit my completed claim form?**

AQSS will send you an email acknowledging receipt of your claim, usually within a week of receiving it. Please contact [mitcircs@chi.ac.uk](mailto:mitcircs@chi.ac.uk) if you haven't received acknowledgement of your claim after 14 days. Once a claim has been accepted it will be noted on the student's profile of marks which will be presented to the next meeting of the Board of Examiners. The circumstances will be taken into account if the Board needs to discuss failure or failure to submit. The Board of Examiners will then write to the student to confirm the way forward in light of mitigating circumstances claimed. **The Mitigating Circumstances office will not at any point be able to tell you whether your claim has been accepted or not. You won't hear from us again once we have acknowledged your claim is being processed. Your next point of contact will be a letter from the Board of Examiners once it has met (the letter usually arrives within 2-3 weeks of the Board of Examiners meeting) *only if you have failed or not submitted in the module/s you have submitted a claim for.* If you have passed everything you will hear nothing further.**

**9. Can Mitigating Circumstances be applied if the University has put a S.A.R.A. in place for me?**

Claims for mitigation are only for the notification of circumstances which have not previously been taken into account by the University (for example 'taken into account' means where a disability has been recognised by the University through completion of a S.A.R.A), or where it is felt that the effect of their circumstances on the Student's performance has been greater than allowances which have already been made. On the rare occasion the University has insufficient time to put supportive measures in place prior to assessment due to a short timeframe between notification of a disability and the assessment taking place, mitigation may be considered. It will only be considered for assessments/assignments in the semester you were diagnosed, where you can prove through your supporting evidence there was insufficient time to put supportive measures in place. Where the Mitigating Circumstances Office receive repeated claims for a severe ongoing issue that is not supported by S.A.R.A. we will advise you to contact the Dyslexia and Disability Service to discuss applying for a S.A.R.A.

**10. Can I apply for Mitigating Circumstances for both Semester One and Two?**

Yes, **however you will need to make these claims separately for each semester**, ideally before your assessments, and to be able to provide valid documentary evidence which covers the dates of your assessments. You will need to provide up to date evidence and fill in the relevant claim form for each Semester you wish to apply for. **Please note you cannot submit a retrospective claim for previous semesters (eg. You cannot apply for mitigating circumstances in Semester Two on modules which were due in Semester One), and if making a repeat claim, you cannot use the evidence you used previously, it must be up to date even if your issue/s are the ongoing, no matter what the circumstances.** If you are applying for a claim in a double module, this should be applied for in the Semester of assessment (this is usually Semester Two) and you should clearly be able to demonstrate how your study has been affected across the time period of the double module.

**11. How Many Times Can I submit a Mitigating Circumstances Claim?**

**Twice** is the maximum number of times you can submit a claim **for the same module/s** (although there are exceptional cases for this). If your first two claims are upheld and applied (due to failure or non-submission), you are likely to be invited to submit in these module/s by the Board of Examiners as if for the first time and set a new submission date. If you fail or don't submit in the module/s you've claimed for at the 3<sup>rd</sup> attempt, you are likely to be set a re-submission with a capped mark at 40%, a mitigating circumstances claim for a third time on the same module/s is unlikely to remove the capped mark. A fourth claim on the same modules is likely to be rejected.

The mitigating circumstances Team will endeavour to signpost students to the relevant support network within the University – Wellbeing, Student Health or the Disability and Dyslexia Service – where we identify a further need for support and often where more than one claim has been made for the same/similar ongoing circumstances. This is purely advisory and not compulsory, intended to provide the best level of support possible depending on the individual student's needs.

