LONDON'S GLOBAL UNIVERSITY

UCL

UCL Academic Manual
2022-23

Chapter 2: Student Support Framework

1 How to use this framework 3
2 Short-term Illness and other Extenuating Circumstances 16
3 Reasonable Adjustments for Disabilities and Long-term Conditions 33
4 Academic Adjustments 41
5 Exam Adjustments 45
6 Interruption of Study 48
7 Support to Study 56

1 How to use this framework

1.1 Introduction

UCL is committed to providing the support you need in order to make the most out of your studies. The Student Support Framework draws together our main academic support processes under one banner to help you understand the options open to you. The Framework includes the following components:

This section: How to Use this Framework helps you find your way around the different support options open to you. It includes:

- Where to find help and advice
- Information about when to use this framework (for example if you are an affiliate, study abroad or placement student)
- Advice on confidentiality and how UCL will look after your data
- Information on providing supporting evidence
- Links to other support options that are available to you.

The following sections explain how each of the following processes works:

Support process:	**Use this if:**	**What this covers:**
Short-term Illness and other Extenuating Circumstances	You have a short-term illness, bereavement or other unexpected emergency.	'Extenuating Circumstances' (often know as 'ECs') are events which are sudden, unexpected, significantly disruptive and beyond your control and which may affect your performance at summative assessment, such as a serious illness or the death of a close relative. You can submit an Extenuating Circumstances claim to access 'mitigation' such as an extension or deferring an assessment to a later date.
Reasonable Adjustments for Disabilities and Long-term Conditions	You have a disability or long-term physical or mental health condition.	UCL can provide longer-term 'Reasonable Adjustments' to support your learning and assessment. This includes setting up a 'SoRA' (Summary of Reasonable Adjustments) with UCL's Student Support and Wellbeing team.
Academic Adjustments	You need long-term or ongoing support with one or more of the following: • You or your partner is pregnant or planning maternity, paternity or adoption leave • You are a parent or carer	Academic Adjustments include long-term reasonable adjustments arranged by your Department if you need additional support with learning, teaching and assessment.

Support process:	Use this if:	What this covers:
	• You observe religious beliefs or cultural customs • You are affected by any form of harassment or discrimination • You are affected by traumatic world events such as war or terrorism • You are a critical worker (e.g. NHS staff).	
Exam Adjustments	You need additional support to sit an online or in-person exam.	Exam Adjustments are specifically for Controlled Condition Exams and Take-Home Papers, and include adjustments such as extra time, rest breaks, a more comfortable chair and specialist equipment. These are available to students with a longer-term disability or health condition, and to students who need shorter-term support e.g. if you are pregnant, or have a broken arm.
Interruption of Study	You are thinking of taking time out from your studies .	Interruption of Study is for students who wish to take a break from their studies and return at a later date. You can take time out from your studies for a wide range of reasons - you might want to take up an internship or placement, take time out to travel, be planning to have children, or be facing personal challenges which are making it hard to study.
Support to Study	You are having persistent or ongoing difficulties and UCL's other support processes are not providing the right level of help.	Support to Study aims to help you if you are having significant, persistent, longer-term difficulties and UCL's normal mechanisms (e.g. Reasonable Adjustments, Extenuating Circumstances, Interruption of Study) are not providing enough support. We will work with you to put together a Support Plan to help you get the most out of your studies.

The Student Support Framework is just one of the ways in which UCL helps you to get the most out of your time with us:

This Student Support Framework	**Your Personal Tutor**	**Your Department**
This Student Support Framework explains how you can apply for formal support with your studies such as extensions, reasonable adjustments, or taking time out from your studies.	One of your first priorities should be to meet your Personal Tutor. They will help you to get the most out of your studies, and provide support and encouragement during your time with us.	Help is also available from members of staff in your UCL department including academic staff and departmental administrators. You can find their contact details on Moodle or in your Student Handbook.
UCL Student Support and Wellbeing	**FAQs and Enquiries**	**Students' Union UCL Advice Service**
UCL's team of expert wellbeing, disability and mental health staff provide a safe, confidential and non-judgemental space in which you can discuss any issues that may be affecting your ability to study.	askUCL is our self-help centre and student enquiry system. It includes a wide range of Frequently Asked Questions. If you can't find what you're looking for, you can log an enquiry.	The Students' Union UCL provides a free, confidential and independent advice service with a trained and experienced team.

1.2 Help and advice

If you have any questions about the processes in this Student Support Framework, there are a number of different people who can help:

Have a question? askUCL

- askUCL is our self-help centre and student enquiry system. It includes a wide range of Frequently Asked Questions or, if you can't find what you're looking for, you can log an enquiry.

Talk to your Department

- Your Personal Tutor is there to support and encourage you throughout your time at UCL. They can help to answer questions about your programme, teaching and assessments. If you are not sure who your Personal Tutor is, please contact your Department. Please note that some departments use a different term such as 'Academic Mentor'.
- Help is also available from other staff in your Department, such as Student Advisers, departmental administrators, your Programme Leader, Departmental Tutor and other academic staff. Each UCL Department is organised differently, so the best place to start is normally your programme's Moodle site or Student Handbook. These should include contact details for key members of staff.
- Your Department also has a named 'SoRA contact' who can help if you have any questions about your Summary of Reasonable Adjustments.
- Your 'Home' Department and Faculty are normally responsible for providing support. If you are taking any modules in another UCL Department or Faculty, you can also speak to your Module Organiser about the support available locally.

Make an appointment with UCL Student Support and Wellbeing

- UCL Student Support and Wellbeing is a team of expert wellbeing, disability and mental health staff. They provide a safe, confidential and non-judgemental space in which you can discuss any issues that may be affecting your ability to study. You can make an appointment, attend drop-in sessions or contact them via askUCL.
- More information: UCL Student Support and Wellbeing

Talk to the Students' Union UCL Advice Service

- The Students' Union UCL provides a free, confidential and independent advice service run by a trained and experienced team. They can talk to you about concerns that you might have relating to Extenuating Circumstances, Interruptions, SoRAs, Support to Study and other forms of support.
- More information: Students' Union UCL Advice Service

1.3 Who can use this Framework

This section explains how the Student Support Framework applies to different groups of students.

1.3.1 Level of study

1. The Student Support Framework applies to all UCL Undergraduate and Taught Postgraduate students.
2. If you are a Postgraduate Research student, some of the procedures apply to you (for example Summaries of Reasonable Adjustments) but there are also some differences for doctoral level study (e.g. how Interruption of Study works). The Doctoral School website explains the support available to you.
3. UCL Short Course Learners may be eligible for some forms of support through these procedures – please check your course literature for details.

1.3.2 Home and Teaching Departments

1. Your 'Home' Department and Faculty are normally responsible for providing support and approving requests made through this Framework.
2. If you are taking any modules in another UCL Department or Faculty, your 'Teaching' Department may need to approve some forms of support to make sure adjustments are possible and appropriate in the local context.
3. Throughout this Framework, when you see the word 'Department' this also covers local variations such as divisions, institutes, short course providers etc.

1.3.3 Study abroad programmes

1. If you are on a Study Abroad programme, UCL has overall responsibility for your support, but you should also be able to access support at your Teaching Institution.
2. Your Teaching Institution should provide the following (although please note that they may use different terminology):
    - Short-term Extenuating Circumstances mitigations such as a coursework extension or condoned late submission
    - Reasonable Adjustments for disabled students
    - Exam Adjustments
    - Academic Adjustments
3. You should use UCL's regulations to apply for:
    - Any Extenuating Circumstances mitigation which might affect your UCL progression, award and/ or classification, such as deferrals
    - An Interruption of Study
    - A Support Plan or Support to Study Panel.
4. Before you go on Study Abroad, you are encouraged to contact UCL Student Support and Wellbeing to discuss your plans. If you have a disability or long-term condition, your SSW adviser can also liaise with your Teaching Institution to put reasonable adjustments in place for you, and can discuss whether you will continue to engage with any support at UCL.

1.3.4 Affiliate students

1. If you are an incoming Affiliate or Intercollegiate student, your Home Institution normally has overall responsibility for your support, but you can also access some forms of support at UCL.

2. You should use UCL's regulations if you need help with any of the following while you are registered with UCL:
    - Short-term Extenuating Circumstances mitigations such as a coursework extension or condoned late submission
    - Reasonable Adjustments for disabled students
    - Academic Adjustments
    - Exam Adjustments
3. Your Home Institution should provide the following (although please note that they may use different terminology):
    - Any Extenuating Circumstances mitigation which might affect your UCL progression, award and/ or classification, such as deferrals
    - An Interruption of Study
    - A Support Plan or Support to Study Panel.
4. If you have a disability or long-term condition, UCL Student Support and Wellbeing can liaise with your Home Institution to put reasonable adjustments in place for you at UCL.

1.3.5 Placement programmes

1. If you are on a UCL programme with a placement element, UCL has overall responsibility for your support needs, but your placement provider should also provide some support.
2. Your placement provider should arrange the following (although please note that they may use different terminology):
    - Reasonable Adjustments for disabled students
3. You should use UCL's regulations if you need academic support, for example with:
    - Extenuating Circumstances mitigations for any assessments that you need to complete
    - Academic Adjustments
    - An Interruption of Study
    - A Support Plan or Support to Study Panel.
4. Before you start your placement, you are encouraged to contact UCL Student Support and Wellbeing to discuss your plans. If you have a disability or long-term condition, your SSW adviser can also liaise with your placement provider to put reasonable adjustments in place for you, and can discuss whether you will continue to engage with any support at UCL.

1.3.6 Joint and dual degrees

1. If you are on a joint or dual degree (where your programme is delivered in partnership with another institution) you should follow the regulations of the institution that you are currently registered with e.g. if you are taking years 1 and 2 at UCL, you should use UCL's regulations for those years; if you are taking years 3 and 4 at the partner institution, you should use the partner's regulations for those years.
2. Please note that the partner institution may use different terminology for different processes.
3. UCL and the partner institution may share necessary information, such as your SoRA adjustments, with each other to ensure that you are fully supported throughout your studies. Section 1.4: Confidentiality and Looking After Your Data includes more information.

1.4 Confidentiality and Looking After Your Data

1. This section explains how UCL's Student Privacy Notice applies in relation to the Student Support Framework.
2. There are two main categories of data which fall under this Student Support Framework:
   a) **Personal Data:** This is any information which identifies you as an individual. It may include your name, date of birth, nationality or other datapoints which, when combined, identify you.
   b) **Special Category Personal Data (Sensitive):** This is personal data that is seen as being particularly sensitive and that needs to be processed by organisations with extra care and attention. This includes health data and any medical evidence that you submit when you apply for support. It also covers information about your race, ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, genetic data, biometric data, sex life, or sexual orientation.
3. The following table gives some examples of the differences between Personal Data and Special Category Personal Data (Sensitive) in the context of the Student Support Framework:

	Personal Data	**Special Category Personal Data (Sensitive)**
Extenuating Circumstances	• That you have submitted an Extenuating Circumstances claim • The type of mitigation that you have received e.g. deferral, extension • The mark that you have received for a particular assessment	• Your reasons for submitting an Extenuating Circumstances claim • Supporting evidence including doctor's letters, death certificates, solicitor's letters • Information about a medical or mental health condition • Information about traumatic experiences
Reasonable Adjustments	• That you have a Summary of Reasonable Adjustments • The adjustments which your department is required to provide e.g. regular extensions, notes in advance, lecture recordings	• Information about the nature of your disability, specific learning difference, social difference or communication difference • Why you need a particular reasonable adjustment • Supporting evidence e.g. doctor's letters, funding applications
Interruption of Study	• That you have interrupted your studies	• Your reasons for interrupting your studies • Supporting evidence e.g. doctor's letters

4. In the context of the Student Support Framework, this means that:
   a) **Personal Data** can be accessed by relevant UCL academic and professional services staff who have been given an approved staff login to UCL's Student Records system, 'Portico'. This includes (but is not limited to) Module Organisers,

Personal Tutors, Departmental Tutors, Faculty Tutors, departmental administrators, your Board of Examiners, and central registry staff.

b) **Special Category Personal Data (Sensitive)** can only be accessed on a 'need-to-know' basis by members of staff who are directly responsible for approving your support.

If you are worried about sharing sensitive information

5. In certain situations, you may be asked whether you give your consent for UCL to process information about you, or to decide how much information you want to share with whom. For example, if you are applying for a Summary of Reasonable Adjustments (SoRA), your Student Support and Wellbeing Adviser may ask you how much information you want to share with staff in your Department.
6. We understand that it can feel difficult to share detailed information with your tutors and lecturers, but your Department can support you more effectively if you do share information about your circumstances with them.
7. If you don't feel comfortable discussing personal issues with your Department, you can speak to the UCL Student Support and Wellbeing team or to the Students' Union UCL Advice Service.
8. In some cases, it is also possible to request that your application is considered by your Faculty rather than your Department e.g. if you are applying for Extenuating Circumstances or an Interruption – please refer to the relevant procedures for further details.

1.5 Providing Supporting Evidence

1.5.1 Introduction

Why do I need to provide evidence?

1. You may be asked to provide medical or non-medical evidence to access some forms of support. This helps UCL to determine your eligibility for different types of support, arrange adjustments to teaching or living spaces, and make changes to your registration status.

Help and advice

2. If you have any questions about obtaining evidence, Section 1.2: Help and Advice includes information about the different people who can help you.
3. If you are having any difficulties obtaining evidence, please speak to your Personal Tutor or Department. If you would prefer to talk someone outside of your Department, you can speak to a UCL Student Support and Wellbeing adviser or the Students' Union UCL Advice Service.

Confidentiality

4. Any evidence that you provide is classed as 'Special Category Personal Data (Sensitive)' which means that it can only be accessed on a 'need-to-know' basis by members of staff who are directly responsible for approving your support. Section 1.4: Confidentiality and Looking After Your Data includes more information.

Falsification is a serious offence

5. If you submit fraudulent evidence you will be subject to UCL's Student Academic Misconduct Procedures. If you are struggling with your studies, please seek help - Section 1.2: Help and Advice includes details of a wide range of support services.
6. In order to verify the authenticity of evidence and evidence providers, UCL reserves the right to conduct internet or third-party searches.

1.5.2 When do I need to provide evidence?

Type of Support	Evidence Requirements
Short-term Illness and Other Extenuating Circumstances	• You may be eligible to 'self-certify' within certain criteria. This means that you still need to make an application and meet UCL's Grounds for ECs, but you do not need to provide supporting evidence. See Section 2.7: Self-certification for more details. • For all other claims you will be asked to provide supporting evidence. This may be medical or non-medical evidence, depending on your circumstances.
Reasonable Adjustments for Disabilities and Long-term Conditions	• You will be asked to provide supporting medical evidence to ensure your adjustments align with the Equality Act (2010).
Academic Adjustments	• Academic Adjustments do not normally have any evidence requirements.
Exam Adjustments	• You will be asked to provide supporting medical evidence to ensure your adjustments align with the Equality Act (2010).

Interruption of Study	• 'Category 1' Interruptions do not normally require evidence. • You will be asked to provide supporting evidence for a 'Category 2' Interruption or an earlier Return Date. This may be medical or non-medical evidence, depending on your circumstances. • If you are interrupting for reasons related to health and wellbeing, you may be subject to a Return to Study Welfare Review and will be asked to provide medical evidence.
Support to Study	• Support Plans do not normally have any evidence requirements. • If you are referred to the Support to Study Panel, you will be given the opportunity to submit a statement and supporting evidence. This may be medical or non-medical evidence, depending on your circumstances.
Other support from Student Support and Wellbeing	• Many UCL support services are available without any evidence. You can find out more about the support available to you on the UCL Student Support and Wellbeing website.

