

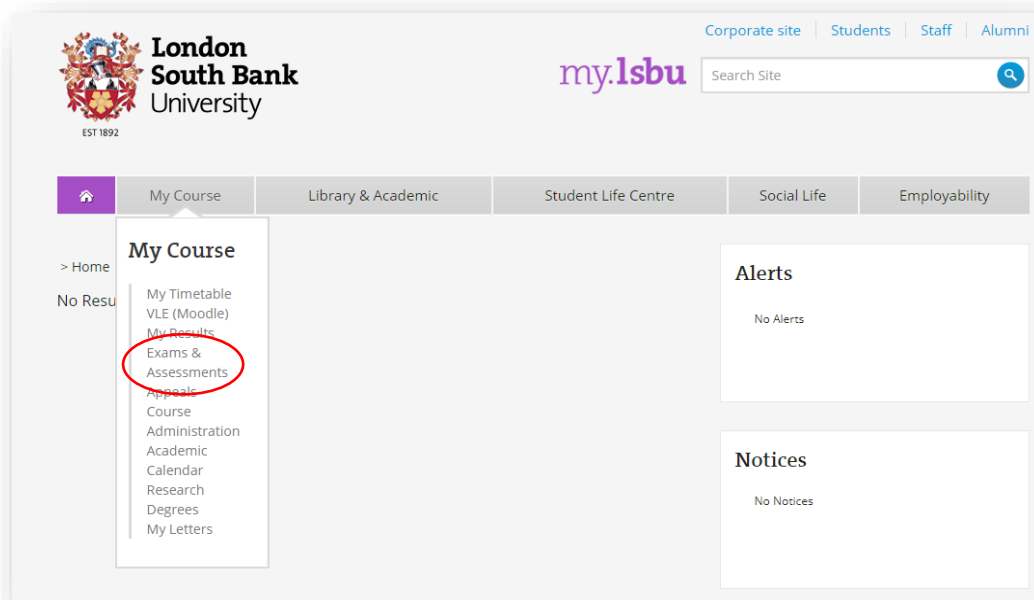


***Applying for Extenuating Circumstances:  
The Step by Step Guide***

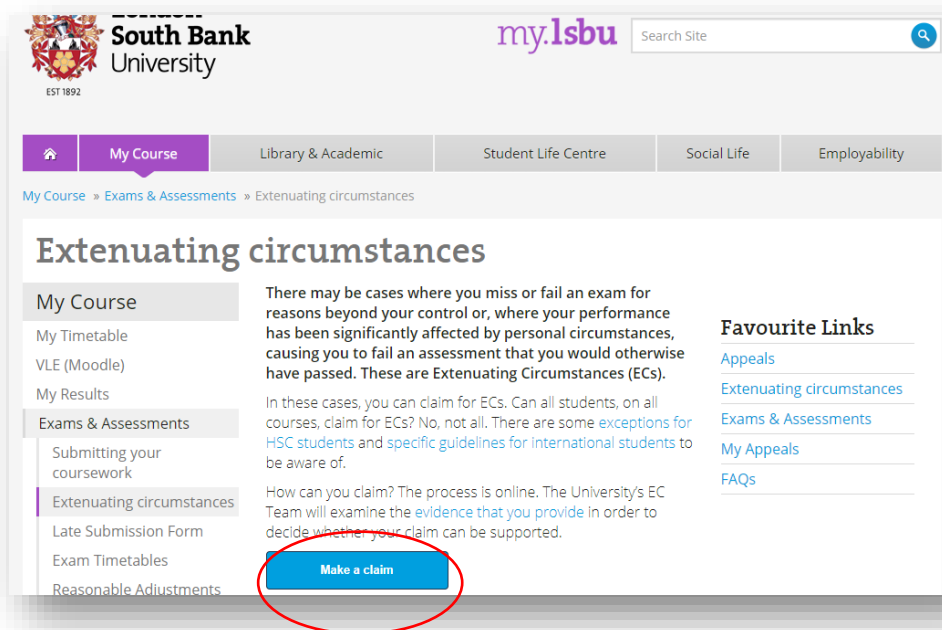
London South Bank Students' Union Advice Service

## Step 1: Log in to your student portal

To access the form, log in to your student portal, click on *My Course* and choose *Exams and Assessments* from the drop-down menu. <https://my.lsbu.ac.uk/my/applicant/My-Course/Exams-Assessments>



A new menu will appear, select *Extenuating Circumstances* and press the blue 'make a claim' button



## Step 2: Personal details

You've found the form and now it's time to fill it in. Your personal details will automatically appear on the claim. If you spot any mistakes, please update them by following the link on the page, or by contacting the [Student Life Centre](#).

The screenshot shows the top of a form for London South Bank University. It includes the university's crest and name, a 'Data Protection' notice, and a section titled 'Part A Personal Details'. This section contains several fields for personal information, all of which are redacted with black boxes. The fields are: Student ID, First Name, Surname, Post Code, Date of Birth, Year / Level, LSBU Email, Phone, Home, Phone, Mobile, Course Code & Title, Course is, School, and Academic Period.

