

General Information

This information is relevant to all aspects of the University's regulations and procedures.

All claims or appeals made under our regulations and procedures should be supported by independent, reliable information or documentation which clearly shows how your circumstances have impacted upon your studies. In the case of appeals this information should further demonstrate why you were unable to inform us of your circumstances at the time.

When sourcing information or documentation from any area of student services within the University (such as wellbeing, disability, or student engagement) or academic staff, you will normally only be provided with supporting documentation if you have been engaging with the service/academic member of staff in question prior to making your request for documentation.

Copies of prescriptions, photographs of medicine or medicine boxes, photographs of injuries, copies of evidence relating to a friend or family member or supporting letters from family or friends are not appropriate and do not demonstrate the impact of these circumstances on your ability to engage with your studies.

Medical documentation should be signed and dated by an independent healthcare professional and should include the dates when your circumstances affected your studies.

Supporting information/documentation should be provided in English or accompanied by an official translation. Documentation that is not translated will either result in claims or appeals not being accepted or being delayed.

If you are making a claim based on the illness of a family member or close friend, your supporting information/documentation should confirm the impact that the situation had on you which meant that you were unable to attend an exam or complete your assessments, including placements. Information or documentation relating to a third party will not normally be accepted.

Late Claims and Appeals

For any late request for consideration of personal circumstances or appeals, in addition to the supporting information/documentation you provide to support your grounds for appeal or personal circumstances, you should also provide additional information to demonstrate why you were unable to engage within the normal procedural timeframe.

PLSPs

If you have a long-term illness or a disability, then the University anticipates that this would usually be managed via a personal learning support plan (PLSP). A PLSP alone will not normally be acceptable as information to support a request for consideration of personal circumstances or an appeal, as a PLSP should indicate

that reasonable adjustments have been identified and should have already been made.

Any supporting documentation or information provided in this context would need to outline how the reasonable adjustments set out within a PLSP have either not been put in place, or did not adequately mitigate the impact of your circumstances on that occasion.

Where a long-term condition or disability has worsened, then supporting information such as a University Medical Evidence Form or a letter from your GP may be required. If the impact of your disability or condition relating to your PLSP has changed, you should contact Disability Services to discuss your support needs as soon as possible.

Sensitive Information

If your situation is sensitive and you are concerned about sharing personal information, then we advise that you speak to your Personal Academic Tutor and/or the University's Wellbeing and Disability Service. These people can review the information and any documentation in confidence with you and may be able to draft a supporting statement/email for you, without you needing to provide detailed or sensitive documentation as part of our procedures.

Fit to Sit/Fit to Submit Policy

If you are making a case related to an examination that you sat, an assessment that you submitted, or a placement activity you attended; you should be aware that the University operates a 'fit to sit'/'fit to submit' policy. This means that by attending an exam, submitting an assessment, or attending a placement activity; you have declared that you were fit to undertake this, and you will therefore not normally be granted an EC or leave to appeal (as appropriate). If you make a claim that you were not well enough to have attempted your exam, submitted your assessment, or completed your placement activity; then you will need to provide independent supporting information/documentation, usually from an independent healthcare professional (for exams or coursework assessment) or from Academic Assessor (for placement activity), that explicitly confirms you were not able to determine your own fitness at the time when the exam was attempted or the assessment was submitted. For placement activity, the Academic Assessor will need to support and confirm that your placement could no longer be completed due to the impact of your circumstances.

General Examples of Independent Supporting Information/Documentation

Below are examples of the types of documents we may accept to confirm or outline the situations detailed. This list is not exhaustive and you are advised to seek further guidance and support from the Student's Union Advice Centre, information regarding the SU advice centre can be found [here](#).

Short Term Illness, accident, or mental health crisis

All supporting documentation should confirm the impact of your diagnosis/condition/issues on your ability to engage with studies or university procedures.

Medical Evidence – This should confirm that your circumstances would have had a negative impact on your studies and does not need to give information about details you would prefer not to share. It should cover the dates of the assessments/examinations and should be signed and dated by an independent healthcare professional. Examples of valid medical documentation include:

- A statutory sick note
- A signed and dated letter from your GP or other healthcare practitioner
- A completed [University medical evidence form](#)
- A hospital admission letter or discharge summary
- A GP patient record/summary

University Student Wellbeing, Disability Services, and Student Engagement Team – wellbeing, mental health advisers, disability advisers, counselling staff, and student engagement staff can only provide supporting documentation if you have been accessing their services. They cannot provide supporting information if they have not had any previous contact with you.