1.5.3 Sensitive and traumatic circumstances

1. UCL understands that it can be distressing to be asked for 'evidence' in the case of very sensitive circumstances such as the death of a close relative, harassment, discrimination or sexual assault. We also understand that it can be very difficult to provide evidence of particularly traumatic events such as war or terrorism. If there are compelling reasons for making an exception, it may be possible to either suspend the need for formal evidence or accept alternative forms of evidence.
2. If you would like to be considered for an evidence waiver, the best place to start is with your Personal Tutor, Student Adviser or another trusted person in your Department. They can then liaise with your Faculty Tutor and/ or UCL Student Support and Wellbeing on what might be possible for the particular type of support that you need.
3. If you want to speak to someone confidentially, the UCL Student Support and Wellbeing team and the Students' Union UCL Advice Service are also here to help you.

1.5.4 Medical evidence

1. Medical evidence needs to be:

   - Provided by a qualified doctor or other registered medical practitioner – this normally means registered with the UK General Medical Council. We may be able to consider evidence provided by a practitioner outside of the UK but they must be registered with an equivalent overseas professional medical body.
   - In English - we may be able to consider evidence in another language but this must be accompanied by a certified translation.
   - Independent - in line with the UK General Medical Council's guidance, we are unable to accept evidence which is produced by a close relative, even if they are medically qualified.
   - On letterheaded paper or stamped with an official stamp or seal (however, it can be scanned and sent electronically).
   - Recent – which we would normally define as having been produced within the last three months (if you are applying for a Summary of Reasonable Adjustments (SoRA) relating to a disability or long-term condition, you may be able to provide evidence

that has been produced within the last 12 months. Please speak to you Student Support and Wellbeing Adviser for more information).
- For Extenuating Circumstances, cover the full the period of time for which you are making a claim.

2. Your medical evidence should cover the following key points. We expect some variation in submissions and it is possible that some of these points will not be relevant to your circumstances:

    - Your full name
    - Date
    - Evidence provider's full name, role, organisation and signature
    - Name of the condition or disability
    - Date of diagnosis
    - Period of time that you have been seeing the practitioner for this condition
    - Length of time that the practitioner expects the condition to last
    - Main symptoms of this condition which could impact on your life or studies
    - Current treatment and medication being undertaken
    - Side effects of any treatments or medication, if applicable
    - For Extenuating Circumstances, a professional evaluation of how the circumstance affects your ability to complete assessments (e.g. are you unable to submit coursework at the current time? Could you complete an exam with additional support such as specialist equipment or rest breaks?).

3. In order to help your doctor or provider produce evidence that is as thorough and accurate as possible, you may wish to share these UCL regulations with them.
4. If you are applying for a Summary of Reasonable Adjustments (SoRA) relating to a disability or long-term condition, your Student Support and Wellbeing Adviser may be able to give you an appropriate template to give to your doctor or provider to complete.

Returning from an Interruption of Study

5. If you are required to attend a Welfare Review as part of your return from an Interruption of Study, we also expect your medical practitioner to comment on the following:

    - That your studies will not be detrimental to your health, or your health to your studies
    - Possibility of relapse
    - Arrangements for ongoing support if these are needed
    - Your support network.

Specific Learning Differences (SpLD)

6. To arrange support for students with specific learning differences, UCL requires a full diagnostic assessment carried out by a psychologist with a practicing certificate or a specialist teacher holding an assessment practicing certificate. If you have a partial assessment, such as a 'Form 8' report, then you will be advised to get a full assessment.
7. Please note that there are deadlines for providing evidence for Exam Adjustments – the Exams and Assessments website includes the most up-to-date information.

If you have had an appointment with UCL Student Psychological and Counselling Services (SPCS)

8. UCL Student Psychological and Counselling Services (SPCS) may be able to provide evidence if you have had an appointment with the service. SPCS can only provide evidence covering the period for which you are seeking support and cannot provide evidence retrospectively.

1.5.5 Non-medical evidence

1. Non-medical evidence needs to come from an appropriate, independent and verifiable authority such as:

    - A solicitor
    - A midwife or adoption specialist
    - A registrar of births, marriages and deaths
    - An undertaker or coroner
    - A police or fire officer
    - A court or tribunal officer
    - If you are a critical worker, your Programme Leader may be able to provide confirmation of your professional status.

2. Non-medical evidence needs to be:

    - In English - we may be able to consider evidence in another language but this must be accompanied by a certified translation.
    - Recent – which we would normally define as having been produced within the last three months.
    - Independent - we are unable to accept evidence which is produced by a close relative even if they are professionally qualified.
    - On letterheaded paper or stamped with an official stamp or seal (however, it can be scanned and sent electronically).
    - For Extenuating Circumstances, cover the full the period of time for which you are making a claim.

3. Non-medical evidence can include existing documents, such as an appointment letter, crime report or court document, or it can be specifically written for you in a letter or statement. There is no standard format, so we expect some variation in submissions.
4. Your non-medical evidence should cover the following key points. It is possible that some of these points will not be relevant to your circumstances:

    - Your full name
    - Date
    - The evidence provider’s full name, role, organisation and signature
    - A description of the nature and severity of your circumstances
    - A professional evaluation of how the circumstance affects you (e.g. are you unable to submit coursework at the current time? Could you complete an exam with additional support such as specialist equipment or rest breaks?).
    - Precise dates of when the circumstance started and ended/ is expected to end.

5. In order to help your doctor or provider produce evidence that is as thorough and accurate as possible, you may wish to share these UCL regulations with them.

1.6 Other Support Options

In addition to the Student Support Framework, you can speak to your Personal Tutor about whether any of the following might be suitable for you:

Support process	What this includes	Further information
Module Substitution	If you are struggling with a particular module, it may be possible for you to substitute it with a different module, as long as you can still meet your programme diet's requirements. You will need to meet certain criteria.	• Chapter 3, Section 2: Module Selection • Students' website
Change of Mode of Attendance	If you are struggling to study Full Time, it may be possible for you to transfer to Part Time or Flexible/ Modular if your programme includes this option. Please note that this is generally only available at Taught Postgraduate level, but it may be possible to make exceptional arrangements for an Undergraduate student.	• Chapter 3, Section 6: Change of Mode of Attendance • Students' website
Programme Transfer	It may be possible for you to transfer to another UCL programme if it would be a better fit for you. You will need to meet certain criteria.	• Chapter 3, Section 5: Programme Transfers • Students' website

2 Short-term Illness and other Extenuating Circumstances

2.1 What are Extenuating Circumstances?

1. 'Extenuating Circumstances' (often know as 'ECs') are events which are **sudden, unexpected, significantly disruptive and beyond your control** and which may affect your performance at **summative assessment**, such as a serious illness or the death of a close relative.
2. You can submit an Extenuating Circumstances claim to access 'mitigation' such as an extension or deferring an assessment to a later date.

Help and advice

3. If you are not sure whether you should use Extenuating Circumstances, Section 1: How to Use This Framework includes details of all the different support that is available to you.
4. Help with using these procedures is available from your Personal Tutor, your Department and a wide range of UCL support services. Section 1.2: Help and Advice includes more information.

Looking after your data

5. UCL will look after your data carefully and sensitively. Where your personal information needs to be shared with members of the UCL community in order to facilitate your support, this will be done only with your consent and on a 'need-to-know' basis. Section 1.4: Confidentiality and Looking After Your Data includes more information.

2.2 When to use these procedures

1. Extenuating Circumstances are designed for emergencies. If your circumstances are not sudden, unexpected and beyond your control, UCL has a wide range of other options to support your studies – please see Section 1: How to Use This Framework for more details.

Who can use these procedures

2. These Extenuating Circumstances regulations apply to all UCL Undergraduate and Taught Postgraduate students, and to UCL Postgraduate Research students taking taught components/ modules.
3. Please refer to Section 1.3: Who Can Use This Framework for detailed information on the arrangements for Affiliate students, Intercollegiate students, Study Abroad, Placements, Joint Degrees, and Short Courses.

Formative and summative assessments

4. ECs apply to summative assessments only (i.e. formal assessments where your results count towards your degree). You do not need to submit EC claims for formative assessments.

Attendance requirements

5. You only need to apply for ECs if your summative assessment is affected. If you miss a class or teaching event, please refer to the UCL Student Attendance Policy for more details.

2.3 Quick guide: How to apply

Step 1:	**Read these procedures carefully**	Make sure that you know what you need to submit and the deadline for submitting claims.	
Step 2:	**Check whether your circumstances are covered**	UCL's 'Grounds for ECs' explain what will normally be considered.	See Section 2.5: Grounds for Extenuating Circumstances
Step 3:	**Complete an EC application**	**You can make an EC claim through Portico.**	
Step 4:	**Self-certify or get supporting evidence**	You can self-certify for ECs within certain conditions. If you are not eligible for self-certification, you will be asked to provide supporting evidence.	See Section 2.7: Self-Certification See Section 1.5: Providing Supporting Evidence
Step 5:	**Submit your claim**	Self-Certified claims must be submitted **before the assessment deadline/ date**. All other EC claims should be submitted as soon as possible, and **no more than one week (five working days) after the first affected assessment**.	See Section 2.7: Self-Certification
Step 6:	**Your claim will be considered by your department**	Your department will decide whether your claim meets the criteria and which mitigation is suitable for your circumstances. Your department may also need to seek approval from your faculty or from the Vice-Provost (Education and Student Experience) for some types of mitigation.	See Section 2.6: Mitigations
Step 7:	**You will receive a written response as soon as possible**	You should receive a response as soon as possible and no more than ten working days after submitting your application (unless you are submitting your evidence late). There may be good reasons why a decision cannot be made within this timeframe – for example if your case needs to be escalated to your Faculty EC Panel. If this is the case, the panel will let you know, within ten working days of receiving your application, that more time is needed to process your claim.	See Section 2.9: If you miss the deadline for EC claims

2.4 Before you apply

1. Please note the following important information before making an application.

Mitigations available

2. The EC application form will ask you which type of mitigation you would prefer. This will be used to determine how your request is processed but does not determine the outcome of your request. The type of mitigation offered is at the discretion of UCL, and will take the following factors into consideration:
   a) The severity of your personal circumstances, and
   b) Academic need (e.g. type of assessment, discipline, timing of the assessment), and
   c) The requirements of any Professional, Statutory and Regulatory Bodies, which may not permit some forms of mitigation, and
   d) Fairness to all students in your year and over time, and
   e) Protecting the academic standards of the degrees awarded by UCL.

'Compelling Reasons'

3. At various stages of this procedure you will find regulations which allow UCL to make an exception. Exceptions will only be considered if there are compelling reasons for doing so; they are not a student entitlement. You should expect that the normal procedures will apply to you.

Your Home and Teaching Departments

4. Your 'Home' Department and Faculty are responsible for assessing your claim. If you are taking an interdepartmental module, your Home Department/ Faculty should consult with your Teaching Department to ensure that the mitigation is possible and appropriate.

Group work

5. If you are working in a group with other students, the EC Panel may consider the impact of your ECs on other students in the group, for example if the EC prevents the group from meeting the deadline or from completing the required work.

If your ECs affect multiple assessments

6. An EC claim can cover more than one assessment – make sure you specify all of the affected assessments on your application.

Multiple claims for the same circumstances

7. ECs are designed to cover short-term problems which are sudden and unexpected. If you submit multiple requests for the same condition or for the same assessment, and your Department/ Faculty considers that you are having a longer-term difficulty, you may be referred to UCL Student Support and Wellbeing for a Summary of Reasonable Adjustments (SoRA), or to the Support to Study Procedure for additional support. The normal course of action is for the EC Panel to accept the EC claim in hand, but let you know that further EC claims for the same condition are unlikely to be approved.

If you have a longer-term condition or needs

8. If you need long-term or ongoing support UCL has a wide range of options including Reasonable Adjustments for Disabilities and Long-term Conditions and Academic Adjustments. However, there may still be occasions where you need to use the EC procedures for additional help. Section 3.5: Acute Episodes and Fluctuating Conditions includes more information.

If you cannot submit a claim yourself

9. If you are unable to make an application for yourself, your next of kin (e.g. parent, partner) may submit a request on your behalf. A member of staff can assist you or your next of kin in completing an application, but they are not permitted to submit a request without your consent.

If you are worried about disclosing sensitive information

10. Any sensitive information will only be accessible to members of staff who are directly involved in making a decision on your claim (see Section 1.4: Confidentiality and Looking after your Data).
11. If you are concerned about disclosing particularly sensitive circumstances to your department, you can indicate on your application that you would like your claim to be considered by your Faculty EC Panel.

Assessment feedback

12. Please note that, if you submit after the published deadline as a result of an extension or deferral, the one-month UCL Assessment Feedback Turnaround policy will apply from the day that you submit your work, and not from the original deadline.

Falsification is a serious offence

13. If you submit a fraudulent EC claim or evidence you will be subject to UCL's Student Academic Misconduct Procedures. If you are struggling with your studies, please seek help – Section 1.2: Help and Advice includes details of a wide range of support services.

'Working days'

14. Throughout this procedure, deadlines are stated in 'working days'. This means every calendar day except weekends, UK Bank Holidays and UCL College Closure Days. Any other vacation periods or reading weeks count as working days.

2.5 Grounds for Extenuating Circumstances

The following guidance sets out the types of circumstances which will normally be considered. The examples under different categories should help you understand whether you can make a claim. UCL also uses this guidance to ensure that students in different departments and faculties are treated fairly.

