

**Birmingham City University**

**Extenuating Circumstances Policy and Procedure**  
*Effective from 10 March 2025*

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## 1. Introduction and purpose

- 1.1 As students go through the process of examination and assessment, the University recognises that there may be sudden, unforeseen and temporary circumstances which affect performance in assessment. This document sets out the process for making the University aware of these circumstances and for managing how the impact of these circumstances on your ability to perform in an assessment can be taken into consideration. Guidance on what we might consider extenuating circumstances is available at sections 4.4 and 5.3.
- 1.2 The intention of this Procedure is to give students a fair opportunity to show that they can reach the University's academic standards. We expect students in general to be able to cope with normal life events, to manage their workloads properly, and to expect a level of pressure around assessments.
- 1.3 You are required to attend classes, engage with studies and attempt assessments. A high level of attendance contributes significantly to academic achievement, retention, progression, and the successful completion of your course. It also contributes to the enhancement of the quality of the learning experience and the development of core skills such as teamwork and professional communication and behaviour. In terms of assessment, this includes submitting all assessments by scheduled submission dates and attending all scheduled assessments, for example in class tests, presentations and exams.
- 1.4 The adjustments available through this Procedure are intended to provide short-term support within an academic year so that you can evaluate your ability to continue to study in the next academic year, considering your new or intensified life circumstances. The adjustments are not designed to support you through the duration of your course, and it is unlikely that a particular set of life circumstances will fall within the definition of extenuating circumstances for more than one academic year. The adjustments will give you more time to complete assessment but cannot replace missed teaching or other learning activities. If your circumstances are such that you are likely to miss a substantial amount of teaching or learning activities then you need to discuss this with your Course Leader or Personal Tutor as soon as possible.
- 1.5 You must make sure you organise your time so that you can complete your assessments by the deadline set or be prepared for your exam. You need to build in some extra time in case everything does not go according to plan. You must also back up your work in case your computer fails or you lose it.
- 1.6 You should make every effort to attend an exam or submit your coursework even if you believe your performance will be affected by extenuating circumstances. **You must be aware that there can be implications from making a claim for extenuating circumstances**, including (but not limited to):

- Deferring assessments may lead to your future assessments being ‘bunched’ together, so that you have more assessments happening at the same time. This may make it harder for you to perform at your best across all those assessments.
- Deferring assessments, particularly during the summer assessment period, may delay your progression and mean your participation in events like graduation is also delayed. This may mean, for example, that you cannot graduate alongside the majority of your cohort.
- Extending assessment deadlines will delay the marking process and there will be a delay in you receiving marks. There may also be a delay in marks being presented to an exam board for ratification, which may delay your progression.

## **2. Application of document**

- 2.1 This procedure applies to all current BCU students and to all BCU students studying with collaborative partners under franchise arrangements from the ‘Effective from’ date onwards.
- 2.2 This procedure only applies to students studying with collaborative partners under validation arrangements from the ‘Effective from’ date onwards if the partner has chosen to adopt the University’s Academic Regulations.
- 2.3 If you are studying at a partner institution and are unsure whether this procedure applies to you, you should contact Student Governance, who will be able to advise.
- 2.4 This Procedure was updated in February 2025 to reflect the introduction of a new self-certification claim process. Previous versions of this Procedure are available on [the University’s website](#).

## **3. Claim types**

- 3.1 We distinguish between two overall types of claim:
  - Self-certification claim
  - Full extenuating circumstances (EC) claim
- 3.2 Different rules and processes apply to the two types of claim and are set out in separate sections below (see sections 5 and 6). Any form of EC claim should relate to circumstances over which you have no control and which will have, or have had, a serious affect on your ability to do your assessment(s).