Academic Staff – academic staff/your PAT will only be able to confirm that they are aware of your circumstances and the impact on your ability to submit by a given deadline if you have previously made them aware of your issue(s).

Academic/IT Issues

It is a student's responsibility to submit the correct assessment, in the requested format, by the submission deadline, to the correct submission box. If you are unsure of any deadline, it is your responsibility to check in advance with your tutor or course team.

For issues related to IT or technical difficulties you should provide evidence that you proactively tried to resolve or report the issues at the time they occurred. This could take the form of a copy of email correspondence to/from your module tutor, the course administration team, or the IT support team at the time the issues occurred.

Bereavement

For the death of a family member, you should indicate the nature of your relationship to the deceased. We may accept supporting information from your Personal Academic Tutor (PAT) or module tutor if you made them aware of the circumstances at the time. A copy of a service announcement from a religious body, funeral invitation, death certificate or similar documentation confirming association with the deceased will also be treated as valid information.

Financial or domestic difficulties

Evidence should confirm the impact of these circumstances on your studies, for example a medical letter that confirms that the circumstances have caused stress that has impacted on your studies. Copies of bank statements or other financial documents would not confirm the impact the situation has had on your studies.

Travel disruption

You should provide independent evidence of travel disruption unless the University has closed due to these unforeseen circumstances.

If you fail to attend for an in-class test (ICT) or examination due to travel disruption, it would be expected that you have contacted your tutor or course administration team on the day of your test/examination to advise them that you would not be in attendance. A copy of this email may be accepted as evidence to support an on-time EC claim for a missed ICT or examination. Retrospective notification of travel disruption to your tutor or school would not be accepted.

Pregnancy/Parental Leave

You should refer to the [support for pregnant students and new parents policy here](#).

If your studies are impacted due to complications resulting from a pregnancy then supporting information from your GP, nurse practitioner or midwife may be acceptable.

New parents are entitled to two weeks parental leave. Where a new birth impacts your studies after the two weeks leave, additional evidence may be required.

Placement issues

You should provide evidence from your module tutor or academic assessor that confirms that your placement has been impacted.

Work commitments

Part-time students: if you are registered as a part-time student and your work commitments have unexpectedly impacted on your studies, you should provide correspondence from your employer confirming these circumstances.

Full time students: if you are registered as a full-time student your studies are expected to take priority, and therefore information related to work commitments would not normally be accepted.

Caring responsibilities/family member illness

This evidence should confirm the impact of the circumstances on your studies.

Unexpected changes to childcare and caring arrangements may be accepted, if you can demonstrate how this change in circumstances has impacted on your ability to engage with studies.

If you have made your PAT or other academic staff aware of your situation, they may also be able to provide a supporting statement or email.

The below information only applies to the Academic Misconduct Appeal, Fitness to Practise Appeal, Student Disciplinary Appeal, and Support to Study Appeal procedures.

If you wish to submit an appeal, you must demonstrate one or more of the below grounds and supply accompanying supporting information. Examples of applicable information or documentation include:

Material irregularity – Information that clearly demonstrates that a material irregularity occurred during the course of the process. This may take the form of copies of meeting records or other documents provided in the course of the procedure followed.

Unreasonable Decision/Penalty was disproportionate – Information that demonstrates that the decision makers reached an unreasonable decision or applied a disproportionate penalty that was not valid under our procedures. This may take the form of information which demonstrates how your circumstances were not appropriately considered, or how our procedures were not properly followed.

Bias in the Procedure – Documentation that supports an appeal under these grounds may take the form of copies of meeting records or other documents provided in the course of the procedure followed.

Information relating to specific procedures within our regulations

You can click on your required section below.

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Consideration of Personal Circumstances

Extensions and applications for Exceptional Circumstances can be made via the appropriate system on MyHud.

Extension Requests

You are entitled to submit one extension request for each assessment you have, provided that assessment is eligible for an extension. These do not need to be supported by independent information/documentation.

Exceptional Circumstance (EC) Claims

On-time EC claims should be submitted within five working days of the submission deadline or exam date. Exceptional circumstances are circumstances which impact upon your studies and affect your ability to attend an exam, complete an assessment by the hand-in date, or finish scheduled placement activity. The EC procedure is intended to support you if you experience exceptional and unforeseeable circumstances which impact on your studies.