**12. Am I able to submit mitigating circumstances if I'm a Music Student taking an exam/assessment as part of an ensemble, where one member has mitigating circumstances?**

**Yes.** You may submit a claim if a member of your ensemble group has submitted a claim and received a confirmation of receipt from the Mitigating Circumstances Team of their claim (this is the standard email response confirming we have everything needed to process the claim). Each member of the ensemble must then submit a separate claim, stating the name of the applicant with mitigating circumstances in their application, and in the evidence section 'refer to X's claim'. The module code, type of assessment and date of assessment must also be clearly stated. *For Music students with a vocal/performance exam and a sudden onset of sore throat/vocal related issues, please see the types of acceptable evidence table on page 5.*

**13. What is meant by supporting evidence?**

To support academic standards, procedural fairness and ensure sufficient evidential standards are met, all claims for mitigating circumstances must be supported by documentary evidence from a relevant objective third party, for example, a Doctor's certificate, statement from a member of the University's Wellbeing Team, or a copy of a death certificate/obituary/order of service. Previous engagement with the Wellbeing Team is essential for the Team to be able to fully support your claim. In regard to Student Health, prior to your mitigation request you may

be asked for proof of a medical condition before supporting evidence can be given. To request supporting evidence from a member of the Health and Wellbeing Team you can attend either a health drop-in (for health-related circumstances) or book a wellbeing triage appointment (for wellbeing related circumstances) which run daily on both campuses (see Moodle page for dates and times). This applies to all students no matter what the circumstances. *The evidence cannot come from your lecturer/tutor/academic adviser etc. no matter how supportive they are of your claim.*

At all times it is the student's responsibility to gather and provide sufficient documentary evidence to support a claim for mitigating circumstances. **AQSS cannot obtain evidence for a claim on a student's behalf or contact the evidence provider for further explanation/confirmation.** All requests for the consideration of mitigating circumstances should be submitted using the online application form at <https://chiview.chi.ac.uk> AQSS and Wellbeing staff are available to offer support and guidance on completing the form if required.

#### 14. **What can I submit as independent documentary evidence?**

Claims cannot be accepted without independent documentary evidence; this is to ensure fairness to all students. ***In regard to all supporting letters sent as part of your application via email/scan/photo from professionals' outside of the University – such as Doctors, Midwives, Counsellors, the Police etc. – AQSS may request the original copy for verification if the e-copy is not clear in any way.*** Please upload your evidence to your claim in Word, PDF or a Jpeg file format. If you're unable to upload your evidence to ChiView please contact [mitcircs@chi.ac.uk](mailto:mitcircs@chi.ac.uk) AQSS will be able to advise you further on what to provide as evidence if you are still unsure. Examples on the next page highlight some options:

Circumstance	Example	Evidence
Personal illness	Illness occurring at the time of an assessment. It should be an incapacitating illness, or an unexpected deterioration/exacerbation in an on-going illness or chronic medical condition.	<p>Statement of Fitness for Work and/or supporting letter/form from Student Health and/or Doctor's letter</p> <p><b><i>(Please note if you visit Student Health instead of a doctor for evidence Student Health and/or AQSS may ask for medical evidence from a doctor to further support your claim)</i></b></p> <p><i>The doctor's letter must:</i></p> <ul style="list-style-type: none"> <li>• <i>give a clear diagnosis of your illness, including any recent visits relating to the same medical condition</i></li> <li>• <i>confirm that your illness has had an impact on your ability to study at the time/time period of the assessment/s you are claiming for</i> <ul style="list-style-type: none"> <li>• <i>signed and/or stamped, dated and on headed paper</i></li> </ul> </li> </ul> <p><b><i>Please note that the cost of the doctor's letter is funded by the applicant, not the University</i></b></p> <p>Self – certification form for exam based assessments only and where the illness lasts no longer than 7 days (see guidance on page 2)</p>