3.3 Within the two overall claim types (self-certification and full EC claim), there are four claim categories.

<b>Claim category</b>	<b>Available through</b>	<b>Available for</b>	<b>Impact</b>	<b>See section(s)</b>
Extension	Self-certification  Full EC claim	Coursework and coursework-style assessments only	Assessment deadline will be 10 working days from original assessment deadline	5.3 – 5.6  6 – 7, especially 6.2.7 – 6.2.13
Deferral	Full EC claim only	All assessment types	Assessment deadline moves to next available opportunity, usually the next assessment period	6 – 7, especially 6.2.14 – 6.2.18
DSS-related remark	Full EC claim only	All assessment types	Completed assessment(s) remarked with reasonable adjustments in a Disability Support Summary (DSS) taken into account	6 – 7, especially 6.2.19 – 6.2.23
DSS-related repeat	Full EC claim only	All assessment types	Completed assessment(s) repeated as new attempt with reasonable adjustments in a Disability Support Summary (DSS) in place	6 – 7, especially 6.2.19 – 6.2.23

#### **4. Self-certification claims**

- 4.1 Self-certification claims do not require evidence in support and are not the subject of decisions by the Student Governance team.
- 4.2 The intention of self-certification claims is to empower you to recognise when your personal circumstances will impact your ability to do an assessment, and to allow you to amend assessment arrangements easily, without having to gather evidence to demonstrate your personal circumstances. The process takes into account that not all circumstances are easily evidenced, and that there can sometimes be a cost associated with obtaining evidence.

#### **4.3 Rules of self-certification claims**

4.3.1 The following rules apply to self-certification claims:

##### **4.3.2 General**

4.3.3 You will be asked to declare the circumstances underlying your self-certification claim. This is so that we can monitor the reasons why students are claiming and any trends or patterns in the claim data. You will not be required to submit evidence to demonstrate your circumstances.

#### *4.3.4 Applicability*

4.3.5 Only extensions can be granted through self-certification. If you want to defer an assessment deadline to the next submission opportunity, you will need to make a full EC claim.

4.3.6 Only coursework and coursework-style assessments can be the subject of self-certification claims. When you make a self-certification claim within MySRS, only applicable assessments will be available to claim against: assessments that cannot be the subject of extension will not appear within the self-certification claims process.

4.3.7 All extensions are fixed at 10 working days from the original assessment deadline. If your deadline is already extended e.g. because you have a Disability Support Summary granting additional time, the 'original assessment deadline' is the one that already has your existing extension applied to it.

4.3.8 You must hand in your work in time to meet the extended deadline.

4.3.9 A self-certification claim will cover a period of five working days: working days do not include weekends, Bank Holidays, and periods when the University is closed. The claim system will automatically calculate the period of five working days when you enter the start date of your self-certification period. Only assessments with deadlines falling within the five-working-day period can be claimed for under self-certification.

#### *4.3.10 Availability*

4.3.11 You can only make one self-certification claim per semester. Semesters are captured within the claims system and the system will not allow you to make a self-certification claim for a semester where you have already claimed.

4.3.12 Since you can only make one self-certification claim per semester, you must include in your claim all the assessments you want to be covered by your claim. If you submit a self-certification claim and later realise you have missed off assessments, you will have to claim for those assessments through a full EC claim.

#### *4.3.13 Timing*

4.3.14 You can make a self-certification claim up to 10 working days after the original assessment deadline. This means you must make a self-certification claim before the extension period expires: the system will not allow you to make a self-certification claim if more than 10 working days have already passed since the original assessment deadline.

4.3.15 You can make a self-certification claim in advance of assessment deadlines if necessary e.g. if you have advanced notice of having to do jury service and you know it will mean you cannot meet an assessment deadline.

#### **4.4 Self-certification claim circumstances**

4.4.1 Since self-certification claims do not require supporting evidence, they can be used in any circumstances where your personal circumstances have an impact on your ability to meet an assessment deadline. The list below is not exhaustive but offers examples of situations where self-certification may be appropriate:

- You have an illness which has an impact on your ability to meet an assessment deadline, but for which you would not usually seek a medical appointment.
- You have a sudden worsening of a mental or physical illness but face challenges in securing a medical appointment and / or obtaining medical evidence.
- You have experienced a bereavement but face challenges in obtaining a death certificate or otherwise providing evidence of the impact of the bereavement on your ability to meet an assessment deadline.
- You are observing a religious festival which has an impact on your ability to meet an assessment deadline e.g. because you have restricted access to IT equipment or because you are fasting and are less able to work as a result.
- You experience issues with your personal IT equipment and it prevents you from being able to submit on time.