	GROUNDS FOR EXTENUATING CIRCUMSTANCES		
	CATEGORY A:	**CATEGORY B:**	**CATEGORY C:**
	Circumstances which will normally be considered:	Circumstances that may be considered where there is a substantial impact on you:	Circumstances that will not normally be considered:
Bereavement	• Bereavement for a child, sibling, parent, carer, spouse or partner	• Bereavement for a grandparent, aunt, uncle or other relative not identified in Category A • Bereavement for a friend	
Short-term medical conditions	• Serious personal injury, medical condition or mental health condition	• Moderate personal injury, medical condition or mental health condition	• Minor illnesses or injuries (such as coughs, colds, headaches, hayfever) • Circumstances supported by evidence from unregistered medical practitioners, such as alternative therapists
Long-term medical conditions	• Serious worsening or acute episode of an ongoing disability, medical condition or mental health condition	• Circumstances where there is insufficient time to put Reasonable Adjustments in place • New disabilities or long-term medical or mental health conditions • Medical or mental health conditions which fluctuate unpredictably • A severe long-term illness which can only be addressed by an extension, deferral or other form of one-off mitigation • Gender confirmation	• An ongoing disability, medical condition or mental health condition (you should apply for a Summary of Reasonable Adjustments) • Conditions which have lasted and remained unchanged for more than 12 months (you should apply for a Summary of Reasonable Adjustments)

	GROUNDS FOR EXTENUATING CIRCUMSTANCES		
	CATEGORY A:	**CATEGORY B:**	**CATEGORY C:**
	Circumstances which will normally be considered:	Circumstances that may be considered where there is a substantial impact on you:	Circumstances that will not normally be considered:
Pregnancy and maternity	• Serious complications in pregnancy or maternity	• Moderate illness due to pregnancy or maternity e.g. morning sickness	• Pregnancy or maternity where there are no complications (you should apply for Academic Adjustments, Exam Adjustments or an Interruption of Study) • Paternity, parental or adoption leave (you should apply for Academic Adjustments or an Interruption of Study)
Parenting and caring	• Serious injury or illness in a child, sibling, parent, spouse or partner	• Serious illness of a grandparent, aunt, uncle or relative not identified in Category A • Serious illness of a friend • Unexpected caring responsibilities for a child, sibling, parent, spouse, partner or other close relative • A breakdown of your normal childcare arrangements	• Relatives with minor illnesses or injuries (such as coughs, colds, headaches, hayfever etc.) • Day-to-day childcare • School holidays
Major incidents	• Direct experience of a terrorist incident, war or natural disaster • Major fire in residence	• Direct experience of war, terrorist incident or natural disaster by a child, sibling, parent, spouse, partner or other close friend or relative • Serious travel or other disruption caused by a terrorist incident, war or natural disaster	• Booked travel arrangements • Minor private or public transport failure • Missed or delayed trains, tubes or buses • Poor time-keeping
Crime	• Victim of violent crime (e.g. assault, mugging, sexual assault, rape)	• Victim of non-violent crime • Theft of work required for assessment	• Victim of petty theft e.g. mobile phone theft, bicycle theft or car break-in (unless these involve mugging or assault)

	GROUNDS FOR EXTENUATING CIRCUMSTANCES		
	CATEGORY A:	**CATEGORY B:**	**CATEGORY C:**
	Circumstances which will normally be considered:	Circumstances that may be considered where there is a substantial impact on you:	Circumstances that will not normally be considered:
Family and personal difficulties	• Domestic abuse	• Family breakdown (such as divorce) • See above for parenting and caring responsibilities	• Booked holidays • Trips to see family abroad • General domestic/ family problems
Financial difficulties		• Serious financial problems preventing you from studying	• General financial problems
Housing difficulties		• Serious housing problems preventing you from studying	• Moving home • General housing problems
Work and other commitments	• Professional emergencies e.g. medical, police, fire	• Major changes in professional commitments affecting your ability to study • Changes to work commitments for critical workers (e.g. NHS staff)	• Ongoing work commitments • Participation in extra-curricular activities (e.g. sport) • Time spent on job/internship applications/ interviews
Academic work		• Serious problems with academic project work e.g. obtaining ethical approval, equipment failure, problems with sample collection	• General exam or assessment worries • Fasting during an exam (please refer to the Academic Adjustments procedure) • Visa problems • Poor time management • Failure of IT equipment/ printers • Failure to back up documents
Court appearance	• Jury Service • Attendance at court or tribunal as a witness, defendant or plaintiff		• Supporting a relative or friend at court
Other			• Circumstances which are foreseeable or preventable

	GROUNDS FOR EXTENUATING CIRCUMSTANCES		
	CATEGORY A:	**CATEGORY B:**	**CATEGORY C:**
	Circumstances which will normally be considered:	Circumstances that may be considered where there is a substantial impact on you:	Circumstances that will not normally be considered:
			• Claims that you were unaware of the dates or times of submission or examination • Circumstances which do not relate to the timing of the assessment • Late disclosure of circumstances on the basis that you felt unable to follow the UCL EC procedures • Circumstances without reasonable supporting evidence (medical or otherwise) unless you are eligible for self-certification • Circumstances supported by evidence from a relative or other person with a conflict of interest.

2.6 Mitigations

1. The ‘Mitigation Options’ table indicates the types of mitigation that are available through these Extenuating Circumstances procedures.
2. The EC application form will ask you which type of mitigation you would prefer. This will be used to determine how your request is processed but does not determine the outcome of your request.
3. You should expect to receive a Category 1 or 2 mitigation. These mainly centre around giving you additional time to complete an assessment. This is usually in the form of either an extension or a ‘deferral’:
    a) A deferral is the opportunity to take an assessment as if for the first time and without penalty. Deferrals normally take place at the ‘next normal occasion’ which is typically the Late Summer Assessment Period. The regulations for deferrals can be found in Chapter 4, Part A, Section 8: Deferred Assessment.
4. In exceptional circumstances, if the Departmental EC Panel agrees that the options in Category 1 or 2 will not provide sufficient mitigation for you, your case may be escalated to the Faculty EC Panel to consider a Category 3 mitigation.
5. In extraordinary circumstances, if the Departmental or Faculty EC Panel agrees that the options in Category 3 will not provide sufficient mitigation for you, your Faculty may make a recommendation to the Director of Education Services or Director of Student Operations as appropriate on behalf of the Vice-Provost (Education and Student Experience) to consider a Category 4 mitigation.

	MITIGATIONS OPTIONS			
	Assessment Type	**Recommended Mitigation**	**Minimum Approval Level**	**Evidence Requirements**
CATEGORY 1: Self-Certified Mitigations	Controlled Condition Exam	1. Deferral without Tuition to the next normal occasion (typically the Late Summer Assessment Period).	Departmental Extenuating Circumstances Panel	You can self-certify within specified conditions – see Section 2.7: Self-Certification. If you do not meet the self-certification criteria, evidence is required.
	Take-home paper (including 24-hour assessments)	2. Extension of 2 hours per 24-hour period (e.g. a 48-hour paper would be extended by 4 hours).		
	Quizzes & In-class tests	3. Deferral without Tuition to the next normal occasion (timing determined by the department).		
	Practical exam	4. Deferral without Tuition (timing determined by the department).		
	Dissertation/ research project	5. Extension of up to 2 weeks (10 working days).		
	Coursework and other assessments	6. Extension of up to 1 week (5 working days).		

	MITIGATIONS OPTIONS			
	Assessment Type	**Recommended Mitigation**	**Minimum Approval Level**	**Evidence Requirements**
CATEGORY 2: Evidenced Mitigations	As appropriate	7. Suspension of the Late Submission Penalties.	Departmental Extenuating Circumstances Panel	Evidence required
		8. Coursework extension longer than 1 week.		
		9. Dissertation/ research project extension longer than 2 weeks.		
		10. Deferral without Tuition: Not at the next normal occasion.		
		11. Deferral without Tuition for assessments immediately prior to a period of Interruption.		
		12. Deferral with Tuition.		
		13. Deferral with Tuition for lectures, seminars, tutorials, supervision or other teaching events immediately prior to a period of Interruption.		
		14. Exclude component from module calculation: Maximum 10% weighting.		
CATEGORY 3: Exceptional Mitigations	As appropriate	15. Extension longer than 12 weeks.	Faculty Extenuating Circumstances Panel	Evidence required
		16. Alternative Method of Assessment allowing the student to demonstrate achievement of the same learning outcomes (subject to consultation with the Programme Leader and approval by the External Examiner).		
		17. Exclude component from module calculation: 11 to 50% weighting.		
		18. Exclude module from Progression/ Award Requirements: Maximum 30 credits.		
		19. Exclude module from Classification calculation: Maximum 30 credits.		
		20. Exclude module from Progression/ Award Requirements and Classification calculation: Maximum 30 credits.		
		21. Transfer to Part-Time study (UG and PGT students), or Flexible-Modular study (PGT students only) where possible in the curriculum.		

	MITIGATIONS OPTIONS			
	Assessment Type	**Recommended Mitigation**	**Minimum Approval Level**	**Evidence Requirements**
CATEGORY 4: Extraordinary Mitigations	As appropriate	22. Exclude component from module calculation: More than 50% weighting.	Director of Education Services or Director of Student Operations as appropriate on behalf of the Vice-Provost (Education and Student Experience)	Evidence required
		23. Exclude module from Progression/ Award Requirements: More than 30 credits.		
		24. Exclude module from Classification calculation: More than 30 credits.		
		25. Exclude module from Progression/ Award Requirements and Classification calculation: More than 30 credits.		
		26. Any Suspension of Regulations or mitigation not included in this list.		

2.7 Self-Certification

1. You can self-certify for Extenuating Circumstances on a limited number of occasions, within the following defined criteria.
2. You are expected to only submit self-certified claims that meet the criteria set out in Section 2.5: Grounds for Extenuating Circumstances.
3. Approval is not necessarily automatic. The claim decision and the type of mitigation are at the discretion of UCL.
4. You can self-certify for up to **two separate periods of up to two weeks** (ten working days) within an academic session.
5. If your programme includes teaching after Term 3 (e.g. Taught Postgraduate Masters students) you can also self-certify on a third separate occasion. The third occasion can only be used after the end of Term 3.
6. Self-certification periods should be two weeks (ten working days) apart.
7. A self-certification period can cover more than one assessment and more than one type of assessment (exam, coursework etc.).
8. Self-certified claims cannot be accepted more than two weeks (ten working days) before the first affected assessment.
9. **You can only self-certify before the assessment takes place**. Any claims submitted after the assessment has started must be accompanied by evidence. Self-certification cannot be used to defer an assessment which you have already taken, or to suspend late submission penalties.
10. You can self-certify only once for each assessment (you cannot self-certify for successive extensions on the same piece of work, for example).
11. Under the self-certification policy, you should aim to defer no more than 30 credits to the Late Summer, and must not defer more than 60 credits to the Late Summer. You should think carefully about deferring assessments - there is a possibility of having further Extenuating Circumstances or failing the assessment, and this could prevent progression to next year, delay graduation, affect job offers or impact a place on a Masters or PhD programme.
12. Where the standard self-certified mitigation is an extension, it may not be possible to make a decision before the assessment deadline/ start time. In these cases, the EC Panel may grant a retrospective extension by waiving any Late Submission Penalties that might otherwise be imposed.
13. **Falsification is a serious offence.** If you submit a fraudulent EC claim or evidence you will be subject to Chapter 6, Section 9: Student Academic Misconduct Procedures. If you are struggling with your studies, please seek help – Section 1.2: Help and Advice includes details of a wide range of support services.

2.8 Evidence

1. If you are not eligible for self-certification, your EC claim needs to be supported by written evidence from an appropriate, independent and verifiable authority such as a doctor or registered medical practitioner. Further information about the types of evidence which you might be able to use is available in Section 1.5: Providing Supporting Evidence.
2. Your evidence will need to cover the full period for which you are requesting mitigation.

Evidence in sensitive or traumatic cases

3. UCL understands that it can be distressing to be asked for 'evidence' in the case of very sensitive circumstances such as the death of a close relative, harassment, discrimination

or sexual assault. We also understand that it can be very difficult to provide evidence of particularly traumatic events such as war or terrorism. If there are compelling reasons for making an exception, the Department should escalate the claim to the Faculty EC Panel which is authorised to use its discretion to either suspend the need for formal evidence or accept alternative forms of evidence.

Additional evidence

4. If the EC Panel does not have enough evidence to make a decision, you may be asked to provide new or additional evidence. You will need to provide the additional evidence within four weeks of being contacted. If you do not submit the requested evidence, your claim will normally be rejected.

2.9 If you miss the deadline for EC claims

Late evidence

1. If you cannot obtain the necessary evidence in time to submit your EC claim, you must still submit your application on time and indicate that your evidence is to follow.
2. You must submit your late evidence no more than four weeks after submitting your EC application. A decision cannot be made until your evidence is received. This may affect the type of mitigation that is available to you.

Late claims

3. Extenuating Circumstances claims should be submitted as soon as possible, and normally no more than one week after the first affected assessment. Extenuating Circumstances claims cannot be considered through these procedures once your formal results have been published. However, you have the right to appeal your results via the Academic Appeals Procedure.

2.10 Requesting a review of an Extenuating Circumstances decision

1. You cannot contest the outcome of an EC request on the grounds of academic or professional judgement. However, you may request a review of an EC decision if you feel that there has been a significant procedural error in the handling of your request.
2. Requests for review must be submitted within two weeks of the mitigation decision.
3. Decisions made by Departmental EC Panels should be reviewed by the Chair of the Faculty EC Panel.
4. Decisions made by Faculty EC Panels should be reviewed by an Assessor appointed by the Director of Education Services or Director of Student Operations as appropriate (typically an FECP Chair from another Faculty).
5. The FECP Chair or Assessor should consider the request and make one of the following decisions:
   a) To uphold the original decision, or
   b) To retain the original decision but amend specific details such as length of extension, Deferral deadline etc., or
   c) To make a new decision.
6. The FECP Chair or Assessor should communicate their decision to you in writing within one week of receiving the request.

2.11 Appeals

1. You cannot appeal against an academic or professional judgement that has been reached through due process by an Extenuating Circumstances Panel. However, if you are dissatisfied with your progression, award or classification outcome, you may be able to appeal within specified grounds via the Academic Appeals Procedure, where consideration can be given to whether UCL applied its Regulations and Procedures correctly and whether any decision was reasonable and proportionate.

2.12 Regulations for Departments and Faculties

2.12.1 Approval Process

1. The Faculty Extenuating Circumstances Panel is responsible for all EC decisions made by the departments under its remit. The following bodies are authorised to assess claims:

Category	Type of Mitigation	Approval Needed	Evidence Needed
Category 1:	Self-Certified Mitigations	Departmental Extenuating Circumstances Panel	Students can self-certify within specified conditions – see Section 2.7. If they do not meet the self-certification criteria, evidence is required.
Category 2:	Evidenced Mitigations	Departmental Extenuating Circumstances Panel	Evidence required
Category 3:	Exceptional Mitigations	Faculty Extenuating Circumstances Panel	Evidence required
Category 4:	Extraordinary Mitigations	Director of Education Services or Director of Student Operations as appropriate on behalf of the Vice-Provost (Education and Student Experience)	Evidence required

2. While Panels are responsible for all decisions, the administration of claims may be carried out by appropriate academic and/ or professional services staff under the supervision of the Panel Chair and Deputy Chair. This may include approval of self-certified claims that meet all of the relevant criteria. Any uncertain or edge cases should be considered by the full Panel.
3. When liaising with other departments, faculties, colleges or institutions, the discussion should focus on the type of mitigation. Sensitive personal data, such as details of the EC itself, should only be disclosed where it is essential to supporting the student. Please read Section 1.4: Confidentiality and Looking After Your Data for further information.
4. When assessing interdepartmental claims, approvers are asked to ensure that they consult with the Teaching Department to check that the mitigation is appropriate. Different disciplines have different practices, for example with regards to publishing assessment solutions or setting new assessment tasks, and these might not align with local assumptions.

2.12.2 Faculty Extenuating Circumstances Panels

1. Each UCL Faculty must have a Faculty Extenuating Circumstances Panel (FECP) which operates under the following Terms of Reference:
    a) To oversee decision-making for all EC claims submitted by students in the Departments under the Faculty's remit.
    b) To provide Departments with advice and guidance, with a particular focus on the types of mitigation that may be appropriate and/ or restricted in a given discipline or area of professional practice.
    c) To make decisions on Category 3 claims, and on Category 1 or 2 claims that have been escalated from departments.
    d) To consider Category 1 and 2 claims where the student has requested that sensitive information is not shared with their department (see Section 1.4).
    e) To make recommendations on Category 4 claims to the Director of Education Services or Director of Student Operations as appropriate where necessary and appropriate.
2. The FECP must be constituted as follows:
    a) The FECP should be chaired by the Faculty Tutor or equivalent. A Deputy Chair must be nominated to stand in for the Chair where necessary.
    b) In addition to the Chair and Deputy Chair, the FECP must include at least two members of senior faculty staff such as Faculty Graduate Tutors, Programme Leaders, Departmental Tutors and senior Professional Services staff.
    c) The FECP secretary should be a named member of staff from the Faculty teaching administration team.
    d) External Examiners must not be members of the FECP.
3. FECPs may 'meet' in person, online or by asynchronous messaging. All decisions must be dated and recorded in writing.
4. 'Meetings' should include a minimum of three members, including either the Chair or Deputy Chair.
5. The Chair or Deputy Chair of the FECP are entitled to take Chair's Action.
6. FECP members who have a personal or professional conflict of interest with any student being considered must withdraw from the discussions about that student.