Your information or documentation should confirm the dates during which your circumstances negatively impacted your ability to complete your assessment, sit your exam, or attend placement and support the reasons given within your EC claim.

Late EC claims made outside of the five working day deadline will need additional information to support why you were unable to engage with the EC procedure within the regulatory timeframes.

Additional Examples of Personal Circumstances Supporting Documentation/Information

Academic/IT Issues - EC claims for submission of the 'wrong or draft' assessments, or for instances where work is submitted to the wrong submission box on Brightspace, are unlikely to be approved. If you have been unable to submit for an assessment due to other academic issues, you should provide evidence from the module tutor that confirms the impact of these circumstances on your ability to submit the assessment.

Placement delays - In cases where you have not been able to complete an assessment due to delays in completing a placement, you should provide confirmation from your module tutor and/or academic assessor that the placement delays directly impacted your ability to submit an assessment by the due date.

Material irregularity - If you are claiming that you missed an assessment deadline due to an irregularity or misinformation from a tutor then your information would need to confirm that incorrect advice was given (such as a copy of an email) and the impact that this would have had.

Results Appeals

This route may be right for you if you have information or documentation to support one or more of the following grounds:

- there was a procedural irregularity in how your work was marked or classification was calculated;
- there was bias or a reasonable perception of bias in how your work was marked or classification was calculated;
- there were circumstances that affected your submission or assessment and you could not have told us sooner by using our consideration of personal circumstances procedure (section 8).

If you are appealing a published result on the basis of Exceptional Circumstances (EC) that impacted on your ability to submit assessments or attend exams earlier in the year, then you should explain why they were not presented via an EC claim before your results were published.

The information you submit to support your results appeal should also outline how you were unable to engage with the EC process from the time of the assessments to the time of results being published.

If you are appealing on the grounds of a procedural irregularity, you will need to provide documentation to support how the irregularity occurred and its impact on your grade and/or classification.

Additional Examples of Results Appeal Evidence

Short Term Illness, accident, or mental health crisis - All information or documentation should confirm the impact of your diagnosis/condition/issues on your ability to complete your assessments on/by the due dates **and** the impact on your ability to engage with the Personal Circumstances procedure within the regulatory timeframes.

Medical Information/Documentation – Alongside the requirements described in the examples of independent documentation above, this should also demonstrate that your ability to engage with the Personal Circumstances procedure and submit an extension request or EC claim prior to the course assessment meeting (CAM) taking place was impaired.

University Medical Evidence Form (UMEF)/Hospital Admission & Discharge Letters/Statutory Sick Notes - These are unlikely to be accepted on their own for a Results Appeal as they do not give enough detail about why you were unable to engage with the procedures for Personal Circumstances before the release of your results after the CAM.

Patient Summary Notices – This documentation should clearly identify you as the patient and should confirm in detail the impact of your illness or circumstances on your ability to complete assessments **and** your ability to engage with the Personal Circumstances procedure, and submit an extension request or EC claim prior to the

CAM taking place to consider your results. A list of conditions, prescriptions, symptoms, and previous or future appointments will not be considered as sufficient.

University Student Wellbeing/Disability Services/Student Engagement Team/Personal Academic Tutors (PATs)/Academic Staff – Alongside the information noted in the examples of independent documentation above, this information should also confirm why you were unable to engage with university regulations and procedures for consideration of personal circumstances before the release of your results at the CAM. If you have had previous engagement with student services or the Wellbeing Team, it is likely that they would have advised you in relation to submitting EC requests on time and in year.

Academic issues - Independent information would be required to outline how you had not been in a position to raise the issues via the Personal Circumstances procedure before the release of your results at the CAM.

Procedural irregularity - You will need to provide documentation to support either of the two grounds below;

- there was a material irregularity in how your work was marked;
- there was a material irregularity in how your classification was calculated;

The information may include correspondence with university staff (for example, email trails) to support the claim of a material irregularity, feedback and the marking guidelines.

Academic Misconduct Mitigation and Appeals

If you are asking the University to take mitigation into account when considering the application of a penalty under the Academic Misconduct Regulations, then you should provide independent supporting information or documentation. The University will not remove a penalty entirely for an upheld allegation of academic misconduct but may, if the documentation supports it, consider reducing the level of the penalty applied.

We expect students to engage with the exceptional circumstances procedure prior to submitting an assessment rather than submitting an assessment which results in a breach of the academic misconduct regulations. If you feel that your conduct within an assessment was affected by personal circumstances and you can provide us with independent evidence of circumstances which you believe have affected your behaviour at the time of the assessment, we may consider this as mitigation. We may not always apply a lesser penalty, even when there are exceptional circumstances, as we will also consider other factors such as the seriousness of the offence, if this happens, we will explain why.