4.4.2 You are strongly advised to note that self-certification claims are limited and therefore you should only use them in circumstances where they are genuinely required. There may be occasions when you are experiencing personal circumstances but are nonetheless able to meet your assessment deadlines. You should be aware that personal circumstances are typically unpredictable and only using self-certification claims when strictly necessary will help you avoid the situation where you face significant personal circumstances but have already made a self-certification claim for less significant circumstances in the same semester.

#### **4.5 Process of self-certification claims**

4.5.1 Appendix 1 sets out the process for making a self-certification claim through MySRS.

4.5.2 A guidance video on how to claim is also available on iCity.

4.5.3 If you do not have access to MySRS, you should contact Student Governance via [appealsandresolutions@bcu.ac.uk](mailto:appealsandresolutions@bcu.ac.uk) and you will be provided with an alternative method to make a claim. You may need to make a full EC claim.

## **4.6 Outcome of self-certification claims**

- 4.6.1 Once you submit a claim for self-certification, all the assessments included in your claim will be granted an extension of 10 working days from the original deadline. You will receive an automated email to confirm that your self-certification claim has been processed.
- 4.6.2 A self-certification claim decision will be sent to you via automated email to your BCU email account.
- 4.6.3 University staff will access details of successful self-certification claims and provide confirmation directly to academic staff for extensions to be applied. Details of your declared personal circumstances will not form part of the information shared.
- 4.6.4 If you need to review the details of a self-certification claim you have made, you can access the claim details through MySRS.

## **5. Full EC claims**

- 5.1 Full EC claims should be made in any circumstances where a self-certification claim is not available: see 5.3.

### **5.2 Rules of full EC claims**

- 5.2.1 The following rules apply to full EC claims:

#### *5.2.2 General*

- 5.2.3 **Full EC claims always require appropriate evidence in support** and are subject to the decision of Student Governance staff. Guidance on evidence is available at section 7.

- 5.2.4 Claims for assessments from a previous academic year will usually be unsuccessful. In exceptional circumstances, where there is strong compelling evidence and support from relevant University staff, we may uphold a claim relating to assessments from a previous year.

- 5.2.5 You must ensure to include within your claim all the assessments you wish to claim for. If we issue a full EC claim decision and you later realise you have missed assessments off your claim, you will need to submit a new full EC claim and it may be deemed late. You are responsible for providing full details of your claim and we will not make any assumptions in respect of your intentions where information is missing.

- 5.2.6 If you make a type of claim that is not eligible, the Student Governance team will amend your claim to a type that is eligible e.g. a claim for an extension made against an exam will be amended to a claim for deferral.

### 5.2.7 Extensions

5.2.8 Only coursework and coursework-style assessments can be the subject of an extension.

5.2.9 All extensions are fixed at 10 working days from the original assessment deadline. If your deadline is already extended e.g. because you have a Disability Support Summary granting additional time, the 'original assessment deadline' is the one that already has your existing extension applied to it. Your Course Leader will be able to confirm what any extended deadline would be.

5.2.10 An assessment deadline can only be extended once.

5.2.11 **You should always hand in your submission in time to meet the extended deadline**, even if you have not yet received your claim decision or if you think the work could be better. If you do not hand in any work by the extended deadline then you will need to make a further claim for a deferral.

5.2.12 If your claim for an extension is successful and you handed your work in during the extension period, any penalty for lateness will be set aside. If you apply for an extension you will be expected to meet the extended deadline and if you do not the usual penalties for lateness will apply. Lateness penalties are set out in the Academic Regulations.