2.12.3 Departmental Extenuating Circumstances Panels

1. Each UCL Department must have a Departmental Extenuating Circumstances Panel (DECP) with the following Terms of Reference:
    a) To make decisions on Category 1 or 2 claims.
    b) To escalate claims to Category 3 and 4 where necessary and appropriate.
    c) To follow Faculty policies and guidance on the types of mitigation that may be appropriate and/ or restricted in a given discipline or area of professional practice.
2. 'Department' may cover local variations such as divisions, institutes, short course providers etc.
3. The DECP must be constituted as follows:
    a) The DECP should be chaired by the Departmental Tutor. A Deputy Chair must be nominated to stand in for the Chair where necessary.
    b) In addition to the Chair and Deputy Chair, the DECP must include at least two members of senior Departmental staff such as Programme Leaders, Departmental Tutors (or equivalent) and senior Professional Services staff.
    c) The DECP secretary should be a named member of staff from the Departmental teaching administration team.
    d) External Examiners must not be members of the DECP.

4. DECPs may ‘meet’ in person, online or by asynchronous messaging. All decisions must be dated and recorded in writing.
5. ‘Meetings’ should include a minimum of three members, including either the Chair or Deputy Chair.
6. The Chair or Deputy Chair of the DECP is entitled to take Chair’s Action.
7. DECP members who have a personal or professional conflict of interest with any student being considered must withdraw from the discussions about that student.

2.12.4 Assessing Claims

1. Approvers are responsible for:
   a) Making objective, impartial decisions about the validity of ECs submitted by students under their remit.
   b) Determining the most appropriate mitigation for the individual circumstances.
   c) Ensuring that all ECs are either supported by appropriate evidence or meet the criteria for self-certification.
   d) Ensuring that mitigation is only applied to the affected module(s).
   e) Ensuring that mitigation is only applied once for each assessment.
   f) Processing ECs in a timely manner.
   g) Keeping sensitive student information confidential to those directly involved in making a decision – Section 1.4: Confidentiality and Looking After Your Data includes more information.
   h) Storing all data relating to ECs securely.
2. Claims should meet the criteria in Section 2.5: Grounds for Extenuating Circumstances, which are based on sector best practice from the Academic Registrars’ Council and the Office for the Independent Adjudicator for Higher Education. The examples provided are not intended to be exhaustive but are designed to manage student expectations about the help available to them and to ensure that, as far as possible, students across different Departments and Faculties are treated fairly.
3. If there is a compelling reason for making an exception, **Departmental and Faculty EC Panels** may use their discretion to:
   a) Accept an EC claim more than one week after the first affected assessment (but not after formal results have been published), or
   b) Accept alternative forms of evidence, or
   c) Accept self-certified claims for periods less than two weeks (ten working days) apart.
4. If there is a compelling reason for making an exception, **Faculty EC Panels** may use their discretion to:
   a) Suspend the evidence requirement.
5. The ‘Recommended Mitigations’ are designed to promote consistency across UCL and to manage student expectations about the help available to them. If there are compelling reasons for doing so, approvers may offer another form of mitigation which falls within the same Category, or escalate the claim to a higher Category.
6. For decisions relating to an Interruption of Study, the approver should determine the student’s eligibility for a deferral; all other details of the interruption, such as the Date of Interruption and Date of Return, fall under the remit of the Interruption of Study Procedures (see Section 6).
7. Students should receive a decision within ten working days of their claim being submitted unless:
   a) The student submits late evidence (see Section 2.9), or
   b) The student is asked to provide new/ additional evidence (see Section 2.8), or
   c) The student has not yet provided any evidence (see Section 2.9), or

d) There are good reasons why a decision cannot be made within this timeframe, in which case the relevant panel should let the student know that more time is needed to process their claim.

8. If the claim is rejected, the decision must clearly articulate the reasons for rejection.
9. The mitigation decision should be communicated to the relevant Board of Examiners, Teaching Department or Institution (if applicable), and UCL Academic Services. Communications must only include the type of mitigation which has been agreed and should not include details of the EC itself – Section 1.4: Confidentiality and Looking After Your Data includes more information.

2.12.5 Boards of Examiners' responsibilities

1. The Board of Examiners is responsible for applying the mitigation, confirming module marks, determining whether the student may progress or graduate, and issuing official results.
2. Members of the Board of Examiners must only be notified of the mitigation decision and not the details of the EC itself - Section 1.4: Confidentiality and Looking After Your Data includes more information.
3. In order to respect the sensitive nature of students' circumstances and to ensure that the academic standards of UCL are upheld, the Board of Examiners must ensure that:
   a) Only approved ECs are considered, and
   b) New cases are not raised at the meeting of the Board, and
   c) The nature or severity of the EC is not discussed, and
   d) Marks are not adjusted in any circumstances, and
   e) Students are not raised from a fail to a pass.

3 Reasonable Adjustments for Disabilities and Long-term Conditions

3.1 What are Reasonable Adjustments?

1. In line with the Equality Act (2010), UCL is responsible for anticipating and implementing 'Reasonable Adjustments' for students with a disability. We do this by working with you to set up a 'Summary of Reasonable Adjustments (SoRA)'.

Help and advice

2. Help with using these procedures is available from UCL's Student Support and Wellbeing (SSW) team. Section 1.2: Help and Advice includes more information.
3. Your Department has a dedicated SoRA Contact. You can get in touch with them if you have any questions or concerns related to your SoRA.

Looking after your data

4. UCL will look after your data carefully and sensitively. Where your personal information needs to be shared with members of the UCL community in order to facilitate your support, this will be done only with your consent and on a 'need-to-know' basis. Section 1.4: Confidentiality and Looking After Your Data includes more information.

3.2 When to use Reasonable Adjustments

1. A disabled person is defined in the Equality Act (2010) as someone with "A physical or mental impairment which has a substantial and long-term adverse effect on their ability to carry out normal day-to-day activities."
   - **Normal day-to-day activities** include mobility, manual dexterity, physical co-ordination, continence, ability to lift, carry and move everyday objects, speech, hearing, eyesight, memory or ability to concentrate, learn or understand, and perception of risk or physical danger.
   - **Substantial** means more than minor or trivial e.g. it takes much longer that it usually would to complete a daily task like getting dressed.
   - **Long term** means likely to last for 12 months or more.
2. The definition includes (but is not limited to):
   a) Mobility differences such as wheelchair users, or musculoskeletal conditions
   b) Sensory differences, such as individuals certified as blind or partially sighted, and those who are D/deaf
   c) Long-term health conditions such as diabetes, arthritis, cancer, HIV or autoimmune conditions
   d) Long-term mental health conditions such as depression, eating disorders or schizophrenia
   e) Specific learning differences (SpLD) such as dyslexia or dyspraxia
   f) Social or communication differences such as an Autistic Spectrum Condition (ASC)
   g) Progressive conditions such as motor neurone disease, muscular dystrophy or forms of dementia
   h) Fluctuating or recurring conditions such as bipolar disorder, epilepsy, rheumatoid arthritis, myalgic encephalitis (ME) or chronic fatigue syndrome (CFS)

3. It is also important to note that:
    a) Any terminal condition is included regardless of timeframes involved.
    b) Progressive conditions are covered from the point of diagnosis, regardless of the symptoms.
    c) Conditions that are intermittent, or that fluctuate in their effects will entitle the person to protection under the Equality Act at all times (provided the condition is likely to recur), even at a particular point in time the condition is in remission.
4. Unlike other protected characteristics, the Equality Act (2010) places an obligation on education providers to take active steps to reduce discrimination of students with a disability, impairment, mental or physical health condition, and to make reasonable adjustments to learning, teaching and assessment.
5. UCL follows the 'social model' of disability. Society is structured in a way that many individuals with protected characteristics experience a number of barriers. The social model views the barriers experienced by disabled people as what disables the individual, rather than the conditions themselves (medical model). Removing these barriers enables the access, participation and inclusion of disabled people in work and study. Reasonable adjustments are one way of removing these barriers for individuals where it is possible and reasonable to do so.
6. All UCL programmes require you to reach specific academic standards in order to be awarded a UCL qualification and some also have particular Fitness to Practise requirements or Professional Competency Standards (e.g. for clinicians or teacher training). UCL cannot reduce or change those standards, but we are committed to removing barriers to helping you attain them.
7. UCL's Equality, Inclusion and Diversity website provides further guidance about the definitions of Disabilities and Reasonable Adjustments. If you are unsure if you meet the definition under the Equality Act (2010), you can contact UCL's Student Support and Wellbeing team for advice.

3.3 What support is available?

1. Reasonable Adjustments can take a wide range of forms depending on your specific circumstances. The following examples are provided to help you understand the types of adjustments that might be available (please note that some adjustments are subject to eligibility criteria):

For lectures, seminars and teaching events	• Recorded lectures via UCL's Lecturecast scheme • Lecture slides available in advance • Hand-outs and lecture notes that can be modified so that you can edit the font or background to your own preference • Hand-outs and lecture notes in alternative formats such as email, large print or braille • Prioritised reading lists to help you access and digest readings ahead of time • Extended library loan facilities and other library support • Sign language interpreters for lectures, seminars or group work • A reader or scribe to help you take notes and participate in classes • Access to the Digital Accessibility Hub - a dedicated IT workroom and team of advisers to help you study independently using a variety of assistive technology software

For your assessments	• Regular coursework extensions • Extra time in exams and take-home papers • Rest breaks in exams • Exam papers in accessible formats, including large print or braille • Assistive technology in exams such as sitting exams on a PC with assistive software • A reader or scribe for exams • Adapted or improved lighting for exams • Adapted or ergonomic furniture for exams • Sitting your exam in a smaller venue • Support for your PhD upgrade meeting, viva or oral examination • Alternative methods of assessment (please note that this is only available if approved by your Programme Leader and External Examiner)
For getting around campus	• Support with travel for academic purposes • Personal Emergency Evacuation Plans (PEEPs) • Liaison with UCL Estates to minimise physical barriers in the built environment • AccessAble – a website with accessibility information on thousands of buildings across London, including around UCL's campus • Adjustments to UCL accommodation e.g. an en-suite, a larger or accessible room, continuing accommodation beyond your first year • Guided tours of campus • Early access to large-scale events so that you can avoid busy periods
For your ongoing health and wellbeing	• Specialist welcome events • Access to a specialist mental health mentoring scheme including regular meetings with a mentor who will work with you to help you identify and overcome barriers to your learning • Access to a specialist Autistic Spectrum Condition (ASC) mentoring scheme including regular meetings with a mentor who will work with you to help you identify and overcome barriers to your learning. • Specialist study skills tutoring for specific learning differences (SpLDs), providing tailored learning strategies to remove academic barriers.

2. You can find more detailed information about the types of support available for different circumstances on the Student Support and Wellbeing website.

3.4 How a Summary of Reasonable Adjustments (SoRA) works

UCL's Student Support and Wellbeing (SSW) team can help you to set up a Summary of Reasonable Adjustments (SoRA).

Step 1: Tell us about your disability, long-term condition, neurodivergence or learning difference

- Let us know when you apply to UCL or during pre-enrolment so that we can put in place the support that you need as soon as possible. We will then send you an invitation to complete an Applicant Support Questionnaire.
- Alternatively, you can contact the SSW team at any stage during your studies to request an appointment.

Step 2: Make an appointment

- An SSW adviser will contact you via email or phone within 10 working days to invite you to an appointment to discuss your support in more detail.

Step 3: Provide medical evidence

- You will be asked to provide medical evidence to ensure that your request for a SoRA is aligned with the Equality Act (2010) – you should send this to your SSW adviser in advance of your appointment so that they can prepare for your meeting. Section 1.5: Providing Supporting Evidence includes more information.

Step 4: Discuss your SoRA with your SSW adviser

At your appointment, your SSW adviser will discuss your circumstances, experiences and expectations, and the types of support that are available. This may include the following topics:

- Your adviser will ask if you would like to include a short personal statement in your SoRA, explaining the impact of your condition on your learning and what approaches to support are most helpful to you. This is optional, but it can help your Department to support you more effectively.
- Your adviser will consult your Department's guidance on the types of adjustments that are suitable for your subject area to help ensure that your SoRA aligns with the activities that you will be undertaking on your programme e.g. if you will be doing lab work, clinical exams, field trips, placements, examinations, take-home papers, coursework, exhibitions, etc.
- Your adviser may liaise with UCL Information Services (ISD), UCL Estates and/ or the UCL Library in order to arrange your adjustments. You may also be referred for non-medical support such as specialist tuition, mental health mentoring, note-taking support, etc.
- In some cases, SSW may need to work with external providers, for example to source equipment or engage with note takers. The time frames for working with external providers are often outside of SSW's control – letting us know about your circumstances before your programme starts will allow us to put in place the support that you need as early as possible.
- You may also be asked to complete an application for Exam Adjustments if you need support to sit online or in-person Controlled Condition Exams or Take-Home Papers.
- Your SSW adviser can also talk to you about any concerns you might have about confidentiality. Section 1.4: Confidentiality and Looking After Your Data includes more information.

Step 5: Confirm your SoRA on Portico

- Your SSW adviser will let you know when your SoRA is available on UCL's student record system, Portico. You will need to accept the SoRA in Portico in order to activate your adjustments and make them visible to your Department.

Step 6: Receive confirmation from your Department

- Once your SoRA is activated, your Department will be able to view it and work out how to make adjustments to individual modules and assessments. Your Department should contact you within 10 working days to confirm arrangements, and may invite you to a meeting to discuss your support.
- If your Department has any queries about your SoRA they should contact the Student Support and Wellbeing team for advice.
- If you are taking modules in another Department, they will also be able to see your SoRA and make appropriate arrangements.

Step 7: Work with your Department to ensure your SoRA is supporting you effectively

- Your Department has a dedicated SoRA Contact. You can get in touch with them for any issues related to your SoRA, including help to understand how your SoRA works, what practical academic support may be available to you, how your SoRA is being implemented, etc. Your SoRA Contact can also liaise between your Department and the SSW team to clarify any uncertainties around your SoRA if these arise.
- If you are having difficulties with the implementation of your SoRA in your Department, you can write to your Faculty Tutor for help and advice.

Step 8: Engage with support and keep your SoRA up to date

- Agreeing a SoRA is just the start of our support for you. Make sure that you make full use of all the support offered to you and stay in contact with the SSW team throughout your studies as they can help to ensure that your SoRA is up to date and supporting you effectively.

Step 9: Request regular reviews

- You can request a review of your SoRA as and when you feel it is necessary. Regular reviews are beneficial for all students but are particularly important if you have a condition which fluctuates or changes over time.
- Your SoRA is designed to support you on a specific programme of study. If you change programmes or start a new programme (e.g. you progress to a Masters or PhD) you must get in touch with the SSW team to revise your SoRA.