Personal illness (sudden onset / self-limiting)	<p>Self-limiting illness occurring at the time of an assessment. It should be incapacitating with sudden onset and expected to be of short duration e.g.:</p> <p><b>Neurological</b> (e.g. concussion, migraine, blackouts, seizure, severe pain)  <b>Ear/eye</b> (e.g. eye, ear infections, tinnitus, vertigo)  <b>Respiratory</b> (e.g. asthma attack, chest infection/pneumonia)  <b>Digestive</b> (e.g. stomach upset, diarrhoea, food poisoning, vomiting / nausea)  <b>Genito-urinary</b> (e.g. U.T.I.)  <b>Musculo skeletal</b> (e.g. severe back pain, broken bone)  <b>Infectious diseases</b> (e.g. chicken pox, flu, swine flu, measles, mumps, meningitis)  <b>Other medical conditions</b> (e.g. severe allergic reaction, severe toothache) <b>MUSIC/PERFORMANCE STUDENTS with</b>  <b>vocal/performance exams – SORE THROAT etc.</b>  <b>Pregnancy related condition</b></p>	<p><b>All as Above/previous</b></p> <p>or, if pregnancy related, a letter from your Midwife confirming the pregnancy related condition affecting you on headed paper, signed and dated, or a statement from Student Health</p> <p><b>Music/performance/dance/Sports students sitting exams with sudden sore throat (music), physical injury preventing practical assessment – self-certification or Nurse Health Adviser</b></p>
COVID-19	Contraction of COVID-19 and test undertaken	Screen shot of positive PCR NHS Covid-19 test result, with date and full name clearly included; if you have Covid19 symptoms and your test result is negative please submit a screenshot of this, and for further evidence consult your doctor or complete the self-certification form for illness, if your symptoms last for less than 7 days
Serious accident or incident	Accident or severe trauma occurring at the time of an assessment. It can be an assault where the student is the victim. Also includes breaks / serious sprains of the normal writing hand/arm.	As above for personal illness, also considered: statement/form from Wellbeing Adviser, NHA, <b>ONLY IF</b> you have previously engaged with Wellbeing or Police Crime number/email confirmation
Serious illness of a close relative	For a case of an unforeseen accident or serious deterioration in health	Medical certification/copies of relative's – letter/s from Doctor/hospital confirming diagnosis with dates and/or supporting letter/form from Wellbeing <b>ONLY IF</b> there's been previous engagement
Recent death of a family member or close friend	"Close" can mean parents (& guardians), children and siblings, a spouse/partner and it may include friends, in-laws, grandparents and grandchildren if it can be shown that the relationship was very close.	Death Certificate where possible. Where this is not possible, an order of service and/or obituary and/or news report. Where the bereavement was some time ago the student can be asked for an impact statement from Wellbeing <b>ONLY IF</b> they've previously engaged with the service, <b>OR</b> a Counsellor and in some exceptional circumstances their Tutor/a family member/student's own statement
Mental health / psychological problems	Mental health / psychological disorders (e.g. acute mental illness, acute stress disorder, significant emotional / personal problems)	<p><b>Doctor's letter and/or Statement of Fitness for work. Supporting statement/form from the University's Wellbeing Adviser if previously engaged with service, or letter from independent qualified counsellor,</b></p> <p><i>The doctor's/counsellor's/University Adviser's letter must give a clear assessment from a professional viewpoint and confirm that your illness has had an impact on your ability to study at the time of the assessment/s you are claiming for.</i></p>