5.2.13 A DSS will often grant an extension to assessment deadlines as a reasonable adjustment. If you have a DSS which also allows for extension to your assessment deadline due to you having a fluctuating condition ('FC'), an FC extension can be applied on top of your existing deadline. You do not need to make a full EC claim to have the FC extension applied: you should speak directly to your Course Leader and Disability Support to arrange an FC extension. If you find that the FC extension is not enough, you cannot make a further claim for extension and must instead make a full EC claim for deferral (see next section).

### 5.2.14 Deferrals

5.2.15 Deferrals are available for all assessment types.

5.2.16 Deferrals are available for future assessments you want to take at a later date; and for past assessments, irrespective of whether you have taken them and passed, taken them and failed, or have not taken them at all.

5.2.17 If your claim for a deferral is successful, you will be given a fresh attempt at the next available opportunity. This will usually be the next assessment period, but may be sooner or later depending on local arrangements. Your Course Leader will be able to advise when the next available opportunity will be.

5.2.18 If your claim for a deferral is successful, your previous attempt at the assessment (and the mark you achieved) will be set aside and replaced by the fresh attempt.

#### *5.2.19 DSS-related claims*

5.2.20 DSS-related claims can only be made in circumstances where you have had a DSS put in place during the current academic year.

5.2.21 Where your claim for a DSS-related repeat is successful, you will repeat all the assessments you claimed for with the reasonable adjustments set out in your DSS in place.

5.2.22 Where your claim for a DSS-related remark is successful, all the assessments you claimed for will be remarked with the reasonable adjustments set out in your DSS in place.

5.2.23 DSS-related claims are not available for assessments from previous academic years.

#### *5.2.24 Timing*

5.2.25 You should make a full EC claim as soon as possible after you become aware of the circumstances affecting your assessment performance.

5.2.26 **Do not wait to make a full EC claim for any reason**, including waiting for results or if you do not yet have all your evidence.

5.2.27 If you submit your full EC claim more than five working days after the assessment deadline, your claim will be considered late and you will need to explain why you were not able to make a claim sooner and submit evidence in support of your explanation. Late claims will only be accepted where the evidence in support clearly demonstrates that you could not reasonably have claimed sooner.

5.2.28 Once your claim and all your evidence are submitted on MySRS it usually takes up to five working days for Student Governance to confirm a decision on your claim.

5.2.29 If you claim close to or after your assessment deadline, then it is likely a claim decision will not be issued until after the deadline has passed. If your original deadline has passed and you have sought an extension, you should work towards the extended deadline and ensure to meet the extended deadline even if you have not received a claim decision.

### **5.3 Full EC claim circumstances**

5.3.1 Unlike self-certification claims, full EC claims cannot be made in relation to any circumstances. The following table provides non-exhaustive examples of

circumstances which are likely or unlikely to be accepted as the basis for a full EC claim.

Examples of circumstances likely to be accepted for a full EC claim	Examples of circumstances unlikely to be accepted for a full EC claim
Serious short-term illness or injury, including mental health crises	Holidays, house moves or other events that were planned or could reasonably have been expected
Worsening of an ongoing illness or disability, including mental health conditions	Minor illness such as common colds or hay fever, unless the symptoms are particularly severe
Symptoms of an infectious disease that could be harmful if passed on to others	Assessments that are scheduled close together
Death or significant illness of a close family member or friend	Misreading the exam timetable
Unexpected caring responsibilities for a family member or dependant	Minor transport disruption
Significant personal or family crises leading to acute stress	Poor time management
Witnessing or experiencing a traumatic incident	IT issues where the problem is associated with personal IT rather than e.g. a problem with equipment provided by the University or issues with the University's IT network
A crime which has had a substantial impact on you	Normal exam stress
Accommodation crisis such as eviction or the home becoming uninhabitable	Minor life events, unless the circumstances have had a disproportionate impact
An emergency or crisis that prevents you from attending an exam or accessing an online assessment	Any circumstances relating to assessments that took place in a previous academic year
Safeguarding concerns	A long-term health condition that we have already made reasonable adjustments for under a Disability Support Summary or occupational health assessment, unless you suffer a sudden and unexpected worsening of your symptoms, or the adjustments were put in place after your assessment
Unexpected increase in workload in employment (available to part-time students only)	Circumstances that are ongoing and for which you have already made a claim, unless there is a significant change in the circumstances and / or their impact on you
	Making an error in submitting your work. You must ensure to submit your work correctly. Claims based on submitting work to the wrong submission point or uploading the wrong file, for example, will not be successful