3.5 Acute episodes and fluctuating conditions

3.5.1 What is an acute episode or fluctuating condition?

1. If you have a disability or long-term health condition, you may feel better at some times than others. This may be because you have symptoms which change over time, or you may experience ‘flare-ups’, or a period of crisis. Your Summary of Reasonable Adjustments (SoRA) is designed to proactively support all the different aspects of your condition, including acute episodes and fluctuations. It does this by anticipating your needs in advance and making sure that you have easy access to effective support when you need it. A typical example is coursework extensions – your SoRA may give you the option of having a one-week extension as and when you need it. It is up to you to decide when to use it. You do not need to ‘apply’ for an extension each time, and you do not need to keep providing supporting evidence; you can just take advantage of the support that is already available to you in your SoRA.

3.5.2 When to use Extenuating Circumstances for a longer-term condition

1. Extenuating Circumstances (ECs) are for shorter-term emergencies and unexpected events, including short-term physical and mental health conditions. If you already have a

SoRA, you are not expected or required to use the Extenuating Circumstances procedure to support your condition.

2. If you have an acute episode or flare-up of a condition and you feel that your SoRA does not provide sufficient mitigation, your first step should be to speak to your Departmental SoRA Contact or a UCL Student Support and Wellbeing Adviser to request a review of your SoRA (see Section 3.4, Step 9).
3. There may also be occasions where you have another difficulty which is separate from the condition covered by your SoRA e.g. you might experience a bereavement. You can still apply for Extenuating Circumstances if you need shorter-term support for other difficulties.
4. While we will try to put your SoRA in place as quickly as possible, there may be occasions where you need support for teaching events or assessments while you are waiting for your SoRA to be set up. If you are in this position, you should speak to your Departmental SoRA Contact who can liaise with UCL Student Support and Wellbeing to work out whether temporary adjustments can be put in place until your SoRA is confirmed. You should not normally need to submit Extenuating Circumstances to access temporary adjustments.

3.5.3 Submitting an EC claim relating to a SoRA condition

1. Any EC claim relating to a condition that is already covered by your SoRA should normally be accompanied by supporting evidence (i.e. it is not normally eligible for self-certification). Section 1.5: Providing Supporting Evidence includes more information.

First EC claim relating to a SoRA condition

2. The first time that you submit an EC claim relating to a SoRA condition, the EC approver should consult both your Departmental SoRA Contact and UCL Student Support and Wellbeing, and together agree one of the following:
   a) Normally, your SoRA should be reviewed to ensure that it covers all aspects of your condition. If SSW feels that you are eligible for additional support, they may amend your SoRA, for example by including adjustments for use in the event of an acute episode or fluctuation, such as access to longer extensions.
   b) If SoRA amendments are not possible (e.g. there is not enough time to put them in place before the assessment), you may be offered a one-off EC mitigation, if that would be appropriate in the circumstances.
3. Departments can use their Departmental SoRA Statement to advise UCL Student Support and Wellbeing on appropriate adjustments in the subject area to help tailor SoRAs to individual students and expedite the process.

Subsequent EC claims relating to a SoRA condition

4. If you submit a subsequent EC claim relating to a SoRA condition, a full EC Panel should be convened to discuss the options:
   a) You should be referred for a more holistic review of your support needs in the form of a Support Plan under the Support to Study Procedure (see Section 7).
   b) If the EC Panel feels that a Support Plan is not yet necessary, they may agree to consult both your Departmental SoRA Contact and UCL Student Support and Wellbeing, and together agree whether your SoRA should be amended, for example to include additional adjustments for use in the event of an acute episode or fluctuation, such as access to longer extensions.
   c) The EC Panel may offer you a one-off EC mitigation, if that would be appropriate in the circumstances.

3.6 Frequently Asked Questions

1. What happens if I have assessments before my SoRA is set up?

- The start of the academic year is always a busy time for the Student Support and Wellbeing team and it may not be possible to give you an appointment as quickly as we would like. If you are able to provide evidence that you have made an appointment with SSW but are yet to be seen, your Extenuating Circumstances Panel may use its discretion to offer you an extension or other temporary mitigations - see Section 2: Short-term Illness and other Extenuating Circumstances for details of how to apply.

2. Can I have reasonable adjustments for attendance?

- Each faculty has a minimum attendance threshold that allows for a small amount of absence, for example if you need to attend medical appointments. This means that reasonable adjustments are already built into UCL's Student Attendance Policy. It is not possible to lower the minimum attendance thresholds any further.
- If you are unable to attend an individual class on a particular day or time, but you will still be able to meet the minimum attendance thresholds, please ensure that you check the local policy before taking any leave.
- If you think you might be unable to meet the minimum attendance requirements, please get in touch with your Department as soon as possible to discuss your options.

3. How do extensions work?

- If extensions are considered to be an appropriate adjustment for you, this will be explicitly stated in your SoRA. You do not need to complete a separate 'Extenuating Circumstances' claim.
- Your Department will automatically apply SoRA extensions to your submission due dates. You can choose whether to submit work by the original deadlines or the extended ones. We encourage you to consider your decision holistically, taking into account all deadlines you are working towards.
- If a Department has concerns about the impact of an extension on your ability to attend teaching activities or complete other assessments, they should contact the SSW team for advice.
- If extensions are not explicitly included in your SoRA then the same regulations around extensions apply to you as to all other students i.e. you will need to submit an Extenuating Circumstances claim.

4. What happens if I am on a Study Abroad or Placement programme?

- If you are going on a Study Abroad Year or Placement, you will be encouraged to contact a Student Support and Wellbeing adviser beforehand to discuss your plans. The adviser can liaise with the receiving institution/organisation to put adjustments in place for you, and can also discuss whether you will continue to engage with any support at UCL.

5. What happens on Clinical and Initial Teacher Education placements?

- If your programme includes a professional placement, such as teacher training or a clinical placement, you are required to notify UCL of any condition which might affect your ability to undertake the placement at the application stage or during pre-enrolment.
- If any health-related issues arise during your programme, you should contact UCL Workplace Health directly for a confidential one-to-one appointment. Your Personal Tutor or Programme Leader may also refer you to UCL Workplace Health using a Student Referral Form.
- UCL Workplace Health will invite you to an appointment to discuss your support needs and then draw up a report giving suggestions on the support and adjustments that the placement provider may wish to consider. Your placement provider, Personal Tutor and/ or Programme

Leader are responsible for determining whether the adjustments are possible and appropriate in that environment.
- Faculties or departments may publish local Fitness to Practise policies covering students on professional placements on their programmes. The faculty is responsible for ensuring that these policies are communicated to the students which are affected.

6. Does my Personal Emergency Evacuation Plan (PEEP) apply if I take a module in another department?

- Yes, your PEEP applies across the UCL campus and online environments. The Module Organiser in your Teaching Department should find out which students have a PEEP from Portico. They should then work with your Home Department to make sure that appropriate arrangements are put in place. Your SoRA Contact or SSW adviser can also liaise with the Teaching Department.

4 Academic Adjustments

4.1 What are Academic Adjustments?

1. Academic Adjustments fall under the broader banner of 'reasonable adjustments'. The Equality Act 2010 legally requires education providers to implement reasonable adjustments for Disabled students. UCL goes above the legal requirement to implement reasonable adjustments for other protected characteristics. This includes ongoing support for:
    - Students who have parenting or caring responsibilities
    - Students who are pregnant
    - Students planning maternity, paternity, parental and adoption leave
    - Students who observe religious beliefs or cultural customs
    - Students affected by any form of harassment or discrimination
    - Students affected by traumatic world events such as war or terrorism
    - Students who are critical workers (e.g. NHS staff).
2. You may also be offered some forms of Academic Adjustment as part of a Support Plan under the Support to Study procedure.

4.2 How to apply

1. Academic Adjustments are provided by your Department. Each UCL Department is organised differently, so the best place to start is normally your programme's Moodle site or Student Handbook. These should include contact details for key members of departmental staff such as Personal Tutors, Student Advisers, departmental administrators, your Programme Leader, Departmental Tutor and other academic staff.
2. Your Department may consult with other UCL staff in order to work out the best support for you. This might include your Faculty Tutor, UCL Academic Services, UCL Student Support and Wellbeing, or the Chaplaincy and Interfaith Advice team.
3. You can also find detailed advice and guidance for different groups on the UCL Student Support and Wellbeing website:
    - LGBTQ+ students
    - Mature students
    - Students with children
    - Students who are pregnant or adopting
    - Care experienced students
    - Estranged students
    - Students of faith
    - Distance learners
    - Support for BME students
4. We will look after your data carefully and sensitively, and your personal information will only be shared with staff on a 'need-to-know' basis. Please refer to Section 1.4: Confidentiality and Looking After Your Data for further information.

4.3 Academic Adjustments or Extenuating Circumstances?

1. Extenuating Circumstances (ECs) are generally for emergencies - the definition is "events which are sudden, unexpected, significantly disruptive and beyond your control and which

may affect your performance at summative assessment, such as a serious illness or the death of a close relative". This means that:

- Long-term commitments and responsibilities normally fall under Academic Adjustments (this policy). Examples include day-to-day childcare, regular work commitments, regular medical or maternity appointments, daily prayer, or fasting.
- Short-term emergencies and unexpected events normally fall under Extenuating Circumstances. Examples might include a breakdown of your normal caring arrangements, complications in pregnancy, or professional clinical emergencies.

2. Your circumstances might not fit neatly into one category – for example if you or your loved ones are experiencing long-term traumatic events such as war, harassment or discrimination you may need to use both Extenuating Circumstances for short-term help and Academic Adjustments for longer-term support. Your Personal Tutor or a Student Support and Wellbeing Adviser can help you to work out the best combination for you.
3. It is also important to note that Extenuating Circumstances only include adjustments for summative assessments (i.e. formal assessments where your results count towards your degree). ECs cannot provide support for teaching events or formative assessments.

4.4 What support is available?

1. Your Department will need to balance a wide range of factors when determining what adjustments are possible and appropriate. This might include:
   a) The nature and extent of your personal circumstances
   b) The types of learning activities you will be involved in, such as lectures, seminars, labs, clinical work, study abroad, placements, exhibitions, etc.
   c) The types of assessments that you will be undertaking, such as online exams, in-person exams, take-home papers, coursework, clinical exams, presentations, etc.
   d) Any Professional, Statutory and Regulatory Body requirements on your programme (some bodies may prohibit some forms of adjustment)
   e) Any Competency Standards or Fitness to Practise requirements on your programme (e.g. in clinical subjects or teacher training)
   f) Fairness to all students in your year and over time
   g) Protecting the academic standards of the degrees awarded by UCL.
2. Academic Adjustments can take a number of forms depending on your specific circumstances. The following examples are provided to help you understand the types of support that might be available (please note that some adjustments are subject to eligibility criteria):

For lectures, seminars and teaching events	• Helping you to meet the minimum attendance requirements via recordings of lectures and seminars on Lecturecast • Sending you notes and slides • Helping you to take part in online discussions asynchronously • Planning classes so that you can leave before dark • Making arrangements to help you catch up on missed content • Scheduling tutorials to accommodate medical appointments or days when you are prohibited from working • Conducting an Equality Impact Assessment • Other discipline-specific adjustments appropriate to the circumstances.

For your assessments	• Using the UCL Diversity Calendar to schedule departmental exams and assessment deadlines to avoid the main religious festivals, Friday prayers and Sabbath (Friday afternoons and Saturdays).
For your ongoing health and wellbeing	• Giving you a named contact (with an indication of office hours) • Regular meetings with your Personal Tutor, Student Adviser or departmental support staff.

3. Your Department will also need to take the following limitations into consideration:

Timetabling

4. While UCL makes every effort to be as inclusive as possible, we are only able to deliver classes and learning activities at certain times. The UCL timetable is very tightly packed; moving one lecture or seminar can have a knock-on effect on many other students. By agreeing to UCL's Student Terms and Conditions all students are agreeing to the limitations of the UCL timetable.

Central Assessment Timetable

5. The Central Assessment Timetable uses the UCL Diversity Calendar to schedule online and in-person exams. It is not possible to avoid all religious festivals but the team will avoid days where work is prohibited for religious reasons.

Attendance

6. Each faculty has a minimum attendance threshold that allows for a small amount of absence. This means that reasonable adjustments are already built into UCL's Student Attendance Policy. It is not possible to lower the minimum attendance thresholds any further.
7. If you are unable to attend an individual class on a particular day or time, but you will still be able to meet the minimum attendance thresholds, please ensure that you check the local policy before taking any leave.
8. If a particular module is regularly scheduled for a day/ time when you are unable to attend (e.g. if you have medical or therapy appointments, or you are prohibited from working due to religious reasons), or you cannot meet the minimum attendance thresholds, your Department may be able to make special arrangements. However, while your Department may be able to reschedule individual tutorials, it is unlikely that they will be able to reschedule larger events such as lectures, seminars or exams.

Assessment deadlines

9. Academic Adjustments do not include extra time to complete assessments such as extensions or deferrals. Assessment deadlines will be given to you in advance. You will need to plan your work so that it is completed in good time.

Fasting

10. If you are taking an assessment while fasting, it is important that you look after yourself carefully and make sure that you are well-prepared for the assessment, for example by ensuring that you eat well the night before. Help and advice is available from UCL's Chaplaincy and Interfaith Advice team. Fasting is not normally considered to be an Extenuating Circumstance because it is not an emergency i.e. it doesn't meet the "sudden and unexpected" test. However if, as a result of fasting, you become ill during an assessment and are unable to complete it, this may be considered.

Study Abroad and Placements

11. If your programme includes a Study Abroad or Placement element, UCL can provide some additional support but you should make sure that you are aware of the policies and practices of the host institution or organisation.

5 Exam Adjustments

5.1 What are Exam Adjustments?

1. Exam Adjustments are specifically designed to support you in timed, written assessments such as In-Person and Online Controlled Condition Exams and Take-Home Papers. They include adjustments such as extra time, rest breaks, specialist equipment or a more comfortable chair.
2. Exam Adjustments are available to students with both long-term and short-term conditions. This includes (but is not limited to) students experiencing:
    - Mobility differences such as wheelchair users, or musculoskeletal conditions
    - Sensory differences, such as individuals certified as blind or partially sighted, and those who are D/deaf
    - Long-term health conditions such as diabetes, arthritis, cancer, HIV or autoimmune conditions
    - Long-term mental health conditions such as depression, eating disorders or schizophrenia
    - Specific learning differences (SpLD) such as dyslexia or dyspraxia
    - Social or communication differences such as an Autistic Spectrum Condition (ASC)
    - Progressive conditions such as motor neurone disease, muscular dystrophy or forms of dementia
    - Fluctuating or recurring conditions such as bipolar disorder, epilepsy, rheumatoid arthritis, myalgic encephalitis (ME) or chronic fatigue syndrome (CFS)
    - A short-term physical or mental health condition which makes it physically difficult to write or to sit for long periods of time, e.g. you have a broken arm or lower back pain
    - Pregnant students.
3. If you are unsure if you are eligible, you can contact UCL's Student Support and Wellbeing team for advice.
4. If you need support for another type of assessment, such as coursework or a practical exam, please use the following processes:
    - For short-term illness, emergencies and unexpected events: Section 2: Short-term Illness and Other Extenuating Circumstances
    - For long-term disabilities and physical or mental health conditions: Section 3: Reasonable Adjustments for Disabilities and Long-term Conditions.

