

Acceptable and unacceptable reasons for evidence-based extension and impaired performance exceptional circumstance requests, plus acceptable types of supporting evidence

Requests to extend coursework deadlines or postpone exams/time-constrained assessment dates, or to re-take exam/time-constrained assessments, are only approved in genuinely exceptional circumstances which meet the criteria as stated in the [exceptional circumstances procedures](#).

An overview of reasons for which you *would* or *would not* be eligible for exceptional circumstances, and acceptable types of supporting evidence, are included below.

Please note:

- The evidence you provide should be from an appropriate professional source, dated, and directly related to your reason for making the request. **You must supply your evidence with your form, otherwise your request cannot be considered. Forms submitted without evidence will be declined.**
- We cannot seek evidence from a person or organisation outside the University on your behalf.
- If you have already submitted evidence to the University (through another route) and wish to it to be used to support your request, you must confirm this on your form and provide details of what evidence you want included, who has it and why you feel it is relevant.
- If the evidence you are providing is about a living individual other than yourself (for example, a family member), you must confirm that you have their permission to use their information and submit it with your request. If you do not provide this permission, the University cannot consider that person's information unless:
 - they are under 18 years of age and you are their parent, carer or guardian
 - they are over 18 years of age, you are their carer and you are in receipt of Carer's Allowance.

The examples of supporting evidence listed below are indicative rather than exhaustive; there may be other types of evidence you can supply. If you are unsure of what to supply, or if the type of evidence you have is acceptable, please contact your Course team to check as soon as possible. You will find contact details for your Course team in [MyRecord](#), under 'My Studies' > 'Course details'.

Eligible circumstances	Acceptable evidence
Serious or significant personal incidents including house fire, homelessness, unexpected house move, direct experience of natural disaster	<ul style="list-style-type: none"> • Insurance documentation • Solicitor's letter • Council letters • Documentation from Citizens' Advice Bureau or other relevant registered charity/external body • Counsellor's letter (external or University) • Doctor's letter • Financial documentation • Employer's letter • Statement from University Student Wellbeing Services or Chaplaincy staff • Statement from a community or faith leader
Accident or injury	<ul style="list-style-type: none"> • Dated and signed letter from doctor/consultant/hospital/dentist/counsellor • Insurance documentation • Solicitor's letter • Statement from University Student Wellbeing Services or Chaplaincy staff
Being the victim of a crime, including being the victim of violent crime, theft or being investigated by the police	<ul style="list-style-type: none"> • Documentation from the Police (please note: a crime reference number alone is unlikely to be acceptable) • Insurance documentation • Solicitor's letter • Documentation from Citizens' Advice Bureau or other relevant registered charity/external body • Counsellor's letter (external or University) • Doctor's letter • Statement from University Student Wellbeing Services or Chaplaincy staff
Unexpected financial difficulties where there is unambiguous evidence that the situation is serious and not of your own making	<ul style="list-style-type: none"> • Documentation from Citizens' Advice Bureau or other relevant registered charity/external body • Financial documentation • Employer's letter • Statement from University Student Wellbeing Services
Unexpected caring responsibilities including the illness of a child/parent/sibling/spouse/partner	<ul style="list-style-type: none"> • Counsellor's letter (external or University) • Doctor's letter • Statement from University Student Wellbeing Services or Chaplaincy staff • Statement from a community or faith leader
Recent bereavement	<ul style="list-style-type: none"> • Official documentation relating to the individual's death • Where relevant, documentation relating to any memorial or remembrance event held • Counsellor's letter (external or University) • Doctor's letter • Statement from University Student Wellbeing Services or Chaplaincy staff

	<ul style="list-style-type: none"> • Statement from a community or faith leader
Hospital appointments which could not reasonably be rescheduled and directly conflict with an exam or time-constrained assessment	<ul style="list-style-type: none"> • Dated and signed letter from doctor/consultant/hospital/dentist/counsellor
Family crisis including major illness of relative or partner, divorce or separation	<ul style="list-style-type: none"> • Solicitor's letter • Documentation from Citizens' Advice Bureau or other relevant registered charity/external body • Counsellor's letter (external or University) • Doctor's letter • Statement from University Student Wellbeing Services or Chaplaincy staff • Statement from a community or faith leader
Appearance at court	<ul style="list-style-type: none"> • Solicitor's letter • Court documentation • Documentation from Citizens' Advice Bureau or other relevant registered charity/external body providing support
Pregnancy, maternity and paternity, including a difficult or unplanned pregnancy	<ul style="list-style-type: none"> • Dated and signed letter from doctor/consultant/hospital/midwife • Relevant prescriptions • Doctor's letter • Photo of medication with label clearly stating date and to whom it was issued • Ambulance documentation
Short-term illness including flu, gastroenteritis, migraine and emergency dental issues	<ul style="list-style-type: none"> • Dated and signed letter from doctor/consultant/hospital/dentist/ counsellor • Relevant prescription • Photo of medication with label clearly stating date and to whom it was issued
Major and exceptional travel disruptions where evidence clearly shows that an alternative mode of transport would not be possible or which could not have been remedied by better time organisation	<ul style="list-style-type: none"> • Flight, National Rail and/or Stagecoach/National Express disruption summary • Letter from the service provider about the disruption
Unexpected professional difficulties, including direct involvement with OFSTED or another professional body inspection	<ul style="list-style-type: none"> • Employer's letter • Official documentation demonstrating the issue/ event
Involvement in a national or international event including participation in a national or international sporting, fine art or musical event	<ul style="list-style-type: none"> • Formal invitation with event dates • Letter from relevant organisation

- If you are finding it difficult to obtaining professional evidence (including where you are being asked to pay for a Doctor's letter), please contact your [Personal Academic Tutor \(PAT\)](#), your Course team or a [Student Support Adviser](#) *before* your deadline to get advice on suitable alternatives.
- Please note we cannot accept as evidence:
 - newspaper articles or social media postings
 - receipts
 - photocopies/pictures of over the counter medications
 - photographs of a personal nature
 - statements from family or friends, or where there is a conflict of interest
 - video or audio files.

Unacceptable reasons for requests

- Computer/IT difficulties or equipment failure, including
 - loss of data
 - uploading an incorrect file to Turnitin
 - computer breakdown or the inability to access the internet, unless the issue relates to difficulties accessing/using specialist software/equipment required for reasonable adjustment of a student disability
- Academic workload pressures including multiple deadlines within a brief period of time
- Mis-reading the assessment deadline or examination timetable, doing the wrong coursework assessment, taking the wrong examination or not understanding the subject/question
- Stress resulting from involvement in academic misconduct, professional suitability or fitness to practice cases
- General financial difficulties, or difficulties in accessing resources or computing accounts due to outstanding University debt, unless the problem is not of your own making
- Self-diagnosis of medical conditions
- Circumstances where the only evidence is supplied by a relative or friend, or where there is a conflict of interest
- Term-time holidays or weddings
- Pregnancy of a friend/relative other than your partner/wife
- Normal work/life/study pressures including childcare issues
- Minor ailments, e.g. cough, cold, headache or hangover
- Unexceptional transportation difficulties including delayed public transport or a car breakdown
- Oversleeping
- Illness or loss of pets
- Issues between friends
- Electing to support a friend at court