5.3.2 For pregnant students, we recommend making contact with the [Mental Health and Wellbeing team](#) to discuss support. Pregnant students are entitled to adjustments to their assessments without the need to make an EC claim.

#### **5.4 Process of full EC claims**

5.4.1 Appendix 2 sets out the process for making a full EC claim through MySRS.

5.4.2 A guidance video on how to claim is also available on iCity.

5.4.3 If you do not have access to MySRS or cannot make a claim electronically for any reason, you should contact Student Governance via [appealsandresolutions@bcu.ac.uk](mailto:appealsandresolutions@bcu.ac.uk) and you will be provided with an alternative method to make a claim.

#### **5.5 Outcome of full EC claims**

5.5.1 There are three potential outcomes for full EC claims:

- The claim is **successful** and you have been granted the adjustments applied for in your claim. You must ensure to meet any extended deadline or new assessment date.
- The claim is **unsuccessful** and you have not been granted the adjustments applied for in your claim. Your original assessment deadlines will continue to apply.
- The claim is **pending** i.e. Student Governance need more evidence or information before making a final decision. You will be told what evidence or information is required and will be given a deadline to provide it: the evidence or information should usually be provided within 10 working days, and if it is not provided within that timeframe your claim may be unsuccessful. If you need more time to provide the evidence or information, you should [contact Student Governance](#). A pending claim eventually becomes a successful or unsuccessful claim, depending on the additional evidence or information provided.

5.5.2 Some claim decisions may be a mixture of these three outcomes, because different decisions may be made on different assessments.

5.5.3 If you do not understand your claim decision or wish to seek guidance on how you can provide more evidence, you should contact the Student Governance staff member who issued your decision. The staff member can explain the decision and offer guidance on pursuing your claim further.

5.5.4 A full EC claim decision will be sent to you via automated email to your BCU email account, unless you have needed to make a claim outside the MySRS system.

5.5.5 University staff will access details of full EC claim decisions and provide confirmation directly to academic staff for outcomes to be applied. Details of your declared personal circumstances will not form part of the information shared.

5.5.6 If you need to review the details of a full EC claim you have made, you can access the claim details through MySRS.

## **6. Guidance on evidence**

### **6.1 Providing evidence**

6.1.1 Uploading evidence in support of a full EC claim is not mandatory: the MySRS system will allow a claim to be submitted without supporting evidence. However, you must note that claims that are not supported by evidence are very likely to be unsuccessful.

6.1.2 You are responsible for obtaining and submitting all evidence you want to use to support your full EC claim. Student Governance cannot contact third parties or obtain evidence on your behalf. Consideration of your full EC claim will begin once you have indicated that you have uploaded all your evidence in support (including where there is no evidence) and have confirmed that your claim is ready to be considered. If you begin a full EC claim and indicate that you intend to upload more evidence, you should upload evidence within the next 10 working days. Your claim will remain open within the system, and will not be considered, until you confirm it is ready for consideration. If you have started a claim and indicated that you intend to upload more evidence but have not done so after 10 working days, your claim may be unsuccessful. If 10 working days will not be sufficient for you to provide your evidence, you should [contact Student Governance](#) to discuss whether additional time can be granted for you to gather your evidence.

