

# ACCEPTABLE CIRCUMSTANCES AND EVIDENCE

## SELF-CERTIFICATION

From the 23 September 2024 the university allows the limited use of self-certification in the Extenuating Circumstances process. Please visit our [article on Self-certification](#) for further information.

## EXCEPTIONAL CASES

The default position for extenuating circumstances is that evidence must be submitted to support your claim. However, the university acknowledges that in exceptional cases it can be very difficult to obtain evidence. If you believe the

circumstances of your case are exceptional, please say this in your EC claim statement explaining the reasons why you are unable to obtain suitable evidence so that we can decide whether to waive the need for you to submit evidence.

Examples of exceptional cases include, but are not limited to:

- Gender violence and abuse
- Coercive relationships
- Students impacted by political unrest/conflict
- Students impacted by natural disasters
- Students estranged from parents/partner (financial/emotional impact)
- Death of relative/close friend overseas

Further information and updates on specific circumstances which currently do not require evidence can be found on the [Frequently Asked Question's \(FAQs\) page](#).

CIRCUMSTANCES	ADDITIONAL INFORMATION	EVIDENCE REQUIRED
<b>ACUTE PERSONAL OR EMOTIONAL CIRCUMSTANCES</b>	Your evidence needs to confirm the nature of the circumstances and the likely impact it is having on your ability to undertake formal assessment and/or study.	<ul style="list-style-type: none"> <li>• The university's Student Wellbeing Service - if you have not had an appointment with a member of the Student Wellbeing Service before the date of your EC application, you will need to approach your GP for a letter of support.</li> <li>• An external counsellor</li> <li>• Statement from a support service</li> </ul>
<b>BEREAVEMENT (THE DEATH OF A CLOSE FAMILY MEMBER OR FRIEND)</b>	<p>Your claim must clearly explain the nature of the relationship between you and the person that has died and how your ability to study has been affected. This is essential where the relationship is not within your immediate family (such as a step grandparent, a cousin) or there's no family connection (such as the death of a friend).</p> <p>Claims relating to bereavement will normally be accepted for the term in which the death occurred, however if you consider that you have been affected for longer, additional evidence of the ongoing impact may be required (for example a letter from GP or university counsellor).</p>	<ul style="list-style-type: none"> <li>• A death certificate, or</li> <li>• A letter from an independent professional (not a family member) which must contain their contact details and their view on the closeness of your relationship with the deceased, or</li> <li>• A statement from the university's Wellbeing Services where you are registered with the service, or</li> <li>• A statement from either a Faculty Student Advisor, Student Support Advisor, Academic Tutor or Personal Tutor</li> <li>• An obituary or funeral order of service</li> </ul>
<b>CHILDCARE (EXAMS ONLY)</b>	Must be genuinely unforeseen and evidenced, for example booked childcare that was cancelled at short notice.	<ul style="list-style-type: none"> <li>• A letter from a registered childcare provider detailing the circumstances, including reason for the late cancellation or change.</li> </ul>
<b>COURT ATTENDANCE IN UK (NOT JURY SERVICE – SEE BELOW)</b>	If you are required to attend court as a witness, defendant or plaintiff.	<ul style="list-style-type: none"> <li>• An official correspondence from the court confirming your attendance; or</li> <li>• A solicitor's letter detailing the nature and dates of the legal proceedings and your requirement to attend.</li> </ul>
<b>CRIME (1)</b>	Victim of crime: Where the impact of the crime has led to a medical issue, then a letter from an appropriate medical professional, or from the University Counselling Service, is required to confirm the impact the crime has had/is having on your studies.	<ul style="list-style-type: none"> <li>• Depending on the nature of the crime, either:</li> <li>• A written statement of events supported by written evidence from the police, including a crime number; or</li> <li>• A relevant dated insurance claim.</li> <li>• Evidence of a requirement from the Police to engage with them as part of their investigations</li> </ul>

<b>CRIME (2)</b>	Being investigated by the police: Where the accusation of a crime leads to either ill health or other serious impact on you.	<ul style="list-style-type: none"> <li>• Evidence of a requirement from the Police to engage with them as part of their investigations</li> <li>• A letter from an appropriate medical professional, or from the University Counselling Service to confirm the impact the investigation has had/is having on your studies.</li> </ul>
<b>DEPLOYMENT</b>	Applies to military, reserves, voluntary and emergency workers.	<ul style="list-style-type: none"> <li>• A letter on headed paper describing the deployment including dates.</li> </ul>
<b>DOMESTIC DISRUPTION</b>	This only applies to examinations unless the circumstances are exceptionally severe.	<ul style="list-style-type: none"> <li>• A letter from an appropriate, independent professional or authority describing the relevant circumstances and how they may have impacted on your studies.</li> </ul>
<b>EMPLOYMENT</b>	If you are a part-time student and an unexpected or exceptional work commitment does arise, this may be considered an extenuating circumstance.	<ul style="list-style-type: none"> <li>• A letter on headed paper from your employer detailing the unexpected or exceptional circumstances.</li> </ul>
<b>FINANCIAL PROBLEMS</b>	If you feel that the that the cost-of-living crisis is having an impact on you and your studies.	<ul style="list-style-type: none"> <li>• Medical note for stress</li> <li>• Student Wellbeing Letter relating to stress</li> <li>• Application for Hardship fund</li> <li>• Bills/final demands</li> <li>• Letters rescinding funding e.g. scholarship</li> </ul>
<b>FLUCTUATING MENTAL HEALTH OR LONG-TERM MEDICAL CONDITIONS</b>	You must be registered with the Student Wellbeing Services of the university and have a Greenwich Inclusion Plan (GIP) which confirms and supports that you have a fluctuating mental health condition and/or long-term medical condition. For more information see <a href="#">Accessing Greenwich Inclusion Plans</a> .	<ul style="list-style-type: none"> <li>• Your Greenwich Inclusion Plan.</li> <li>• For more information on how to use your GIP as evidence, click here: <a href="#">Greenwich Inclusion Plan (GIP) and Extenuating Circumstance (EC) Claims   Articles   University of Greenwich</a></li> </ul>
<b>HOSPITALISATION</b>	If you've been hospitalised at short notice and can't submit a claim yourself, please contact your personal tutor for help in submitting the claim on your behalf.	<ul style="list-style-type: none"> <li>• A medical letter or certificate from the relevant hospital confirming the nature and severity of your circumstances.</li> <li>• The hospital discharge summary</li> </ul>

