



# ILLNESS OR OTHER PERSONAL PROBLEMS?

## **What can you do if they affect your exam or assignment?**

If you are ill or affected by other serious events, UCL can help you using a process known as 'Extenuating Circumstances'.

'Extenuating Circumstances' are events that are sudden, significantly disruptive and beyond your control, and that have an impact on your performance at assessment. They include serious personal injury, medical or mental health conditions, bereavement, caring responsibilities, or a major incident such as a crime, a fire or a natural disaster.

If you think your assessment has been affected, use the 'Extenuating Circumstances' process to let your department know. You are responsible for letting UCL know about any problems when they take place.

**Make sure you let your department know within one week!**


## **Extenuating Circumstances:** a guide for students


[www.ucl.ac.uk/students/exams-and-assessments/deferral](http://www.ucl.ac.uk/students/exams-and-assessments/deferral)



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# WHAT IS THE EXTENUATING CIRCUMSTANCES PROCESS?

## Take these 5 steps:

-  **1. Go online and search for UCL Extenuating Circumstances or visit [www.ucl.ac.uk/students/exams-and-assessments/deferral](http://www.ucl.ac.uk/students/exams-and-assessments/deferral)**

This website includes all of the forms and information that you need to complete the next steps.
-  **2. Check whether your circumstances are covered**

We may be able to support you better through Reasonable Adjustments, Special Examination Arrangements or an Interruption of Study.
-  **3. Complete an Extenuating Circumstances Form**
-  **4. Get supporting evidence**

This needs to be from a registered doctor or other verifiable source.
-  **5. Submit your form **WITHIN ONE WEEK** of the Extenuating Circumstance taking place**

We may not be able to help you if your claim is late. If you miss the deadline, you will need to prove that your circumstances made it impossible to submit earlier.

Submit your form to your home Department or Faculty office – your Student Handbook should give full details. The receiving office will forward your form and evidence confidentially to the appropriate person.







# WHAT HAPPENS WHEN I COMPLETE AND SUBMIT THE FORM?

If you are seeking a one week extension, this will be considered by staff in your Department, who will try to give you a response as quickly as possible.

If you are looking for other help, your request will be considered by either your Faculty or Departmental Extenuating Circumstances Panel. The Panel will usually offer you one of the following, although they may suggest something else:

- an extension of more than one week
- a 'deferral' i.e. postponing your assessment to the next scheduled occasion
- suspending the normal penalties for handing work in late.

## EXTENUATING CIRCUMSTANCES CHECKLIST:

-  Check your circumstances meet the criteria
-  Make sure you tick the box allowing us to share your request with members of staff who are directly responsible for making a decision (don't worry, we will keep your data secure)
-  Make sure you tell us about all the assessments that have been affected – we won't assume it applies to assessments that aren't on your form
-  Ask your doctor or evidence provider to read the guidance notes on the form carefully – we need to understand how your circumstance has affected your ability to do your assessment
-  Submit your form within one week of the EC taking place – don't delay!
-  Have you attached medical evidence? (If you don't have it yet, submit the form now and give us your evidence as soon as you can.)

## OTHER WAYS TO GET HELP

The Extenuating Circumstances process is designed to help with any short-term problems that you might have with completing an assessment. If you have a longer-term condition or disability then we have other ways to help you, such as Reasonable Adjustments (go online and search for **UCL Reasonable Adjustments**).

## STUDENT SUPPORT AND WELLBEING

UCL's team of expert wellbeing, disability and mental health advisers provide a safe, confidential space where you can discuss any issues that may be affecting your ability to study.

### Contact Student Support and Wellbeing

Phone: +44 (0) 20 7679 0100

Email: [student.wellbeing@ucl.ac.uk](mailto:student.wellbeing@ucl.ac.uk)

Go online and search for **UCL Student Support and Wellbeing**.

Follow us @UCLcares

### 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 and they will help you access the right services.

You can call the Samaritans on 116 123 to talk to someone at any time, day or night.

Nightline are available overnight and can help students across London: call them on +44 (0) 207 631 0101.

### If you or anyone is in immediate danger of hurting themselves or others:

Go directly to the Accident & Emergency (A&E) department of your local hospital to get help.

University College Hospital is the nearest A&E department to UCL's main campus.

Call 999 to request an ambulance if you are unable to reach the hospital yourself.

For more detailed information about helping students in distress, go online and search for **UCL Student Concern**.