6.1.3 If you have difficulty in obtaining evidence then you should [contact Student Governance](#) as soon as possible.

### **6.2 Rules of evidence**

6.2.1 Evidence must be:

- genuine – Student Governance regularly check the evidence they receive to make sure it is genuine. If you submit evidence which we find is false, forged or has been tampered with in any way, your claim will be unsuccessful and we may make a referral under the Student Disciplinary Procedure (Non-

Academic) or Fitness to Practise Procedure. We may also review previous EC claims you have made in order to verify previously submitted evidence.

- independent – we do not accept letters from relatives or friends.
- written in English – if the evidence was written in a language other than English, you must also supply an officially translated copy.
- official – evidence must be on headed paper or with an official stamp or seal of the issuing authority.

6.2.2 The evidence you provide does not have to be an original document. We will accept photocopied or scanned documents, but we may decide that we need to see the original document as well. We will accept good quality photographs of documents, but photographs of anything other than documents cannot be accepted as evidence.

6.2.3 Photographs of injuries or illness are not appropriate and will not be considered.

### 6.3 *Types of evidence*

6.3.1 All evidence must confirm the circumstances on which your claim is based and must clearly refer to the impact of your circumstances on your assessment preparation or performance. The two tables below set out non-exhaustive examples of acceptable evidence in support of extenuating circumstances claims and give guidance in respect of specific evidence types.

<b>Circumstances</b>	<b>Suitable evidence</b>
Your own illness or injury	<ul style="list-style-type: none"> <li>• Medical letter</li> <li>• Letter from Mental Health &amp; Wellbeing</li> <li>• Letter from Disability Support</li> </ul>
Illness or injury of a family member or friend	<ul style="list-style-type: none"> <li>• Medical letter</li> <li>• Letter from Mental Health &amp; Wellbeing</li> </ul>
Death of a family member or friend	<ul style="list-style-type: none"> <li>• Medical letter</li> <li>• Death certificate</li> <li>• Letter from Mental Health &amp; Wellbeing</li> </ul>
Increase in caring responsibilities	<ul style="list-style-type: none"> <li>• Medical letter</li> <li>• Letter from third party care provider e.g. care home or care visitor</li> </ul>
Increase in employment responsibilities	<ul style="list-style-type: none"> <li>• Letter from employer</li> </ul>
Witnessing or experiencing a traumatic incident, including a crime	<ul style="list-style-type: none"> <li>• Medical letter</li> <li>• Letter from Mental Health &amp; Wellbeing</li> </ul>

	<ul style="list-style-type: none"> <li>• Police report</li> </ul>
Accommodation crisis	<ul style="list-style-type: none"> <li>• Letter confirming eviction or nature of accommodation issues (with dates)</li> <li>• Letter from Money and Childcare Advice</li> </ul>
An emergency or crisis that prevents you from attending an exam or accessing an online assessment	<ul style="list-style-type: none"> <li>• Any independent evidence that confirms the circumstances and their impact on your ability to complete the assessment</li> </ul>
Safeguarding concerns	<ul style="list-style-type: none"> <li>• Medical letter</li> <li>• Letter from Mental Health &amp; Wellbeing</li> </ul>

Type of evidence	Guidance
Medical letter	<p>Must be from a medical professional and must be written on official headed paper. The letter must say that you are, were or will be unfit to study at the time of the assessment.</p> <p>The letter should be written at the time of the circumstances or provide a clear timeframe for when the circumstances were affecting you.</p>
Other medical documents	<p>Medical records will only be considered suitable if they clearly comment on your ability to meet the assessment deadline.</p> <p>Evidence of prescriptions (including photographs of medication) will not be considered suitable.</p>
Letter from Mental Health & Wellbeing	<p>Mental Health &amp; Wellbeing staff can provide a letter of support in any circumstances where they feel it is appropriate but are not obliged to do so (e.g. if they have had limited interaction with you and so feel unable to comment on your ability to complete assessments).</p> <p>Any letter must say that you are, were or will be unfit to study at the time of the assessment. The letter should be written at the time of the circumstances or provide a clear timeframe for when the circumstances were affecting you.</p>
Letter from Disability Support	<p>Disability Support staff can provide a letter of support in any circumstances where they feel it is appropriate but are not obliged to do so (e.g. if they have had limited interaction with you and so feel unable to comment on your ability to complete assessments).</p> <p>Any letter must say that you are, were or will be unfit to study at the time of the assessment.</p>