5.2 What support is available?

1. Exam Adjustments can take a wide range of forms depending on your specific condition and the type of assessment e.g. you might need different adjustments for in-person and digital assessments.
2. The following examples are provided to help you understand the types of support that might be possible, however please note that this list is not definitive, and some adjustments are subject to eligibility criteria:

For online exams	• Extra time • Rest breaks • Assistive technology and software • Sitting a digital exam on paper • Sitting your exam in a venue on campus
For in-person exams	• Extra time • Rest breaks • Exam papers in accessible formats such as large print or braille • Assistive technology and software • A reader or scribe • Adapted or improved lighting in UCL-run venues • Adapted or ergonomic furniture, or a more comfortable chair in UCL-run venues • Food and drink • Sitting a face-to-face exam on a PC • Sitting your exam in a venue on campus

Calculation of extra time and/ or rest breaks

3. If you are eligible for extra time and/ or rest breaks these will be rolled into a single adjustment and your individual assessment duration will be extended. You will then be able to take any rest breaks as and when you need them. For further details of how this will be calculated, please refer to the Student Regulations for Exams and Assessments.

5.3 How to apply

1. A UCL Student Support and Wellbeing adviser will consider your request for Exam Adjustments. The first step is to book an individual appointment or get in touch with us through the askUCL online enquiries system. The adviser will talk you through the process.
2. You will need to make an application for Exam Adjustments if:
   - You do not have a Summary of Reasonable Adjustments (SoRA)
   - You have a temporary condition and need Exam Adjustments for a short period of time
   - You already have a SoRA but you need to amend your existing allowances for extra time and/ or rest breaks
   - You already have a SoRA for extra time/ rest breaks but you also need other types of adjustment such as specialist equipment, a scribe, or a PC.
3. If you already have a SoRA which includes extra time and/ or rest breaks, your individual requirements will be passed to the Central Assessment Team automatically; you do not need to make a new application unless you need to make any changes.

Supporting evidence

4. You may be asked to provide some medical evidence to support your application - Section 1.5: Providing Supporting Evidence includes more information.

Help and advice

5. The Student Support and Wellbeing (SSW) team can help you complete your application and advise you on gathering any evidence that you might need.

5.4 Deadline for applications

1. Applications must be received by UCL Student Support and Wellbeing by **4.00pm BST (UTC -1) three weeks before the Central Assessment Period** in question. Exact dates will be published on the Exams and Assessments website each year.
2. After the deadline it is unlikely that UCL will be able to put Exam Adjustments in place. However, you may still be eligible for support via Extenuating Circumstances.

6 Interruption of Study

6.1 Introduction

1. Interruption of Study is for students who wish to take a break from their studies and return at a later date. You can take time out from your studies for a wide range of reasons - you might want to take up an internship or placement, take time out to travel, be planning to have children, or be facing personal challenges which are making it hard to study.
2. These regulations should be read in conjunction with:
   a) The Interrupting or Withdrawing from your Studies webpage
   b) Interruptions Guidance for Departments

How to apply

3. Applications are made via the online form in Portico.

Help and advice

4. If you need any support with using these procedures, Section 1.2: Help and Advice includes more information.

Confidentiality and looking after your data

5. UCL will look after your data carefully and sensitively, and your personal information will only be shared with UCL staff on a 'need-to-know' basis. Section 1.4: Confidentiality and Looking After Your Data includes more information.
6. If you are concerned about disclosing sensitive information to staff in your Department, you should contact your Faculty Tutor for advice prior to completing your interruption request.

Supporting evidence

7. You may be asked to provide medical or other evidence to support your claim. Section 1.5: Providing Supporting Evidence includes more information.

6.2 Categories of Interruption

6.2.1 Category 1: Standard Interruptions

1. For a standard interruption, you need to submit the following and gain approval at Departmental level (each of these requirements is explained in more detail below):

Category 1:	A first interruption of up to twelve months for a Full Time or Part Time student
Application Requires:	Complete an online Interruption Application Form, including the 'Return to Study Plan' section
Approval Required:	Departmental

6.2.2 Category 2: Interruptions Requiring a Higher Level of Approval

1. Some interruptions require you to submit more detailed information and need to be approved at Faculty level (each of these requirements is explained in more detail below):

Category 2a	A first interruption of more than twelve months but less than two years for a Full Time or Part Time student (interruptions of more than two years are not permitted)
Category 2b	A second interruption of up to twelve months for a Full Time or Part Time student, where the total interruption will not exceed more than two calendar years
Category 2c	An interruption of a Flexible student in their final year of registration
Category 2d	Any interruption requiring Repeat Tuition for Academic Reasons (e.g. group work, multi-term modules)
Application Requires:	1. Complete an online Interruption Application Form, including the following sections: • Statement of Need • Supporting Evidence • Return to Study Plan 2. Complete a separate Extenuating Circumstances Form if seeking mitigation for the period leading up to the interruption (see Section 6.3)
Approval Required:	1. Departmental and 2. Faculty and 3. Extenuating Circumstances Panel if seeking mitigation for the period leading up to the interruption (see Section 6.3)

6.2.3 Return to Study Plan (all applications)

1. You should meet with your Department (either in person, online or on the phone) and together complete the Return to Study Plan section of the online form.
2. The Return to Study Plan:
   a) Should set out your current academic position, including assessments completed and pending
   b) Should consider the way in which you will reintegrate with modules and manage your workload on your return
   c) Must identify the main point of contact for support while you are away and when you return
   d) Must be approved by your Department before you interrupt.
3. Further information about the Return to Study Plan is available on the Interrupting or Withdrawing from your Studies webpage.

6.2.4 Statement of Need and Supporting Evidence (all Category 2 Interruptions)

1. Category 2 interruptions require completion of the Statement of Need section of the Interruption Application Form and you will need to provide appropriate supporting evidence. See the Interrupting or Withdrawing from your Studies webpage for further details.

Flexible/ Modular Students (Category 2c only)

2. UCL's Flexible Mode of Attendance gives you a period of five years in which to complete your studies, and is specifically designed to enable you to fit your modules around your work, family, caring responsibilities and other commitments, including maternity, paternity, adoption or parental leave. There is a five-year time limit to ensure that students graduating with a UCL degree are in possession of up-to-date knowledge in their subject area. As a result, if you are a Flexible student, you are only able to apply for an Interruption of Study in your final year. You must demonstrate a clear and unavoidable need for the interruption in the Statement of Need section of the Interruption Application Form, and provide appropriate supporting evidence.

Repeat Tuition for Academic Reasons (Category 2d only)

3. Your Department should discuss whether you might need to re-attend any classes for academic reasons. Examples include (but are not limited to):
   a) If you interrupt part-way through a module
   b) If a module runs over more than one term
   c) If a module includes group work
4. If you need to re-attend classes for *personal* reasons (i.e 'Extenuating Circumstances') you will need to request a 'Deferral with Tuition' – see Section 6.3 for further details.
5. Repeat Tuition for Academic Reasons and/ or an earlier Return Date will only be considered for the affected modules.
6. You must demonstrate a clear and unavoidable need for both the interruption and the repeated period of teaching in the Statement of Need section of the Interruption Application Form, and provide appropriate supporting evidence.

6.3 Extenuating Circumstances Prior to Interruption

1. Interruptions of Study must not be backdated. However there may be times when your performance has already been affected by illness or other Extenuating Circumstances in the period leading up to the interruption and you would like the opportunity to either re-do an assessment or re-attend classes (known as a 'Deferral').
2. To access a Deferral, you must also submit a separate claim following the procedures in Section 2: Short-term Illness and Other Extenuating Circumstances, in addition to completing the online Interruption Application Form.
3. You can apply for a Deferral with or without Tuition:

Deferral without Tuition

a) A Deferral **without** Tuition may be needed to cover any assessments in the period leading up to your interruption which have been affected by Extenuating Circumstances (e.g. you missed the assessment, or your performance in the assessment was affected). You can apply to defer the assessment without additional tuition, and take it again when you return from interruption, without penalty.

Deferral with Tuition

b) A Deferral **with** Tuition may be needed to cover any lectures, seminars, tutorials, supervision, laboratory sessions or other teaching events in the period leading up to your interruption which have been affected by Extenuating Circumstances (e.g. missed classes, low attendance and/or engagement). You can apply to defer the affected module 'with tuition', which means that you can attend the classes again and take the assessment when you return from interruption, without penalty.

4. On your Extenuating Circumstances application, you should outline your needs and preferences in relation to the type and length of Deferral needed.
5. Interruption Applications cannot be approved until the outcome of your associated Extenuating Circumstances application is known. It is therefore important that you submit any Extenuating Circumstances claims and evidence as quickly as possible.

6.4 Other Important Factors to Consider When Applying

1. You should read the following carefully and discuss any of the issues which apply to you when you meet with your Department. The online Return to Study Plan includes prompts to guide you through these issues:

Professionally-accredited programmes

2. Many UCL programmes are accredited by Professional, Statutory or Regulatory Bodies which have their own criteria and requirements for interrupting which may mean that some options are not available to you. Departments must ensure that any such requirements are discussed with you when you meet.

Students on Study Abroad or Placement

3. If you are on a Study Abroad or Placement you are able to interrupt but UCL cannot guarantee that you will be able to return to a Study Abroad/ Placement on your return to study. If suitable arrangements cannot be made, you may be required to transfer to an alternative programme without a Study Abroad/ Placement requirement, as a condition of interruption.

Maternity, paternity, adoption or parental leave

4. There are additional entitlements and requirements which apply if you are interrupting for maternity, paternity, adoption or parental leave. UCL's Support for Pregnant Students policy provides more information as well as sources of advice.

Students holding a Student Visa

5. If you hold a Student Visa you must leave the UK for the duration of any interruption and re-apply for a new visa in order to return to UCL. You must comply with visa requirements to safeguard your immigration status and future entry to the UK. UCL is legally required to notify the immigration authorities of any changes to your status. Further information is available from the Immigration and Visas webpage, and you can also contact the Visa Compliance Team - go to askUCL and log an enquiry.

6.5 Making an Application

1. Applications must be made in advance of the period of interruption. With the exception of cases covered by the regulations in Section 6.3 above, you must continue to engage with your studies until your interruption has been approved.

2. If you are unable to make an application for yourself, your next of kin (e.g. parent, partner) may submit a request on your behalf. A member of staff can assist you or your next of kin in completing an application, but they are not permitted to submit a request without your consent.
3. When your Department receives your application and supporting documentation you will be invited to a meeting (in person, online or on the phone) with your Departmental Tutor, Departmental Graduate Tutor or Programme Leader (the 'Departmental Approver') to discuss your interruption, and agree your Return to Study Plan.
4. Following the meeting, you should complete and submit your online application and any supporting evidence, and ensure that you submit any applications for Extenuating Circumstances that you wish to make (see Section 6.3 above).

6.6 Date of Interruption and Return

Date of Interruption

1. Your Date of Interruption will be the date on which the highest level of required approval is given. It is the date which will be formally recorded in UCL's student records and communicated to the Student Loans Company and other funding bodies, as appropriate for the individual student.
2. Your Date of Interruption must not be back-dated. If your tuition, attendance and/or engagement has already been affected by Extenuating Circumstances, you must separately submit an Extenuating Circumstances claim as described in Section 6.3.
3. Unless a Deferral has been approved via the EC process, you must complete any assessments due before your Date of Interruption. The marks from such assessments will be carried forward.
4. Where the primary purpose of interruption is to avoid assessments (e.g. undergraduate students wishing to interrupt after term 2), your Department may require you to complete the Statement of Need section of the online application and may ask you to submit an Extenuating Circumstances claim and evidence. If the EC is not approved, you must take the assessments and any interruption will commence at the start of the following academic session.

Date of Return

5. Your Date of Return must be recorded before an application can be formally approved.
6. The Default Return Date will be in the Academic Year following the Date of Interruption, at the start of the corresponding term in which the interruption took place.
7. If you return at the Default Return Date you will incur no additional tuition fees, other than those resulting from inflation, for the remainder of the academic session.
8. At the point of interruption, you should talk to your Departmental Approver about any anticipated changes to your modules upon your return. However UCL reserves the right to change modules, assessments and timetabling from year-to-year in order to maintain an up-to-date curriculum and for reasons of operational efficiency. As a result, a module might not be available upon your return. If there are any affected modules, your Department must contact you to discuss the options and agree alternative arrangements, such as a module substitution.
9. If an assessment deadline will fall immediately after your Date of Return, this should be taken into account in your Return to Study Plan, and a suitable assessment deadline agreed.

Alternative Return Date

10. Your Faculty Tutor/ Faculty Graduate Tutor may permit you to return before the Default Return Date, either to Repeat Tuition for Academic Reasons or, on the recommendation of the EC Panel, to complete a Deferral with or without Tuition, for the affected modules only. The Return Date should be set at the latest date which allows you to engage with the affected module(s).
11. Your Faculty Tutor/ Faculty Graduate Tutor may permit you to return at the start of the half term in which you interrupt.
12. Your Faculty Tutor/ Faculty Graduate Tutor, in consultation with your Programme Leader and with the approval of the External Examiner, may permit you to undertake an alternative method of assessment, enabling you to return at the Default Return Date.

6.7 Approval

Departmental Approval

1. Departmental approval is required for all applications.
2. After receiving your completed application, the Departmental Approver will make one of the following decisions:
   a) Approve
   b) Reject
   c) Refer your application to your Faculty Tutor/ Faculty Graduate Tutor to consider an alternative Category of Interruption and/ or an amended Return Date.
3. The Departmental Approver may recommend a Welfare Review with UCL's Student Support and Wellbeing team as a condition of your return to study (see Section 6.10 Welfare Review).
4. Where applicable, your application will be forwarded to your Faculty Tutor for consideration.

Faculty Approval

5. Faculty approval is required for Category 2 interruptions and amended Return Dates.
6. Applications requiring a Deferral with or without Tuition cannot be considered until the outcome of the associated Extenuating Circumstances application is known.
7. The Faculty Approver will make one of the following decisions:
   a) Approve
   b) Reject
8. The Faculty Approver may amend your Return Date prior to approval (see Section 6.6: Date of Interruption and Return).
9. The Faculty Approver may recommend a Welfare Review with UCL's Student Support and Wellbeing team as a condition of your return to study (see Section 6.10 Welfare Review).

Communication of Decision

10. Once the final decision is made, you will be notified to your UCL email address. If your application is approved, the notification will include the formal Date of Interruption and Date of Return.

6.8 During Interruption

1. You are expected to discontinue your studies whilst on interruption.
2. As an interrupting student, you are not an enrolled UCL student and you do not have access to the full range of UCL services and resources.
3. As an interrupting student, you will retain your access to many UCL digital resources (including email and digital resources in the Library) but you may find that you are removed from Moodle courses until you re-enrol. Access to the Library, with limited borrowing rights, is available on request.

