

## **Extenuating Circumstance FAQs for students making a claim**

### **When can I make an Extenuating Circumstances claim?**

Extenuating Circumstances (ECs) are defined as circumstances which are unexpected, significantly disruptive and beyond your control, and which may have affected your ability to meet an assessment deadline the level of your academic performance at assessment.

You do not need to submit an EC for online study.

If you are having difficulties, you may be able to submit an Extenuating Circumstances claim. You can view guidance on what would be acceptable EC criteria [here](#).

### **Has the University made any amendments to the EC policy in response to Covid-19?**

For the Academic Year 2020/21, students are not required to provide evidence to support an EC claim. This has been agreed as a temporary measure to recognise the ongoing difficulties caused by a Covid-19 pandemic. In addition issues in relation to IT/equipment issues will be considered as a valid reason for an extenuating circumstances claim.

### **What support will I receive from an approved EC?**

For units where an EC has been approved, you will be supported in line with our current regulations: <https://www.arts.ac.uk/study-at-ual/academic-regulations/course-regulations/extenuating-circumstances-and-time-out>

If you submit your work on time, you will be given the option to either accept the grade you are given or to resubmit without penalty. If you submit work late, your work will be marked without penalty.

### **Can I submit an EC claim for units that have not yet commenced but start later in the academic year?**

Extenuating circumstances are unexpected, significantly disruptive and beyond your control, and which may have affected your ability to meet an assessment deadline or the level of your academic performance at assessment. Therefore UAL can only consider EC claims on units that have already commenced. An EC claim for a unit that has not yet begun would not be valid.

### **What if I need to apply for EC's for units in the spring and summer terms?**

You can apply for an EC for units that begin in the spring and summer terms once the unit has commenced. Before submitting your EC, please consult the student guidance to identify if your circumstances would be eligible under the EC criteria. Studying online will not be a valid reason for an EC claim.

### **I have an approved EC based on Covid-19 non-attendance in the autumn term, which units are covered?**

An approved EC for Covid-19 non-attendance will cover units that commenced in the autumn term.

**Will units that begin in the autumn term but continue into the spring term be covered by an approved EC based on Covid-19 non-attendance?**

Units that begin in the autumn term and continue into the spring term will be covered by the EC. For undergraduate students this includes units in the first block of the academic year.

**Will units that begin in the autumn term but continue for the whole academic year be covered by an approved EC based on Covid-19 non-attendance?**

Units that begin in the autumn term and continue for the whole academic year will be covered by the EC.

**When I completed my EC application I included units that do not begin in the autumn term, will they be covered by an approved EC based on Covid-19 non-attendance?**

Units that are not being delivered in the autumn term will not be covered by an EC and will be removed from your application and your profile.