Serious personal disruption	Fire, burglary, requirement to appear in Court etc. relevant to the date of the assessment event or the period leading up to it. Supporting third-party evidence must be provided. <i>Travel problems are not normally accepted as students are expected to plan ahead.</i>	<b>Independent verification e.g. police/solicitors/insurance firm letter confirming details and dates, and/or supporting letter/form from the Wellbeing Adviser if previously engaged with the Service.</b>
Severe personal, family or relationship problems	Personal, family or relationship issues for which the student has sought counselling help and received support. EG. Divorce/separation	<b>Counsellor's letter and/or, and/or doctor's letter confirming impact, supporting statement from the University's Student Wellbeing Adviser if previously engaged with the Service,</b>  <i>The counsellor's letter must give a clear assessment from a professional viewpoint and confirm that your circumstances have had an impact on your ability to study at the time of the assessment/s you are claiming for.</i>  <b><i>Please note personal statements from yourself or family members /close friends/housemates will not be accepted</i></b>
Significant change of employment circumstances	THIS IS NOT VALID FOR FULL TIME STUDENTS and will normally only be accepted for an extension to a submission date, not the deferral of the assignment or an examination event. This type of evidence usually only applies to postgraduate students, in particular MA Ed	<b>Employer letter providing clear evidence, on headed paper, signed and dated</b>
Specific difficulty regarding disability or adjustments	If external evidence or diagnosis of a disability is provided too late to be taken into account in either the delivery or assessment of the module. Difficulty providing reasonable adjustments.	<b>Letter of corroboration from University's Head of Disability and Dyslexia Service and/or Educational psychologist report and/or email from assessment office confirming inability to provide appropriate support in timeframe of assessments being claiming for.</b>
Religious Observance and scheduled examinations	Prayer time/key event in religious calendar for specific religion/s during scheduled exams <b><i>Please note that such a request is usually only accepted as a mitigating circumstance once, and will not be accepted on a repeated basis</i></b>	<b>a letter from a religious leader explaining the nature of the obligation and impact on the student; a personal statement by the student explaining the nature of the obligation and the way in which it impacts on their timetable supported by a published timetable of festivals or events showing the dates</b>
Ensemble Music Students where one student has confirmed mitigating circumstances	Where one ensemble student has submitted confirmed mitigating circumstances leaving other members of the ensemble unable to take the exam/assessment	<b>Completed application from EACH member of the ensemble, crucially with supporting evidence from the member with mitigating circumstances. All other members must state the name of the student in their ensemble with mitigating circumstances in their application with the module code, type and date of assessment they're applying for</b>

## 15. What are unacceptable mitigating circumstances?

All students are expected to conduct their work and study with maturity and diligence, and to cope with what could reasonably be considered to be normal life events. In addition, students should try to avoid situations which might otherwise lead to mitigating circumstances claims. Mitigating circumstances are not a substitute for academic performance and should not be submitted as an insurance against possible poor performance. It is extremely unlikely therefore that the University would accept documentary evidence of events such as those listed (below) as mitigating circumstances affecting performance in assessments:

Circumstance	Example
Alleged medical conditions without supporting evidence	Claims will not be accepted without appropriate medical / Nurse Health Adviser evidence. Please note we don't accept photographs of medical conditions or prescriptions
Social activities	Hectic social life, parties, visits by/to friends, sporting fixtures.
Temporary self-induced conditions	Hangovers, drug taking (unless possibly for a registered medical user affected by the medical treatment involved). Includes the effects of prescribed medication for certain conditions where it is known that there may be adverse reactions e.g. drowsiness.
Minor ailments and other conditions	Coughs, colds, sore throats (other than music students with vocal assessment), or sprains (other than in the writing hand/arm). Long- standing medical conditions for which special arrangements could have been made or treatment anticipated and taken, or where there is S.A.R.A in place to support the condition and it has not worsened/been exacerbated. Accidents/illness affecting relatives or friends unless very serious or the student is the sole carer.
Job seeking / paid employment	Time out for interviews. Change of job or "normal" job pressure (exceptional crises at work might be acceptable)
Examination stress	Examination stress or stress in practice placement will not, by itself, usually be considered as a mitigating circumstance. It is expected that individuals in higher education will develop the ability to deal with this and produce satisfactory work whilst meeting deadlines.
Domestic or personal disruptions which could have been anticipated or planned/Time Management issues	Moving house, holidays, weddings or other events where the student either has control over the date or may choose not to participate. Failed travel arrangements (whether on public transport <b>eg. Cancellation or delays on trains / busses / coaches / planes / boats</b> , or private transport <b>eg. Car breakdown</b> ), illness of pets, oversleeping, misreading examinations timetable or other assessment details, poor time management, taking the wrong examination. Did not know or forgot there was a test. Completing and submitting coursework too late and missing deadlines; Losing coursework (not backed up); Financial problems (other than cases of the most extreme hardship); Problems with postal delivery of work (students are advised to obtain receipts for assessments submitted in this manner. <b>Please be aware that public transport strikes (e.g. Train) are published in advance as are the exam timetables, so students are expected to make alternative transport arrangements on these dates</b>
Study-related	Computer difficulties, losing work not backed up, other university deadlines / deadline congestion, examination congestion, missing books, examination rescheduling, late distribution of materials by the Department, delays in printing, photocopying and/or binding of assessed work. <b>Students are expected to back up all work in at least two places including on their <a href="#">University OneDrive</a>. Breakdown/failure of a computer or electronic device will not be accepted no matter what the circumstances</b>
Examination conditions	Disruption in the examination room: poor lighting, ventilation or heating, excessive noise, illness or behaviour of other students, noise from invigilators, insect disturbance. Normally such conditions will have been reported by the invigilators, who will pass reports on to the Faculty.