6.9 Preparing to Return: Three Months Before

1. Three months before your Return Date, UCL Student Records will notify you, your Department, your Faculty and relevant sections of Student and Registry Services to initiate the return to study process and commence the following actions:
   a) You will be asked to confirm your intention to return to UCL, no later than one month before your recorded Return Date.
   b) Upon confirmation of your intention to return to study you will have your access to UCL facilities and services reinstated for three months before your return date so that you can start to re-engage with your programme team, module organisers and other students. During this three-month period you must not attend formal taught sessions, laboratories or similar activities and will not receive formal teaching. However, you may seek advice on academic matters and attend staff office hours.
   c) If a Welfare Review is a condition of your return to UCL, Student Support and Wellbeing will contact you to arrange a date and time to meet (in person or online) (see Section 6.10).
   d) UCL Student and Registry Services will:
      i. Inform you of when and how to re-enrol.
      ii. Inform you of the appropriate tuition fees, and how to make payment, apply for necessary funding or provide evidence of sponsorship.
      iii. If applicable, provide advice about arranging a visa for your return.
      iv. Remind you of the UCL support services which can give advice and guidance.
   e) Your Department should:
      i. Remind you of the modules and assessments which you have already completed, and those on which you need to enrol for the coming year.
      ii. Remind you of any marks for assessments already taken which will be carried forward.
      iii. Inform you of any changes to your timetable or programme diet which might affect your Return to Study Plan.
      iv. Reassess the feasibility of your Return to Study Plan.
      v. Introduce you to your new cohort, if you give your consent to this.
      vi. Arrange an informal one month catch-up to trouble shoot any issues that have arisen.

6.10 Welfare Review

1. If you have any queries about returning from interruption you are encouraged to contact UCL Student Support and Wellbeing by going to askUCL and logging an enquiry.
2. If a Welfare Review is a condition of returning to study, UCL Student Support and Wellbeing will contact you approximately three months before you are due to return to arrange a suitable time and date to meet (in person or online).

3. The purpose of the review is to ensure that renewed studies will not be detrimental to your health, or your health to your studies. You may be asked to provide medical evidence to indicate that you are well enough to live and work in a university environment. Section 1.5: Providing Supporting Evidence includes more information.
4. UCL Student Support and Wellbeing will submit a report to your Faculty Tutor/ Faculty Graduate Tutor who will make a decision on whether you can return to study.
5. If the Faculty rejects your return to study you should contact Student Support and Wellbeing as soon as possible to discuss your options. You may be supported to return to your studies through UCL's Support to Study Procedure.
6. If you fail to engage with a required Welfare Review you will not be permitted to re-enrol.

6.11 Re-Enrolment

1. When UCL Student Records receives notification of your return, they will reinstate your student record and invite you to enrolment. You will not be able to enrol until your record is re-instated.
2. You must have paid the appropriate tuition fees, or provided evidence of sponsorship, before you can re-register.
3. You must re-enrol within two weeks of your re-registration. Failure to re-enrol may result in the closure of your student record. See Chapter 3, Section 1.2: Enrolment and Re-Enrolment for further details.
4. If you are a visa national student you must present your passport and current visa before you will be permitted to re-enrol.
5. If you do not re-enrol within the required timeframes, UCL Student Records will close your student record.

7 Support to Study

7.1 What is Support to Study?

1. UCL has a wide range of options to support you during your time with us, including Extenuating Circumstances, Summaries of Reasonable Adjustments, Exam Adjustments, Academic Adjustments and Interruption of Study. You are encouraged and expected to engage actively with these processes and to make full use of the support available to you through UCL Student Support and Wellbeing.
2. Your Department or Faculty may identify a need to use this Support to Study Procedure if you have already engaged with UCL's standard support processes (such as Extenuating Circumstances, Summaries of Reasonable Adjustments etc.) but they are not providing the right level of support for you. This will usually be because you are having significant, persistent or long-term difficulties with one or more of the following:
   a) Engaging with classes, scheduled activities, group work and/ or online participation
   b) Completing formative assessments, submitting coursework, attending exams or otherwise making an attempt at assessments
   c) Being unable to study at the level and intensity required by your programme
   d) Circumstances where a student has exhibited behaviour which would normally be handled under the Student Disciplinary Code and Procedures, but which may be (or is suspected to be) the result of an underlying physical and/or mental health condition.
3. You may need extra support for a wide range of reasons such as ongoing or repeated extenuating circumstances, a disability, a medical or mental health condition, caring or parenting responsibilities, commitments as a critical worker (e.g. NHS staff), or you are affected by long-term traumatic events such as war, harassment or discrimination. You may be affected by more than one issue or there may not be an underlying reason. This Support to Study Procedure is designed to put in place a tailored package of measures to support and safeguard both you as an individual and the UCL community.
4. It is important to note that Support to Study is designed to help if UCL's normal Student Support Framework mechanisms are not providing the right level of support. It should not be used for occasional or isolated incidents of extenuating circumstances, non-attendance or failure at assessment, for example.
5. The need to use Support to Study will be identified by your Department or Faculty; you will not be able to apply for Support to Study yourself. However, if you think that you need extra support, please speak to your Personal Tutor, Student Adviser or another trusted member of staff in your Department, who can help you to look at your options.

Help and advice

6. If you need help with this procedure, further information about the support services available to you can be found in Section 1.2: Help and Advice.

Looking after your data

7. UCL will look after your data carefully and sensitively. Where your personal information needs to be shared with members of the UCL community in order to facilitate your support, this will only be done with your consent and on a 'need-to-know' basis. Section 1.4: Confidentiality and Looking After Your Data includes more information.

If you do not engage with the Support to Study process

8. Support to Study is, first and foremost, designed to help and support you so that you can get the most out of your time with UCL. However if, at any stage, you do not engage with

the process, do not respond to communications or do not attend a meeting, your Faculty Tutor (or their nominee) may require you to attend a Mandatory Faculty Interview under the procedures in Chapter 6, Section 4.

7.2 If there is an immediate risk of harm

Crisis support

If you are in immediate danger of hurting yourself or others:

- Go directly to the **Accident & Emergency (A&E)** department of your local hospital to get help.
- **Camden and Islington's Mental Health Crisis Assessment service** at St Pancras Hospital is nearest to UCL's main campus.
- Call **999** to request an ambulance if you are unable to reach the hospital yourself.

If you are feeling distressed and need urgent support:

- Contact your GP surgery to request an emergency appointment.
- If your GP surgery isn't open, call the free NHS out-of-hours medical line on **111** for help accessing the right services.
- You can call the Samaritans on **116 123** to talk to someone at any time, day or night.
- Nightline are a listening service for students, by students - they are available overnight via live web chat from 6pm - 2am.

1. Exceptionally, there may be circumstances where UCL needs to take swift action to protect the safety and wellbeing of an individual student or the wider UCL community. This might include circumstances where:
   a) There is a serious and immediate risk of harm to you or others.
   b) You are unable to study, work and/ or live co-operatively and in close proximity with others.
   c) Your conduct is impacting negatively on the wellbeing of fellow students and staff.
   d) UCL considers that the needs, rights, safety and security of the UCL community outweigh those of an individual.
   e) There is a serious risk to the University's reputation.

Student of Concern Procedure

2. If there is an immediate risk of harm, the Student of Concern Procedure should be used in the first instance.
3. UCL Student Support and Wellbeing also publish a range of policies and protocols for emergencies, including:
   - Protocol for supporting students who may be feeling suicidal
   - UCL Student Mental Health Policy for cases of serious mental ill-health requiring early intervention
4. This Support to Study Procedure may subsequently be used to provide you with longer-term help. This may include using the expedited procedure in Section 7.5: Direct Referrals.

7.3 Stage 1: Support Plans

1. The first step in the process is normally to set up a Support Plan. A Support Plan is a tailored support package that includes actions for you and your Department.
2. Actions can take a wide range of forms depending on your specific circumstances. The following examples are provided to help you understand the types of support that might be available (please note that some adjustments are subject to eligibility criteria):

Recommendations for you to apply for:	• Extenuating Circumstances for help with short-term emergencies and unexpected events • A Summary of Reasonable Adjustments if you have a disability, or long-term medical or mental health condition • Exam Adjustments if you need help to sit an online exam, in-person exam or take-home paper • Academic Adjustments if you need longer-term support for commitments and responsibilities such as parenting, caring or religious observance, or if your Department feels that you need additional help as part of your Support Plan • An Interruption of Study if you are thinking of taking time out of your studies and returning next year • A Change of Module Selection or Module Substitution • A Change of Mode of Study if you are struggling to study at the pace required by your programme • A Programme Transfer if another programme might be a better fit for you.
Recommendations for you to contact and engage with:	• UCL's Student Psychological and Counselling Services if you need help with your mental health and wellbeing • UCL's Disability, Mental Health and Wellbeing team if you need help with a disability or long-term medical condition • UCL's Chaplaincy and Interfaith Advice team to discuss your religious and cultural needs • UCL's Student Support and Wellbeing team to discuss pregnancy, maternity-related absence, parenting or caring responsibilities • UCL's Academic Communication Centre for help with academic writing and study skills • UCL's Centre for Languages & International Education (CLIE) if you need help with English language skills.
Actions for your Department:	• To provide pastoral support to help you apply for Extenuating Circumstances, SoRAs, Interruptions, Academic Adjustments, Exam Adjustments or other support • To provide pastoral support to help you contact and engage with UCL support services such as Student Support and Wellbeing or Student Psychological and Counselling Services.
Actions for you:	• To attend all personal tutorials, academic tutorials and meetings with UCL staff as requested. • To respond appropriately and in a timely manner to UCL communications, including providing requested information within a specified time period. • To maintain a certain level of attendance and/ or engagement for the remainder of the module, term or academic session.

	This may be higher than the minimum attendance/ engagement requirement. • To make an assessable attempt at formative and summative assessments. • Where appropriate, to follow the Extenuating Circumstances procedures to obtain an extension or a deferral in advance of any assessments affected by adverse circumstances. • To complete additional work to ensure sufficient coverage of the syllabus. • To complete 'Understanding Academic Integrity', UCL's online and self-paced course designed to help you develop good academic practice. • To complete an Academic Writing in English or English Language Skills for Academic Purposes course. • To provide evidence of continuing medical or specialist treatment.

3. All UCL programmes require you to reach specific academic standards in order to be awarded a UCL qualification. Some programmes also have Fitness to Practise requirements or Professional Competency Standards (e.g. for clinicians or teacher training). UCL cannot reduce or change our academic or professional standards, but we can provide additional support to help you attain them.

Setting up a Support Plan

4. The Support Plan 'Author' will normally be your Departmental Tutor. Support Plans may also be set up by your Faculty Tutor or their nominee, or the Vice-Provost (Education & Student Experience) or their nominee.
5. Support Plans should be set up in a meeting between you and the author, which may be in person or online. The author may invite your Personal Tutor, Student Adviser or another appropriate member of departmental staff to attend the meeting. You may invite a friend, who should be a member of staff at UCL, Students' Union Adviser, or a student currently registered at UCL.
6. At the meeting, you will be given the opportunity to discuss your difficulties and the steps which you, your Department and your Faculty might be able to take to support you.
7. Templates are available to departments to help them write an effective plan.
8. The Support Plan must specify a duration and when your progress will be reviewed.
9. Support Plans should be sent to you as soon as possible and no more than ten working days after your meeting with the author.
10. If you do not engage with the process, do not respond to communications or do not attend a meeting, your Faculty Tutor (or their nominee) may require you to attend a Mandatory Faculty Interview.

7.4 Stage 2: Reviewing Your Support Plan

1. Your Support Plan will be reviewed at an appropriate point in time to ensure that it is supporting you effectively. Departments should aim to schedule the review around four weeks (and no more than eight weeks) after the Support Plan is first set up.
2. The review should take the form of a meeting between you and the author, which may take place in person or online. The author may invite your Personal Tutor, Student Adviser or another appropriate member of departmental staff to attend the meeting. You may

invite a friend, who should be a member of staff at UCL, Students' Union Adviser, or a student currently registered at UCL.

3. The review meeting will lead to one of the following outcomes:
   a) If your Support Plan is working effectively, it may be established as a long-term support mechanism for you. Your Department should arrange periodic check-ins with you to ensure that the Support Plan is continuing to work effectively. If your circumstances change, or your Support Plan stops working effectively, either you or your Department can initiate a more formal Stage 2 Review at an appropriate time. The Stage 2 Review may lead to a referral to the Support to Study Panel (see Stage 3 below).
   b) If the Support Plan has worked effectively and you are no longer having difficulties, the author may close your Support Plan and you will not be required to undertake any further actions.
   c) If the Support Plan is not working effectively and you are still having significant and persistent difficulties:
      i. You will normally be referred to the UCL Support to Study Panel (see Stage 3 below), or
      ii. The author may draw up a revised Support Plan with new or amended actions for you and your Department. If you are given a revised Support Plan, a second review meeting should be scheduled for an appropriate date. You will normally only be given a revised Support Plan on one occasion – if you are continuing to have difficulties, your Department should refer you to the Support to Study Panel for further help (see Stage 3 below).
4. You should receive the decision in writing within five working days of the Review Meeting.

7.5 Direct Referrals

1. Exceptionally, it may be necessary to refer you directly to the Support to Study Panel without putting a Support Plan in place first. This may be needed if, for example, you have very complex needs, you have already had a Support Plan in the past, or if you need more urgent help.
2. If your Department feels that a direct referral is needed, they will contact your Faculty Tutor (or their nominee) who will review your circumstances and make the referral if they think that would be the most effective and appropriate way of supporting you.

Provisional Mandatory Interruption

3. In very exceptional circumstances it may be necessary for UCL to immediately apply a Provisional Mandatory Interruption until the Support to Study Panel can meet. This should only be used when there are no other ways for UCL to ensure your safety or the safety of others.
4. A Provisional Mandatory Interruption must be approved by the Director of Education Services or Director of Student Operations as appropriate or their nominee. The Support to Study Panel will then meet as quickly as is practicable.

7.6 Stage 3: UCL Support to Study Panel

1. If your Support Plan is not providing the right level of support, or you are continuing to have significant and persistent difficulties that are affecting your studies, you may be referred to the UCL Support to Study Panel. The Panel is a small group of independent and experienced UCL staff who can look at the difficulties that you are having and how best UCL can support you.

Setting up a Support to Study Panel

2. The Secretary of the Support to Study Panel should let you know of the decision to hold a Panel as early as possible:
   a) If you are referred via a Support Plan, you should receive notice within fifteen working days of your Support Plan Review Meeting.
   b) If you have a Direct Referral from your Faculty Tutor (or their nominee) i.e. without a Support Plan being put in place first, the Secretary will let you know you as soon as possible.
3. The Secretary will send you:
   a) An invitation to agree a suitable date, time, and location for the Panel meeting.
   b) An invitation for you to submit a statement and/ or supporting evidence (see below).
   c) An invitation for you to bring a friend – this may be a friend, relative, Students' Union Adviser or another person who can support you through the process. Please note that, while the person may be legally qualified, they will not be acting in a legal capacity.
   d) A link to these Support to Study procedures.

Your statement and supporting evidence

4. You will be invited to submit a statement in advance of the meeting. This is optional, but it can help the Panel to understand your circumstances and the difficulties that you have been having. Your statement can be written or you may prefer to submit a video or audio recording. You will also have the opportunity to talk about your circumstances at the Panel meeting itself.
5. Your statement should include details of any 'mitigating factors' which you wish to be taken into consideration, such as Extenuating Circumstances, a disability or long-term medical or mental health condition, or other difficulties that are affecting your ability to study.
6. You will also be asked if you would like to submit any supporting evidence e.g. from a registered doctor or medical practitioner (see Section 1.5: Providing Supporting Evidence).
7. If you are in touch with UCL Student Support and Wellbeing or UCL Student Psychological and Counselling Services you may be able to ask them to provide some supporting evidence.
8. The Students' Union Advice Service can advise you on how to put together your statement and evidence, and what it would be helpful and appropriate to include.
9. You will need to send the Secretary your statement and supporting evidence at least **two working days** before the Support to Study Panel meeting.
10. If you need more time to gather evidence, you should submit your statement on time and tell the Secretary that your evidence is to follow. The Panel Chair will assess whether the Panel meeting should be postponed until your evidence is available, or whether the Panel should meet and allow you to submit your evidence afterwards.

