



Student guidance

Submitting an Extenuating Circumstances (EC) claim

This guide covers:

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How to navigate to the EC system on Portico

Log in to [Portico](#) and click on the **MyStudies** tab in the navigation bar



Click on **Extenuating Circumstances – View, Add and Amend** in the **Delayed Assessment Scheme & Extenuating Circumstances** section.



You will now see your **Extenuating Circumstances homepage**.

All previous claims will be listed on this page under the following categories:

- Claims not submitted: these are claims that you have started to create but have not yet submitted – nobody other than you can view or action these claims. You should delete any claims not submitted if you no longer require them.
- Claims awaiting further evidence: these are claims that you have submitted but that you have not yet added evidence for, or that the panel reviewing your claim have returned to you with a request for additional evidence. Note that you should upload supporting evidence within 4 weeks of submitting a claim (.

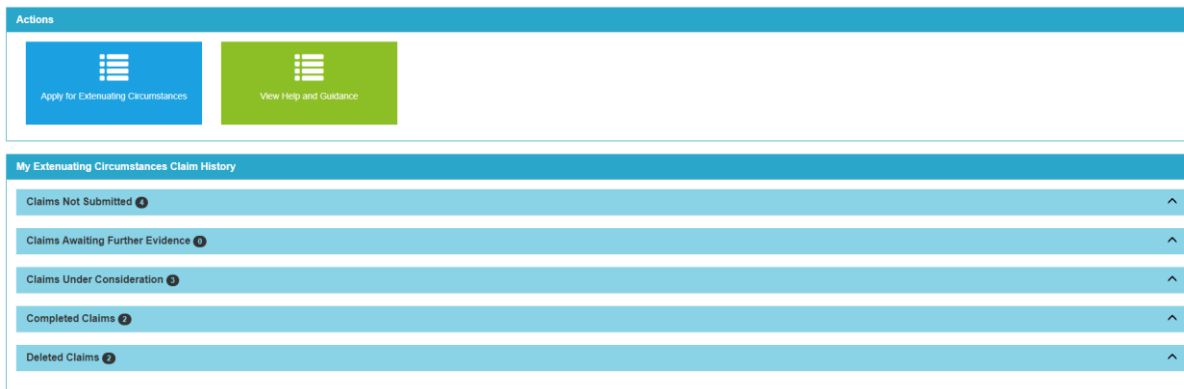
- Claims under consideration: these are claims that you have submitted and that are currently under review by the relevant panel. You will be notified by email once a decision has been made on these claims.
- Completed claims: claims that you have submitted and received a decision on – both accepted and rejected claims will be listed here.
- Deleted claims: claims that you started to create and then deleted before submitting.

You can access the claim detail for any of these by clicking on the title of the claim category you wish to view to show a list of all claims in this category and then clicking on the relevant claim.



How to submit an EC claim

Navigate to the Extenuating Circumstances homepage and click on **Apply for Extenuating Circumstances**



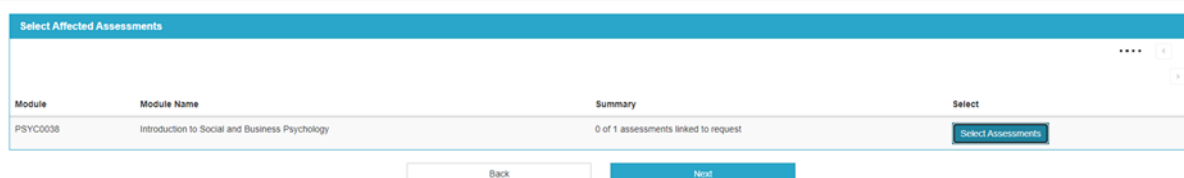
After clicking this, please read the information on the screen to ensure you understand UCL’s regulations on Extenuating Circumstances before submitting your EC claim.

Check the **“I Agree”** box once you have read the information and are happy to proceed and click **“Next”**

You will be presented with the list of modules that you are enrolled on.

Select Affected Assessments

Please first select the module and then the relevant components. Select all affected assessments before clicking "Next"



Click **“Select Assessments”** against the module(s) affected by your extenuating circumstances.

For each selected module, you will be presented with the assessment components of the module (e.g. coursework, essay, exam, project).

Select the relevant components using the check-box and click **Add to request**

Select Affected Assessments

Please first select the module and then the relevant components. Select all affected assessments before clicking 'Next'

Select Affected Assessments

Select Assessments

Which assessment/s have been affected by these extenuating circumstances?
Please select all applicable components before clicking Add to Request.

Sequence	Type	Weighting	Attempt	Name	Linked to Request	Select
001	COURSEWORK	100	1	Coursework	No	<input type="checkbox"/>

CANCEL REMOVE FROM REQUEST ADD TO REQUEST

If you add a component by mistake, you can remove it - just click **Select** and **Remove from request**.

Once you have selected all affected components for all relevant modules, click **Next** on the Select Affected Assessments screen.

You now need to enter the due date of your assessment and the type of mitigation sought.

If you have a SORA extension, please enter your SORA deadline in the **due date box**.