If you are appealing an outcome from an academic misconduct investigation on the grounds of a material irregularity, you will need to provide a supporting statement and/or supporting documentation to submit alongside your appeal.

You can appeal an outcome at any stage, unless the outcome is a referral to the next stage of the procedure.

There are four grounds for appeal:

- You can demonstrate that a material irregularity occurred during the procedure;
- You can demonstrate that the decision maker(s) reached an unreasonable decision and/or the penalty was disproportionate or not permitted under the procedures
- You have extenuating circumstances which for good reason you could not tell us about earlier;
- There was bias or reasonable perception of bias in the procedure.

Additional Examples of Academic Misconduct Mitigation and Appeal Evidence

Short Term Illness, accident, or mental health crisis - All documentation should confirm that the impact of your diagnosis/condition/issues were so severe that your decision-making was impaired, and this affected your behaviour at the time of the assessment alongside your ability to engage with the personal circumstances procedures. The information or documentation should support that the circumstances were outside of your control and that they impacted your ability to submit work that did not breach the academic misconduct regulations.

Letter from an independent healthcare professional – This should confirm that your circumstances would have impacted upon your decision making and on your ability to engage with the Exceptional Circumstances procedure.

University Medical Evidence Form (UMEF)/Hospital Admission & Discharge Letters/Statutory Sick Notes/Patient Summary Notices – These forms of documentation are unlikely to be accepted for an Academic Misconduct Appeal or as mitigating evidence as they usually do not give enough detail as to how you were sufficiently impacted by your circumstances that you breached the academic misconduct regulations rather than submit an EC claim.

University Student Wellbeing/Disability Services/Student Engagement Team/Personal Academic Tutors (PATs)/Academic Staff – Documentation from academic staff or University services should demonstrate that your decision-making ability and your ability to engage with university processes had been sufficiently impacted by your circumstances.

Attendance Monitoring Appeals

The information or documentation you provide for an appeal under the attendance monitoring procedure should demonstrate how your circumstances impacted your ability to attend your sessions as expected by the University's regulations on attendance monitoring.

You can appeal the decision made at or following the Attendance Monitoring Meeting if you meet one or both of the following grounds:

- You can demonstrate that a material irregularity has occurred; and/or
- You have extenuating circumstances, which can be independently evidenced, which for good reason you could not tell us about before the decision was made.

Additional Examples of Attendance Monitoring Appeal Supporting Documentation

Short Term Illness, accident, or mental health crisis – All documentation should confirm the impact of your diagnosis/condition/issues on your ability to attend your scheduled sessions and engage with the attendance monitoring team.

Medical Evidence/Patient Summary Notices/Hospital admission and discharge letters/Statutory Sick Notes/Fitness for work Notes – This should confirm that your circumstances have had a negative impact on your ability to attend your scheduled sessions as usually expected and engage with the attendance monitoring team. It should also fully cover the dates of the sessions in question.

University Student Wellbeing and Disability Services/School Based Guidance and Support Teams/Personal Academic Tutors (PATs)/Academic Staff – Academic staff or University services will usually only provide support if you have previously been in touch with them. Information from academic staff or University services should demonstrate why you were unable to attend your timetabled sessions and engage with the attendance monitoring team.

Fitness to Practise Appeals

You can request a review of the decision made at any stage of the fitness to practise procedure, unless the decision is a referral to the next stage of the procedure, if you can evidence one or more of the following grounds:

- You can demonstrate that a material irregularity occurred during the hearing.
- You can demonstrate that the panel reached an unreasonable decision and/or the penalty was disproportionate or not permitted under the procedures.
- You have exceptional circumstances which for good reason you could not tell us about at the hearing.
- That there was a bias or reasonable perception of bias at the hearing.

Additional Examples of Fitness to Practise Appeal Evidence

Short Term Illness, accident, or mental health crisis/Hospital admission and discharge letters/Statutory Sick Notes/Fitness for Work Notes/Patient

Summary Notices – All information should confirm the impact of your diagnosis/condition/issues on your ability to meet professional standards, **and** should explain why you were unable to tell us about your circumstances either before or during the course of your fitness to practise investigation.