You Department's statement and supporting evidence

11. The Secretary will also write to your Support Plan Author and Faculty Tutor (or their nominee) to ask them to provide a statement. This may include a case history, supporting evidence and any recommendations which they may have for possible panel outcomes.

Panel membership

12. The Panel will include:
    a) A Faculty Tutor (or equivalent) from another faculty, who will be Chair of the Panel; and
    b) A Sabbatical Officer of the Students' Union UCL; and
    c) The Director of Student Support and Wellbeing or their nominee; and
    d) The Director of Education Services or their nominee (who may act as Chair if required).
13. The quorum (minimum number of members present) for the Support to Study Panel is four, which must include the Chair or their nominee.
14. A Panel Secretary will also be appointed and will be responsible for communicating with you, circulating papers, organising meetings etc.

Panel meeting

15. The Panel meeting should take place no more than one calendar month after you receive the decision from the Support Plan Author, unless:
    a) There are reasonable circumstances that make this impractical, in which case you will be kept informed of this; or
    b) You have reasonable grounds to request a postponement of the Panel meeting to a later date.
16. The Secretary will provide both you and the Panel members with:
    a) A copy of your Support Plan(s).
    b) Your statement and/ or supporting evidence.
    c) The statement and/ or supporting evidence from your Support Plan Author/ Faculty Tutor.
    d) The Panel may also invite UCL Student Support and Wellbeing to provide a statement, if you are in touch with their service.
17. The meeting may take place in person or online. An audio recording of the meeting will be taken to act as a record in the event of an appeal.
18. At the meeting, the Support to Study Panel will:
    a) Ask you about any mitigating factors which you would like to be taken into consideration and what outcomes and/or support you would like to see.
    b) Discuss how UCL can provide immediate and/ or longer-term support with your mental and/ or physical health and wellbeing.
    c) Explain the possible outcomes of the meeting.
19. If you do not engage with the Support to Study Panel process, do not respond to communications or do not attend the Panel meeting, the Chair may agree to hold the Panel meeting in your absence and/ or your Faculty Tutor (or their nominee) may require you to attend a Mandatory Faculty Interview, under the procedures in Chapter 6, Section 4.

7.7 Outcomes of the Support to Study Panel

1. Following the meeting, the Panel will agree a plan of action. The Panel should consult with your Department and/ or Faculty to determine what outcomes are possible and appropriate on your particular programme. This may include one or more of the following:

	Outcome	What this means
1.	**New Support Plan**	• All students who are continuing their studies at UCL should have a new Support Plan put in place to provide continued support. • Relevant regulations: Section 7.3: Support Plans.
2.	**Any Extenuating Circumstances mitigation**	• The Panel may offer you any of the options available through the Extenuating Circumstances procedures, which includes (but is not limited to) extensions, deferrals, alternative methods of assessment and component or module exclusions. • Mitigations should be processed by the Support to Study Panel, but they may consult with your Department and/ or Faculty Extenuating Circumstances Panel to ensure that the mitigation is possible and appropriate. • You may be asked to provide supporting evidence to receive some mitigations, although the Support to Study Panel may agree to waive the evidence requirement in exceptional circumstances. • Relevant regulations: Section 2: Short-term Illness and Other Extenuating Circumstances.
3.	**Summary of Reasonable Adjustments (SoRA)**	• If you are eligible, the Panel may either recommend specific reasonable adjustments or refer you to Student Support and Wellbeing to create a SoRA. • You may be asked to provide supporting evidence to access some adjustments – see Section 1.5: Providing Supporting Evidence. • Relevant regulations: Section 3: Reasonable Adjustments for Disabilities and Long-Term Conditions.
4.	**Academic Adjustments**	• The Panel may recommend specific Academic Adjustments to support long-term commitments and responsibilities such as parenting, caring or religious observance. • Relevant regulations: Section 4: Academic Adjustments.
5.	**Exam Adjustments**	• The Panel may either recommend specific examination adjustments or refer you to Student Support and Wellbeing to assess your needs. • You may be asked to provide supporting evidence to access some adjustments – see Section 1.5: Providing Supporting Evidence. • Relevant regulations: Section 5: Exam Adjustments.
6.	**Change of Programme Diet and Module Substitutions**	• Your 'Programme Diet' is the combination of modules which you need to complete for a particular programme of study. It may be possible to change your programme diet by allowing you to change or substitute one or more modules. • Your Programme Diet still needs to meet the requirements of UCL's Qualifications and Credit Framework in terms of the number of credits completed at each level of study. • Relevant regulations: Chapter 3, Section 2: Module Selection.
7.	**Mandatory Deferral with Tuition in**	• You will need to retake the affected module(s) with attendance in the following academic session, but you will not pay additional tuition fees or forfeit an assessment attempt.

	Outcome	What this means
	specified module(s)	• The marks for a Deferral of a first attempt will be uncapped; the marks for a Deferral of a second attempt will be capped at the Pass Mark. • Deferrals are subject to the regulations in Chapter 4, Part A, Section 8: Deferred Assessment.
8.	**Mandatory Repeat in specified module(s)**	• You will need to retake the affected module(s) with attendance and tuition fees in the following academic session and you will forfeit an assessment attempt. • The marks for any modules successfully completed on Repeat will be capped at the Pass Mark. • Repeats are subject to the regulations in Chapter 4, Part A, Section 9: Consequences of Failure.
9.	**Mandatory Interruption of Study**	• You will be required to take time out of your studies and return the following academic session. • The Panel will determine the following, using Section 6: Interruption of Study to guide their decisions: ▪ Your Date of Interruption. ▪ Your Return Date. ▪ Which modules you will carry forwards and which modules you will need to Repeat on your return from interruption. ▪ Whether Extenuating Circumstances make you eligible for a Deferral with Tuition instead of a Repeat in any modules. ▪ Whether Extenuating Circumstances make you eligible for an early Return Date. ▪ Whether you require a Student Support and Wellbeing Welfare Review before you can return to UCL. • The Panel may need to consult with UCL's Fees, Funding and Scholarship teams, or UCL's Visa and Immigration Compliance Team to ensure that these are taken into consideration. • The Panel may need to consult with your Department and/ or Faculty on the details of your interruption to ensure that you are properly supported. • The Panel should also make arrangements to put in place a new Support Plan for when you return to UCL: ▪ The new Support Plan should set out the steps which you need to take to maintain your performance and/ or engagement, and the support that is available from your Department, Faculty and UCL Student Support and Wellbeing. ▪ Provisions must be made for the new Support Plan to be reviewed at an appropriate point in time to ensure that you are properly supported. • If you do not engage with your new Support Plan, you will not normally be eligible for another Mandatory Interruption and you may be at risk of a Mandatory Withdrawal.

	Outcome	What this means
		• You should be invited to attend an informal meeting with your Personal Tutor or another member of staff in your Department to help you complete a Return to Study Plan in Portico. This meeting is designed to help you think through the implications of interrupting – for example on fees, funding, visas, accommodation etc. - and to make sure there is a plan in place to make your return to UCL as smooth as possible. • Once the Mandatory Interruption is confirmed, you will be subject to the regulations in Sections 6.8 to 6.11: Interruption of Study. • Relevant regulations: Section 6: Interruption of Study • Student guidance: Interrupting or withdrawing from your studies.
10.	**Mandatory Change of Mode of Attendance**	• You will be required to transfer to Part-time or Flexible/ Modular study, if this is possible in the curriculum. ▪ UCL Undergraduate programmes generally only operate in Full-time mode. If the curriculum will allow, it may be possible to create an exceptional Part-time mode for you. ▪ Some Taught Postgraduate programmes already have Part-time or Flexible/ Modular modes of attendance to which you can be transferred. If a different mode does not currently exist, it may be possible to create a Part-time or Flexible/ Modular mode for you, if the curriculum can accommodate this. • Relevant regulations: Chapter 3, Section 6: Change of Mode of Attendance.
11.	**Mandatory Programme Transfer**	• You will be required to transfer to a different programme of study, where an appropriate programme is available. • This may include transfers: ▪ From a Study Abroad programme onto a standard programme ▪ From a Placement programme onto a standard programme ▪ From an Integrated Masters programme onto a Bachelors programme ▪ To a programme with a curriculum more suited to your abilities. • Relevant regulations: Chapter 3, Section 5: Programme Transfers.
12.	**Mandatory Withdrawal from UCL**	• You will be required to discontinue your studies at UCL. • The Panel will: ▪ Consider whether you require any immediate or longer-term support with your mental and physical health and wellbeing. ▪ Consider whether you might be eligible for an Interim Qualification. ▪ Confirm the arrangements for providing you with a transcript for any modules successfully completed.

	Outcome	What this means
		▪ Confirm the formal date of withdrawal. ▪ Ensure that you are aware of how to formally appeal the decision. ▪ Once you are withdrawn, you will not normally be eligible to have your UCL record re-opened. • Relevant regulations: Chapter 3, Section 7: Withdrawing from a Programme. • Student guidance: Withdrawing from your programme

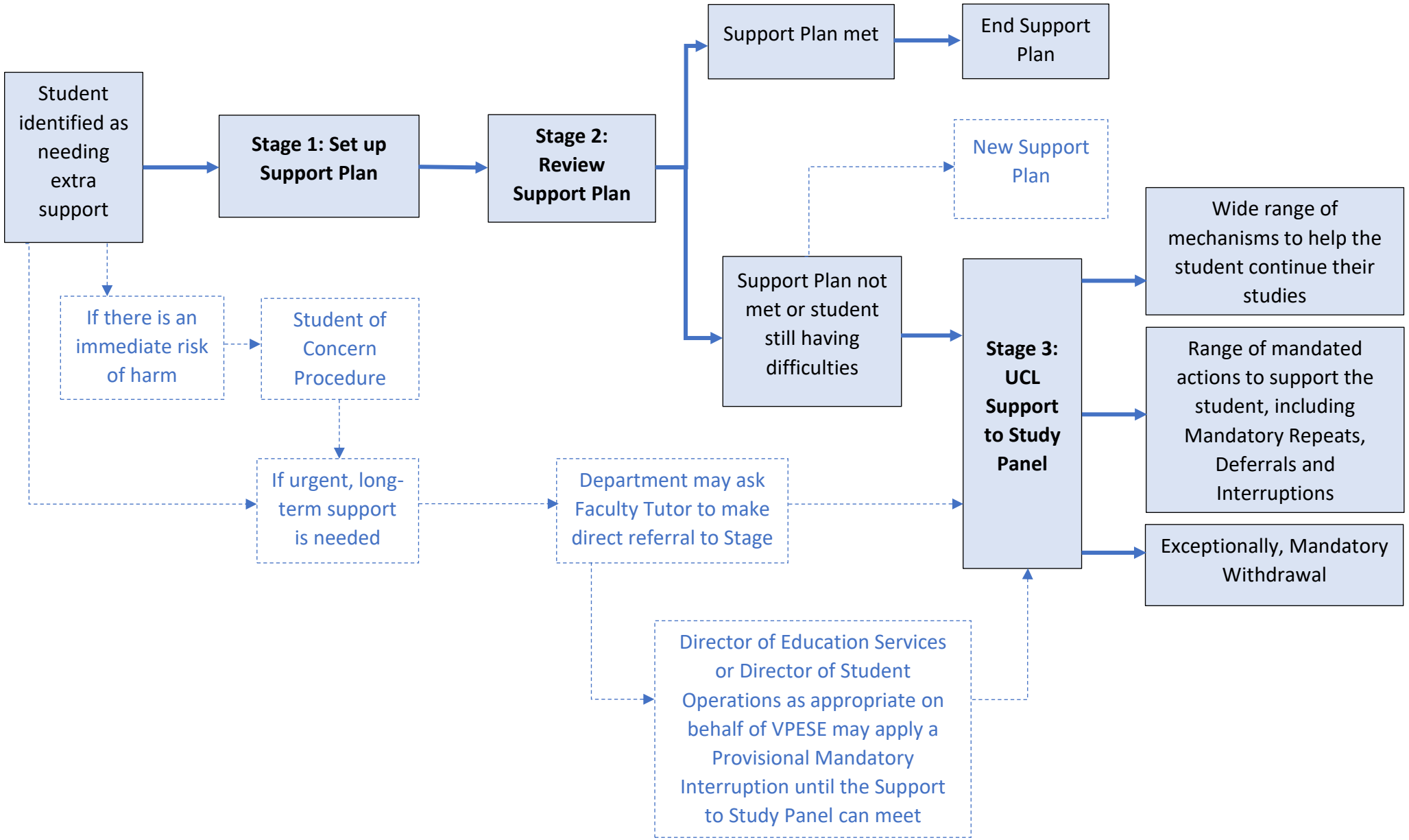
Once a decision has been made

2. After the Panel, you will be invited to a follow-up meeting with the Chair or their nominee to discuss the outcome.
3. The meeting may take place in person or online. The Chair may invite your Personal Tutor, Student Adviser or another appropriate member of departmental staff to attend the meeting. You may invite a friend, who should be a member of staff at UCL, Students' Union Adviser, or a student currently registered at UCL.
4. You should also receive a formal written notification of the decision within ten working days of the follow-up meeting. If you do not wish to attend the follow-up meeting, or you do not respond to reasonable attempts to communicate with you, the Panel will issue a written decision.
5. The outcome of the Panel should not be formally applied to your student record until the ten-working day appeals window has closed (see Section 7.8 below).

7.8 Appealing a Support to Study Panel decision

1. If you are dissatisfied with a decision made by the Support to Study Panel, appeals may be considered on the grounds that there was a significant procedural irregularity in the conduct of the Support to Study Panel that had a material impact on the fairness of the panel outcome.
2. Appeals must be submitted to the Support to Study Panel Secretary within ten working days of the official notification of the panel's decision.
3. Appeals will be considered by a senior member of staff nominated by the Vice-Provost (Education & Student Experience)/ Director of Education Services or Director of Student Operations as appropriate. The Appeal Assessor must not have been involved in the case previously.
4. Where an appeal is upheld in part or in full the Appeal Assessor will either:
   a) Request that the original Support to Study Panel reviews its decision, with recommendations as required.
   b) Appoint a new Support to Study Panel with members who were not involved in the original decision to look at the case and make a new decision.
5. Where an appeal is upheld, an outcome letter will be issued explaining what actions will be taken. A Completion of Procedures letter can be issued upon request.
6. Where an appeal is not upheld and is rejected the Appeal Assessor must provide a clear reason for any decisions reached and confirm that the original decision being appealed against will stand.
7. The outcome of an appeal that is not upheld will be issued in the form of a Completion of Procedures letter.

8. If you remain dissatisfied, once you have received a Completion of Procedures letter confirming that the internal procedures of UCL have been concluded, you have the right to submit a complaint for review to the Office of the Independent Adjudicator for Higher Education (OIA). OIA complaints must be submitted no more than 12 months from the date of the Completion of Procedures letter, using the OIA's Scheme Application form, available from the OIA website.

7.9 Flow Chart: Support to Study Procedure

Solid boxes/ lines indicate expected process. Dotted lines indicate other possible options.