Once you have entered due date and mitigation sought, click **Next**.

Note that this is your opportunity to select the mitigation you would like to receive **but** the panel reviewing your claim can use their discretion to change this and give the mitigation that they feel is best suited to your circumstances and the assessment.

Enter further Assessment details

Enter the current assessment deadlines and the mitigations that you are seeking for each assessment
Please note only mitigations available for the assessment type chosen are available to be selected

Enter Assessment further details

View information about Type of Mitigation by clicking here

Module	Module Name	Assessment Name	Type	Due Date (including SORA extension)	Mitigation Sought
CHEM0012	Chemistry of Metals	Coursework	COURSEWORK	24Aug2022	<ul style="list-style-type: none"> Extension of up to one week (five working days) Extension of up to two weeks (ten working days) Extension (longer than ten weeks) Extension (longer than twelve weeks) Deferral without tuition Deferral with tuition Succession of Late Submission Penalties Alternative method of assessment Exclude assessment from module calculation Exclude module in progression/award requirements Exclude module from classification calculation

Book Next

Facilities: Areas UCL, Facilities and departments, Library, Museums and Collections

Locations: Maps and buildings, UCL and London, UCL Global, UCL East

Study Solutions, Jobs

Select the nature of your circumstances from the dropdown box.

Provide a summary of your circumstances in the relevant boxes (nature of circumstance, summary of circumstances and how the circumstances have affected the assessments).

Summary of Circumstances

Please explain what the circumstances are and how these have affected your ability to complete the relevant assessments.
For example, you may wish to explain how long you have not been able to work for or why you won't be able to attend an exam.
This statement will only be seen by those directly involved with processing your request.
However, in exceptional circumstances, if there are concerns about your safety or the safety of others, we may need to refer your statement to Student Support and Wellbeing.

Nature of the circumstance: Shorter-Term Medical Conditions Please select the most relevant option

Summary of circumstances *

How have these circumstances affected the assessment(s)?

If you have previously submitted an EC request for the same circumstances, please select the claim here to link it to the current request. This will assist the panel in processing your claim

Choose Previous Claim

Exit Back Next

You have used 0 of 5000 characters

- Please be as clear and concise as possible and note that there is a 5000 character limit within the box provided
- You must complete the Summary section before you are allowed to proceed
- Please ensure you have read the Grounds for Extenuating Circumstances section to assist you in applying for your extenuating circumstances

For this section, please refer to specific assessment deadlines where possible and please indicate the dates that your circumstances started and ended.

For extensions of more than one week, please tell us the length of extension that you would like, or the date on which you would like to submit the work (this is not guaranteed; the EC Panel may determine a different outcome).

If you have previously received mitigation for this assessment, or your current circumstances are still ongoing from a previous EC claim, you can link the EC claim to a previous claim by clicking on **Choose previous claim**. This will flag to the Panel reviewing your claim that it is linked to another claim: this may be useful for them to see what happened and was discussed previously.

You will need to upload evidence to support your claim – you can do this now if you have evidence available or you can select to upload the evidence later if you do not have it to hand.

How to submit evidence for your EC claim

Please refer to section [1.5 Providing Supporting Evidence](#) of the Academic Manual for guidance on when to provide evidence and requirements for medical and non-medical evidence. **You should not upload photos of an injury to yourself, your physical symptoms or any other sensitive images which might cause disturbance or offence to others.**

If you have evidence available when creating your claim:

Click the **Browse and Upload Evidence** button. Select the file that you want to upload from your computer and click **Next**.

Please note that only the following file extensions can be uploaded - .JPEG, .JPG, .PDF, .TIFF, .TIF, .PNG – and the maximum file size is 5MB.

MS documents (Word, Excel and PowerPoint) cannot be uploaded. Please refer to Microsoft's guidance on [how to convert a document to pdf](#).

The screenshot shows two parts of a web interface. The top part is titled 'Self Certification information' and contains a message: 'This Extenuating Circumstance claim is not eligible for self-certification. You must therefore follow the instructions below to upload your evidence documentation.' Below this is a link: 'Click here for information about why this claim is not eligible for Self Certification'. The bottom part is titled 'Upload Supporting Evidence' and features a table with columns 'Document', 'Uploaded', and 'Action'. A 'Browse and Upload Evidence' button is visible in the 'Action' column. Below the table is a question: 'Do you want to upload any further evidence later?' with a dropdown menu showing 'Yes, I would like to upload more evidence later'. At the bottom are 'Exit', 'Back', and 'Next' buttons.

If you do not have evidence available, select “Yes I would like to upload more evidence later”. You should upload supporting evidence within 4 weeks of your claim submission date. You will receive an email notification to remind you to upload evidence 7 days before the end of the 4 week window. Evidence attached to your EC claim will be deleted 18 months after it was submitted in line with section 1.1.15 of UCL's [Records Retention Schedule for Student Data](#). Note, only attached documents will be deleted, not EC claim forms.

You will now be presented with the Summary screen – here you can review and amend your EC if required.

To submit your EC claim, select the tick box at the bottom of the screen to confirm the details you have entered are correct.