School Based Guidance and Support Teams/Personal Academic Tutors (PATs)/Academic Staff – Academic staff or University services will usually only

provide supporting information if you have previously been in touch with them. Information from academic staff or University services should confirm the impact of your circumstances on your ability to meet professional standards, **and** should also explain why you were unable to tell us about your circumstances either before or during the course of your fitness to practise investigation.

Student Disciplinary Appeals

There are four grounds for appeal and your information/documentation should support at least one of the following grounds for your appeal to be considered:

- You can demonstrate that a material irregularity occurred during the investigation and/or the hearing;
- You can demonstrate that the decision maker(s) reached an unreasonable decision and/or the penalty was disproportionate or not permitted under the procedures;
- You have extenuating circumstances which, for good reason, you could not tell us about before the decision was made;
- That there was a bias or reasonable perception of bias in the investigation and/or the hearing.

Additional Examples of Student Disciplinary Appeal Supporting Documentation

Short Term Illness, accident, or mental health crisis/Medical evidence/Hospital admission and discharge letters/Statutory Sick Notes/Fitness for work Notes/Patient Summary Notices – All information should confirm the impact of your diagnosis/condition/issues on your ability to adhere to our Community Code of Conduct, should cover the date(s) relevant to your investigation, **and** explain why you could not have informed us about your circumstances either before or during the course of your investigation under the Student Disciplinary procedure.

University Student Wellbeing and Disability Services/School Based Guidance and Support Teams/Personal Academic Tutors (PATs)/Academic Staff – Academic staff or University services will usually only provide supporting information if you have previously been in touch with them. They cannot provide documentation to support an appeal if they have not had any previous contact with you. Information from academic staff or University services should demonstrate the impact of your circumstances on your ability to adhere to our Community Code of Conduct, should cover the date(s) relevant to your investigation, **and** explain why you could not have informed us about your circumstances either before or during the course of your investigation under the Student Disciplinary procedure.

Support to Study Appeals

There are four grounds for appeal and you need to provide information to support at least one of these for your appeal to be considered:

- The University has failed to follow its own procedure;
- The decision is unreasonable and/or a disproportionate sanction has been imposed;
- Your circumstances have changed;
- You have relevant new information/evidence that you could not reasonably have provided before.

Additional Examples of Support to Study Appeal Supporting Documentation

Medical Evidence/Hospital discharge letter – This should confirm that your circumstances have now changed, and support your ability to participate safely, independently and successfully in academic study and student life at the University. The information should be up to date and signed by an independent healthcare professional.

University Student Wellbeing and Disability Services/School Based Guidance and Support Teams/Personal Academic Tutors (PATs)/Academic Staff – Academic staff or University services will usually only provide supporting information if you have previously been in touch with them. This documentation should confirm that your circumstances have now changed and support your ability to participate safely, independently and successfully in academic study and student life at the University.

Student Complaints

If you are submitting a student complaint based on the eligible grounds below, you may wish to consult the information below to know what types of documentation may best support your complaint.

- You have a complaint about any programmes, modules, services or facilities we provide;
- You have a complaint about any action (or lack of action) that we as a university or a member of our staff may have taken.

Additional Examples of Documentation to support a valid Complaint

Information to support a student complaint – Please provide correspondence (for example, emails trails) and/or a brief statement which outlines the background to your complaint.

A brief statement should set out the circumstances impacting you as you perceive them, and the outcome you are seeking from your complaint. It should provide the investigator with sufficient information to fully investigate your complaint.

We would not be able to accept evidence which does not relate to you or is provided in breach of GDPR data protection legislation or the University's data policies.

New Information at Review Stage – If you wish to submit new information at a later stage of the procedure you should provide good reason for doing so which is supported by independent information or documentation, which may include:

Medical Documentation/Hospital discharge letter – This should confirm that your circumstances have impacted on your ability to provide this information sooner. The evidence should be up to date and signed by an independent healthcare professional.

University Student Wellbeing and Disability Services/School Based Guidance and Support Teams/Personal Academic Tutors (PATs)/Academic Staff –

Academic staff or University services will usually only provide supporting information if you have previously been in touch with them. This information should demonstrate how your circumstances have impacted your ability to provide this information earlier in the procedure.

Complaints submitted outside of the timescales provided in the Student

Complaints Procedure – If you have been unable to submit your student complaint and supporting evidence in accordance with the timescales provided in the Student Complaints Procedure, we may not accept the complaint as eligible for investigation. If you submit your complaint late, you will need to provide independent supporting documentation that confirms how it would not have been possible for you to engage with the process sooner.