Death certificate	<p>We will consider any assessment falling within one month of the death as being affected. If any assessment falls more than a month after the death, you will also need to provide a medical letter in support of your claim. The letter should explain the effects of the bereavement on your ability to study.</p> <p>If you cannot obtain a death certificate (or do not wish to do) then a medical letter explaining the effects of the bereavement on your ability to study is likely to be sufficient.</p>
Letter from employer	<p>Must be written on official headed paper and must state that there has been an increase in your workload which you could not reasonably have expected (part-time students only).</p>
Disability Support Summary	<p>Must be provided in support of any DSS-related claim (repeat or remark).</p> <p>If your DSS is delayed then a letter from Mental Health &amp; Wellbeing or Disability Support confirming that a DSS is being put in place is likely to be sufficient.</p>
Police report	<p>Should provide details of the incident reported. We cannot accept crime reference numbers alone as evidence of a crime having taken place.</p> <p>If you cannot obtain a police report then a medical letter explaining the effects of the incident on your ability to study is likely to be sufficient.</p>
Letter of support from academic staff	<p>Can only be accepted where the letter comments on the impact of missing a particular section of academic work on your ability to complete the assessment (e.g. if you missed a visit upon which a report is based).</p> <p>Any claim based on a tutor letter alone is unlikely to be successful.</p>

## 7. Challenging an unsuccessful decision on a full EC claim

7.1 There are two stages to pursuing a full EC claim further after an unsuccessful claim decision: query and appeal. If your full EC claim is unsuccessful, you should not submit a new claim against the same assessment but should make use of the query stage in the first instance (see next section).

### 7.2 *Raising a query*

- 7.2.1 Raising a query means providing more evidence or information that will allow the Student Governance staff member to consider your claim further. For example, you may be able to obtain further evidence that demonstrates your circumstances more clearly; or you may have mistakenly provided incorrect information in your initial claim, which you are able to correct at the query stage.
- 7.2.2 You can raise a query against an unsuccessful claim decision by submitting further evidence through the MySRS claims system. We will treat the query as being raised on the day we receive your further evidence, not the day you first say you want to query the decision. You must raise a query within 10 working days of your claim decision being issued.
- 7.2.3 When we receive the further evidence from you we will look again at your claim and see if a different decision can be reached. We will confirm the previous decision, or issue a revised decision, within 10 working days.

### **7.3 *Making an appeal***

- 7.3.1 If you wish to pursue your claim after receiving an unsuccessful query decision, you should submit a formal academic appeal.
- 7.3.2 Academic Appeals are governed by the Academic Appeals Procedure. The Procedure, relevant forms and guidance on making an appeal is available [on iCity](#).

## **8. Key documents and sources of support**

- 8.1 This [Extenuating Circumstances Procedure](#) can be found on iCity and on the University's [external website](#). Other documents relevant to the Extenuating Circumstances Procedure include:
- [Academic Regulations](#)
  - [Student Attendance and Engagement Policy](#)
  - [Late Submission of Assessment Policy](#)
  - [Assessment and Feedback Policy](#)
  - [Academic Appeals Procedure](#)
- 8.2 Sources of support available to you when making a claim include:
- [BCU Students' Union Advice Centre](#): independent advice on any aspect of making a claim.

- [Student Governance](#): information regarding the claim process and claim decisions.
- [Mental Health and Wellbeing](#): wellbeing support and additional resources if your personal circumstances relate to mental health and wellbeing, including provision of supporting evidence where appropriate.
- [Disability Support](#): support for disabled students, including students making DSS-related claims or seeking guidance on how the EC Procedure interacts with their DSS.
- [Money and Childcare Advice](#): support and additional resources for any student experiencing financial hardship or seeking guidance on matters relating to budgeting, funding and / or childcare.

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