<p><b>ILLNESS, INJURY OR MEDICAL TREATMENT including MENTAL HEALTH (1)</b></p>	<p><b>WHEN YOU ARE AFFECTED:</b></p> <p>Your evidence should describe your illness, injury or medical treatment and the likely impact it's having on your ability to prepare for and/or undertake your assessment.</p> <p>Medical evidence must be obtained from the person, practice or institution that diagnosed or assessed the illness/injury at the time it occurred. Evidence that you reported you were unwell after the event or illness occurred, or which doesn't include a clear diagnosis, is unlikely to be accepted.</p> <p>Please don't submit images of prescriptions and medication or of body parts (including photos of sustained injuries, x-rays, ultrasound scans, etc.). They can't be accepted as evidence for a claim and could be distressing for the staff viewing your evidence.</p> <p>COVID: Claims related to Covid can only be made as follows:</p> <ul style="list-style-type: none"> <li>• For exams/on-campus assessment you can submit an EC for a <b>DEFERRAL ONLY</b>.</li> <li>• For coursework type assessment you can submit an EC for an <b>EXTENSION ONLY</b>.</li> </ul>	<p>Evidence must state the time and duration of your circumstances and include a clear medical opinion. It can be one or more of:</p> <ul style="list-style-type: none"> <li>• An original medical certificate</li> <li>• A letter from an appropriate medical professional</li> <li>• A letter from the University Counselling Service – the University Counselling Service can only provide letters for extenuating circumstances claims if you are registered with the service and have received support over a period relevant to your claim.</li> </ul> <p>If you are in the UK and attending university and are unable to provide suitable evidence, you must complete the online <a href="#">student notification form</a> and upload a screenshot of this as your evidence. If you are overseas, you must provide evidence from country of residence of your Covid diagnosis.</p> <p>We will <b>not</b> be able to accept the following:</p> <ul style="list-style-type: none"> <li>• Letters of appointment</li> <li>• Images (including x-rays')</li> <li>• Prescriptions</li> <li>• Medication</li> </ul>
<p><b>ILLNESS, INJURY OR MEDICAL TREATMENT including MENTAL HEALTH (2)</b></p>	<p><b>WHEN A FAMILY MEMBER IS AFFECTED:</b></p> <p>This is generally expected to apply to serious injury or illness in a child, sibling, parent, spouse or partner. Consideration of a serious injury or illness in a wider family member (such as grandparent, aunt, uncle etc) or close friend would require evidence to support your role as the primary carer and/or the closeness of the relationship.</p>	<p>A medical certificate or letter from an independent medical professional confirming the nature and severity of the family circumstances and the impact it is having on your ability to undertake your assessment.</p>
<p><b>JURY SERVICE</b></p>	<p>If you are asked to undertake Jury Service, you must make a request to the Court for it to be deferred. It is only if this request is refused that your extenuating circumstances will be considered acceptable.</p>	<p>If you are asked to undertake Jury Service, you must make a request to the Court for it to be deferred. It is only if this request is refused that your extenuating circumstances will be considered acceptable.</p>
<p><b>PATERNITY/PARENTAL LEAVE</b></p>	<p>Must be unforeseen – i.e. adoption leave after being informed a child will be placed, or in the event of a premature birth.</p>	<ul style="list-style-type: none"> <li>• Evidence of the placement of a child via adoption at short notice, or</li> <li>• Birth certificate showing DOB &amp; relationship to student and MAT1B demonstrating the expected week of childbirth (EWC)</li> </ul>

<b>PREGNANCY</b>	If you become pregnant or your partner becomes pregnant, you may need to submit extenuating circumstances claims for appointments. Helpful advice is in our <a href="#">Pregnancy &amp; Maternity Policy</a> .	You will need to provide an appointment letter or medical letter.
<b>REPRESENTING THE UNIVERSITY AT A NATIONAL EVENT</b>	Your supporting statement must explain why the event should be considered as significant.	A letter of confirmation from the relevant organising body.
<b>SPECIFIC LEARNING DIFFICULTIES (SpLD)</b>	If you have a Specific Learning Difficulty (SpLD) and have a Greenwich Inclusion Plan (GIP) that permits you extra time in exams, you can submit a copy of your GIP as evidence to support a claim for an extension of time to submit coursework. For more information see <a href="#">Accessing Greenwich Inclusion Plans</a> .	<b>Your Greenwich Inclusion Plan.</b> For more information on how to use your GIP as evidence, click here: <a href="#">Greenwich Inclusion Plan (GIP) and Extenuating Circumstance (EC) Claims   Articles   University of Greenwich</a>
<b>UNIVERSITY ADMINISTRATIVE OR PROCEDURAL ERROR</b>	An administrative or procedural error by the university which has a significant, negative impact on your ability to study for or undertake an assessment.	You will need to provide emails and/or screenshots of the irregularity.