Click **Submit claim**

Once submitted, you will be able to see your claim under the **Claims Under Consideration** tab

My Extenuating Circumstances Claim History

Claims Not Submitted 3

Claims Awaiting Further Evidence 1

Claims Under Consideration 2

EC Reference Code	Created	Submitted	Status	Action
[REDACTED]	08/Nov/2022	08/Nov/2022 15:12	Department Panel	View Delete
[REDACTED]	08/Nov/2022	08/Nov/2022 15:38	Department Panel	View Delete

Completed Claims 2

Deleted Claims 3

Your EC Claim will now be reviewed by members of your Faculty/Department. You should receive a response as soon as possible and no more than ten working days after submitting your application (unless you are uploading your evidence later).

Please be aware that if they have concerns for your welfare, they may refer your case to UCL's Student Support and Wellbeing team. This is an expert team of wellbeing, disability and mental health staff who provide a safe, confidential and non-judgemental space for you to discuss any issues that may be affecting your ability to study. [Find out more about how Student Support and Wellbeing can help you](#)

How to upload evidence later

You should upload supporting evidence within 4 weeks of your claim submission date. You will receive an email notification to remind you to upload evidence 7 days before the end of the 4 week window.

To upload evidence later, navigate to your Extenuating Circumstances homepage and click on Claims Awaiting Further Evidence – all claims you have submitted that are awaiting evidence will be listed.

My Extenuating Circumstances Claim History

Claims Not Submitted 3

Claims Awaiting Further Evidence 1

EC Reference Code	Created	Submitted	Status	Action
[REDACTED]	24/Nov/2022	24/Nov/2022 14:59	Awaiting Evidence	View / Update Claim Delete

Click on View / Update Claim for the relevant claim to launch the claim details page.

You will now be able to check the details of the claim and add evidence as outlined above.

How to delete an EC claim

You can delete the following categories of EC claims:

- Claims not submitted
- Claims awaiting further evidence
- Claims under consideration

Please speak to your department if you no longer wish to use an EC Claim for which you have received a decision. Whilst completed EC claims cannot be deleted, accepted claims can be rejected so that the mitigations will not be applied.

To delete a claim, navigate to your Extenuating Circumstances homepage and expand the relevant claim category section.

Locate the claim that you wish to delete and click the delete button on that row.

The screenshot shows the 'My Extenuating Circumstances Claim History' interface. The 'Claims Under Consideration' section is expanded, displaying a table with the following data:

EC Reference Code	Created	Submitted	Status	Action
[REDACTED]	08/Nov/2022	08/Nov/2022 15:12	Department Panel	View Delete
[REDACTED]	08/Nov/2022	08/Nov/2022 15:38	Department Panel	View Delete

How to find out the outcome of your EC claim

Scroll down the page to the **Completed Claims** section

Select the EC claim and click **View**

The screenshot shows the 'My Extenuating Circumstances Claim History' interface. The 'Completed Claims' section is expanded, displaying a table with the following data:

EC Reference Code	Created	Submitted	Status	Action
[REDACTED]	08/Nov/2022	08/Nov/2022 16:46	Process Complete	View
[REDACTED]	14/Nov/2022	15/Nov/2022 16:28	Process Complete	View

Here you will be able to view the decision and details of your claim, along with any notes from your Department, as soon as a decision has been reached.

Personal and Course Details

Student ID [REDACTED]
 Official Name [REDACTED]
 Course Name BSc Chemistry
 Faculty Faculty of Mathematical and Physical Sciences

Claim Decisions

Module Name (Code)	Assessment Title / Type / Weighting	Current Due Date	Mitigation Sought	Decision Date	Decision	Approved Mitigation	New Deadline Date	Notes for Student (as required, include reasons for rejection)
Physical Chemistry (CHEM0019)	Controlled Condition Exam Written examination (main exam period) 70%	19/Aug/2022	Deferral without tuition	22/Aug/2022	Approve - Requested Mitigation	Deferral without Tuition to the next normal occasion (typically the Late Summer Assessment Period).		Here is some info for the student about the decision
Physical Chemistry (CHEM0019)	Written accounts of Lab/Field work Practical examination (Departmentally managed) 30%	19/Aug/2022	Alternative method of assessment	22/Aug/2022	Approve - Alternative Mitigation	Deferral without Tuition to the next normal occasion (typically the Late Summer Assessment Period).		This assessment will be deferred and we will be in touch closer to the time

Description of the Extenuating Circumstances

Nature of the circumstance Bereavement

Summary

Lorem Ipsum is simply dummy text of the printing and typesetting industry. Lorem Ipsum has been the industry's standard dummy text ever since the 1500s, when an unknown printer took a galley of type and scrambled it to make a type specimen book. It has survived not only five centuries, but also the leap into electronic typesetting, remaining essentially unchanged. It was popularised in the 1960s with the release of Letraset sheets containing Lorem Ipsum passages, and more recently with desktop publishing software like Aldus PageMaker including versions of Lorem Ipsum.

How have these circumstances affected the assessment(s)?

Link to previous claim Not linked to previous claim

Evidence

Further evidence to be provided? No

CLOSE