

Annex 1 – Guideline on Acceptable/Unacceptable Mitigation

Normally acceptable	Evidence	Notes and Examples
1. Illness, accident or severe trauma	Medical certification of illness or serious accident (you can use the mitigating circumstances medical certificate for academic studies)	<p>Evidence to show that reason occurs at the time of an assessment.</p> <p>Evidence should independently confirm the illness or accident. A letter that states a student reported an accident or illness to the medical practitioner, without further diagnosis, will not be sufficient.</p> <p>It is recognised that it can be difficult to get timely verification from hospitals, but you should submit your claim, pending confirmation.</p>
2. Mental Health issues	<p>Medical note</p> <p>Note from a crisis service</p> <p>Note from a counselling service</p> <p>Where students do not have an SoSN, medical evidence of a mental health condition can be used for extensions while an SoSN is being prepared.</p>	<p>Students with long term mental health issues should seek advice and support from the University's mental health advisers. This team will be able to provide you with a Summary of Support Needs.</p> <p>Evidence of an ongoing condition can be used for extensions, but the expectation is that students with ongoing conditions will ask for an SoSN.</p> <p>Evidence of a fluctuation in a mental health condition will be considered contemporaneous if it is dated 2 months either side of the assessment event.</p> <p>It is noted that mental health diagnoses are based on a history taken from the student. Where the medical evidence states a student reported a downturn in their mental health, this will be considered sufficient evidence of a fluctuation in an already known mental health condition.</p>
3. An unpredictable fluctuation in an ongoing illness or an unexpected issue impacting on completion of assessments because of a disability or health condition.	<p>Summary of Support Needs (SoSN)</p> <p>Medical certification or independent verification</p>	<p>A Summary of Support Needs can be used for extensions. For further mitigation, additional medical evidence of the fluctuation is required</p> <p>University disability and mental health advisors should be consulted as appropriate</p> <p>The SoSN will be permitted evidence only when it supports the reason for which the student is applying for mitigation.</p>

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4. Recent death (< 3 months) of someone close	For example: Death certificate Funeral service Obituary	If the bereavement was over 3 months before the assessment it is necessary for the student to provide a letter from a medical practitioner confirming the impact that the bereavement has had on the student's ability to engage with the assessment.
5. Sudden serious illness of a close relative	Medical certification Third party verification from a community leader or professional.	The event will be considered contemporaneous with the assessment if it occurred within 2 months of the assessment deadline or date. Where a relatives wellbeing continues to impact the student after 2 months, the student should seek support and provide evidence of impact on self for further mitigation.
6. A significant change to the condition or circumstance of someone for whom the student has a caring responsibility	Relevant medical certification Letter from Social Services Third party verification from a community leader	Illness or other event that precipitates more care required by the student just before or on the deadline.
7. Serious personal disruption	Independent verification such as supporting third-party evidence Police report where relevant	Fire, burglary, requirement to appear in Court etc. relevant to the date of the assessment event or the period leading up to it. Travel problems are not normally accepted as students are expected to plan ahead.
8. Significant change of employment circumstances	Employer letter providing evidence	The evidence must confirm a sudden and unforeseen change that will have only a short-term impact to specified assessments. Note: full-time students should not be working more than 20 hours per week at the very maximum. Where work commitments are impacting on your ability to engage with your academic studies, you may need to consider an interruption of studies.
9. If evidence of a declared disability is provided too late to be taken into account in the deadline for assessment	Corroboration from a Disability or Mental health Advisor	If evidence of a disability is provided too late to be taken into account in the delivery or assessment of the module.

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10. Religious Observance and scheduled examination, field trips and in-class tests	<p>To enable consideration, one or more of the following pieces of evidence should be submitted:</p> <ul style="list-style-type: none"> • a letter from a religious leader explaining the nature of the obligation and the way in which it impacts on the student; • a personal statement by the student explaining the nature of the obligation and the way in which it impacts on their timetable supported by a published timetable of festivals or events showing the date, time and nature of the observance. 	<p>The University's Faith and Spirituality Service is able to assess and provide advice to staff and students on any evidence provided.</p> <p>See here for further information on religious festivals.</p>
11. Planned industrial action affecting the transport network	<p>Evidence of cancellation of travel e.g. Photograph of travel board confirming cancellations with date and time visible</p> <p>Screenshot of relevant app confirming cancellation or delay</p>	<p>Alternative forms of travel should be considered. If a student lives close to the University, they will be expected to use an alternative mode of transport. Where students live away from the University, they will not be expected to use a different mode of transport.</p>
12. Study-related (when the use of specialist software or equipment is essential to complete an assessment and the resource has failed)	<ul style="list-style-type: none"> • A clear verifiable record that an IT issue occurred. • Communication with IT support • Communication with Course team <p>Evidence that: the student has raised the issue and undertaken actions to recover work, the loss has a significant impact on ability to complete work in time, the failure of the resource is due to an outside cause.</p>	<p>Screenshots of error messages are not enough to establish this problem. Evidence should show a trail of efforts to resolve the issue which indicates the extent of the time the student was impacted.</p> <p>Where such occurrences can be rectified by support from the course team, including where appropriate local extensions, such a solution can be applied without recourse the mitigating circumstances procedures</p>

NOT normally acceptable	Examples
1. Alleged medical conditions without supporting evidence	<p>Claims will not be accepted without appropriate medical evidence.</p> <p>Appropriate medical evidence will usually include confirmation of illness or injury – a letter stating a student has reported an accident or illness without corroborating this as a fact is normally not sufficient to support a claim</p>
2. Alleged medical conditions without contemporaneous evidence or sufficiently detailed subsequent evidence	<p>If a student does not consult a medical practitioner at the time of the illness, it is not acceptable for a student to obtain generic corroborative medical statements at a later date. A letter from a medical practitioner stating, for example, “the student informs me that he/she was unwell during...” will not be deemed acceptable supporting evidence.</p>
3. Social activities	<p>Hectic social life, parties, visits by/to friends, sporting fixtures.</p>
4. Temporary self-induced conditions	<p>Hangovers, drug taking (unless possibly for a registered medical user influenced by the medical treatment involved including prescribed medication for certain conditions where it is known that there may be adverse reactions eg. drowsiness.)</p>
5. Minor ailments and other conditions	<p>Coughs, colds, sore throats, sprains (other than in the writing hand/arm). Long-standing medical conditions for which special arrangements could have been made or treatment anticipated and taken. Accidents/illness affecting relatives or friends unless serious or the student is the sole carer.</p>
6. Examination stress	<p>Examination stress or stress in practice placement will not, by itself, be considered as a mitigating circumstance. It is expected that individuals in higher education will develop the ability to deal with this and produce satisfactory work whilst meeting deadlines.</p>
7. Domestic or personal disruptions which could have been anticipated or planned	<p>Moving house, holidays, weddings or other events where the student has control over the date. Change of job or "normal" job pressure (exceptional crises at work might be acceptable), failed travel arrangements, illness of pets, oversleeping, misreading examinations timetable or other assessment details, poor time management, taking the wrong examination.</p>

8. Study-related	Computer difficulties, losing work which has not been backed up, deadline congestion, examination congestion, missing books, examination rescheduling, late distribution of materials by the School, delays in printing, photocopying and/or binding of assessed work.
9. Examination conditions	Disruption in the examination room: poor lighting, ventilation or heating, excessive noise, illness or behaviour of other students, noise from invigilators. Normally such conditions will have been reported by the invigilators, who will pass reports on to the Faculty.