



## Centre for Wellbeing: Extenuating Circumstances FAQs

### What are considered grounds for applying for extenuating circumstances?

The University considers requests for the recognition of extenuating circumstances where there has been:

- Bereavement through the death of a close relative or significant other
- Serious short term illness or accident
- A long-term (chronic) health problem suddenly worsening
- Other exceptional circumstances that affect the students ability to submit an assessment on time or attend an exam

More information about these regulations is available in your Student Handbook.

### I am an existing client at Centre for Wellbeing – can you provide me with ECs for an upcoming exam?

If you have already been using the Centre for Wellbeing service, and you wish to apply for ECs for an upcoming exam or piece of work, we may be able to provide you with supporting evidence, depending on your circumstances and how they are impacting upon you, provided you have seen us in the last 2 months. Please make an appointment with your regular nurse or counsellor to discuss this further.

### I am not an existing client at Centre for Wellbeing/have not attended in the last 2 months – can you provide me with ECs for an upcoming exam/piece of work?

If this is the first time you have visited us, or you have not seen us in the last 2 months, except in exceptional circumstances we are not able to provide you with supporting evidence and you should approach your GP, other external healthcare professional or third party.

An example of exceptional circumstances is where you have suffered recent significant trauma and to request evidence from external services would unduly increase levels of distress. If you think the latter may be the case then we are happy to discuss this further with you.

### I have missed an exam/deadline or performed badly and want to apply for retrospective ECs – can you help me with this?

Applying for retrospective ECs is complicated, as not only do you have to provide supporting evidence that confirms what your circumstances were and how they were affecting you at the time, you also need to provide compelling evidence as to why you did not submit ECs prior to the exam/assessment taking place. Whilst we can discuss your situation with you in more detail and provide emotional support, it is important that you understand at this stage that we are highly unlikely to be able to provide you with the compelling supporting evidence required for your application/appeal to be successful.

Please note: we are unable to provide any supporting evidence once results have been released.

### I am finding the process of appeal/applying for ECs very stressful. How else can you support me?

Finding out you have failed a piece or work and/or going through the appeals process is likely to be a difficult time. Even if we cannot provide you with supporting evidence, we can offer you emotional support during this time in the form of counselling or mental health advice. If you have been course terminated we are still happy to meet with you for a one-off appointment and can signpost you to support services outside of the University.