It is recommended that if you need to discuss your claim, you make an appointment prior to visiting AQSS. This will enable a focussed approach when considering various circumstances. If you need help, support or advice relating to specific mental, physical health or emotional/domestic circumstance issues, we would encourage you to contact the University's Wellbeing Service, details below.

## 16. The University's Health & Wellbeing Service

**If you are advised to make an appointment in regard to your claim with a Wellbeing Adviser, please book an appointment through our website [wellbeing.chi.ac.uk](http://wellbeing.chi.ac.uk) . Further information about the Wellbeing Service can also be found on the website.**

Please note that even if you are advised to seek supporting evidence for your claim from the Service, it is dependent on the professional judgment of the Adviser you see as to whether your claim can be supported by them. Wellbeing will be unable to provide supporting evidence if you have not previously engaged with the Service.

Mental Health Adviser: Visit [Wellbeing.chi.ac.uk](http://Wellbeing.chi.ac.uk) or email [wellbeing@chi.ac.uk](mailto:wellbeing@chi.ac.uk)

Nurse Health Adviser Support: [studenthealth@chi.ac.uk](mailto:studenthealth@chi.ac.uk)

*\*Please note that attendance at a minimum of 1+ counselling sessions is required for the Wellbeing Counselling Service to provide you with a letter of support for your claim, the number of sessions is dependent on the professional judgment of the Counsellor.*

### **By Exception:**

Director of Student Support and Transition - Dave Corcoran 01243 816459 [D.Corcoran@chi.ac.uk](mailto:D.Corcoran@chi.ac.uk)

## 17. What if I am not satisfied with the outcome or my claim is rejected?

Any student aggrieved by the outcome of discussions at the Board of Examiners has the right to appeal against the Board's decisions, within 14 days of publication of results. Details of the Appeal Regulations are available from Katie Akerman in AQSS or on Student Intranet under Academic Regulations.

If your claim is rejected AQSS will email or write to you before the Board of Examiners to explain why this has happened. If you wish to speak to us about the reason/s it has been rejected contact details will be given on the correspondence for you to follow this up if you wish.

## 18. Who do I contact for advice?

If you need any further guidance, please contact Rachael Clausen (primary contact: Tuesday-Thursday term time) or Allie Brown (additional contact: Monday and Friday, and all other times outside of term time) in AQSS. Email: [mitcircs@chi.ac.uk](mailto:mitcircs@chi.ac.uk), Telephone Rachael: 01243 816074, or Allie: 01243 816021. *If you have a more complex or sensitive query you wish to discuss in person, you can make an appointment for a one to one meeting on a Wednesday morning at Bishop Otter Campus between 10am-12pm. One to one online meetings are also available via Teams if you prefer this option or are based at BRC. Please email this address to request an appointment.*