## Step 3: Disability and Dyslexia (DDS) Support

Students registered with the University's DDS team must tick the box in *part A* to make the extenuating circumstances team aware. Those not registered should leave this box blank. If you believe you need reasonable adjustments, please book an appointment with the [Student Life Centre](#) to discuss with one of their advisors.

This screenshot shows a section of the form with a red arrow pointing to a checkbox. The checkbox is labeled 'Tick box if you have DDS arrangements in place'. Below it is a link: 'If any of these details are incorrect, please update them [here](#)'. The main question is: 'Does your claim relate to a disability, Specific Learning Difficulty or a medical or health condition, including mental health that has a long-term and substantial negative effect on your ability to carry out day-to-day activities? (Long term is defined as 12 months or more)'. There are three radio button options: 1. 'Yes. Your details will be passed to the Disabilities and Dyslexia Service (DDS) or Mental Health and Well Being (MHWB) team who will contact you to discuss what, if any, support needs you may have.' 2. 'No. However, the Extenuating Circumstances Team has a duty under Equalities Legislation to pass your details to DDS or MHWB teams if your statement and/or supporting evidence provides information that could reasonably be considered disclosure of a disability, Specific Learning Difficulty or a long-term medical or health condition, including mental health.' 3. 'Yes, but do not pass my details to the Disabilities and Dyslexia Service (DDS) or Mental Health and Well Being (MHWB) teams. (DDS or MHWB will not be passed your details. By choosing this option you accept that this may prevent or limit disability-related support that you may be eligible for. You can review this decision and can choose to contact the DDS or MHWB teams at a later date.) However, the Extenuating Circumstances Team has a duty under Equalities Legislation to pass your details to DDS or MHWB teams if your statement and/or supporting evidence provides information that could reasonably be considered disclosure of a disability, Specific Learning Difficulty or a long-term medical or health condition, including mental health.'

Please note that all students, whether they are registered or not, will need to declare if their claim relates to a disability or an ongoing condition.

## Step 4: Select assessments

To select an assessment, click *Add Module* and choose the module name from the drop-down menu. You can apply for more than one assessment on the same form as long as the submission dates are no more than a few weeks apart.

Next step is *type of assessment*. Here you need to clarify if it's coursework, a presentation, or an exam. Once you've chosen the correct assessment type, include the original submission date and select if the assignment has been completed (meaning if you have already handed it in). Lastly, please indicate whether it's your first, second or third attempt.

In Part C, you will also need to indicate what your extenuating circumstances relates to e.g serious personal illness.

London South Bank University  
EST 1892  
Or visit: the Student Life Centre helpdesk in the Student Centre. **BEFORE SUBMITTING**

### Part B Assessment Details

Please list the examinations/assignments for which you wish to claim extenuating circumstances (you must specify the precise modules and assessments to which your claim relates)

Modules

Module code, session & title	Type of assessment	Date of exam or coursework submission	CW / Exam completed	Select attempt number
		09 Jan 2020		

[Add Module](#)

### Part C Your Extenuating Circumstances

Do the extenuating circumstances relate to:

- Serious personal illness
- Death or serious illness of a member of your immediate family or another person with whom you had a close relationship
- Serious disruption to public transport preventing your attendance at an examination
- Other

Please describe the specific circumstances and how they affected your performance in the examination(s) or assessment(s)

## Step 5: Explain why you need extenuating circumstances

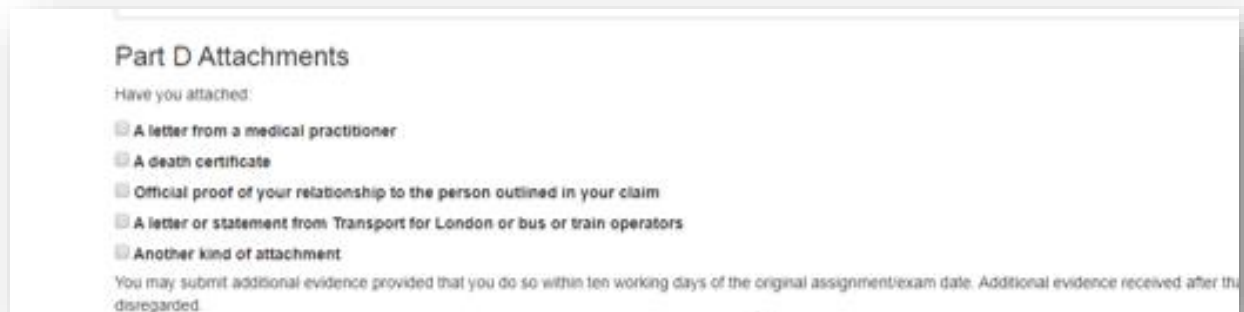
In this section, you need to explain how your circumstances have affected your studies, performance or ability to attend the assessment(s). Be specific and detailed; you cannot assume that the University know how you feel, or will know the symptoms or difficulties associated with your issue. *If your claim is outside of the time frame, it's important you give a valid reason for the delay.*

London South Bank University  
EST 1892  
 Other

Please describe the specific circumstances and how they affected your performance in the examination(s) or assessment(s)

## Step 6: Upload evidence

In Part D, you will need to select the 'type' of attachment you are uploading. You should only select one of the options if you are attaching a document as otherwise the form will error. Please note that without evidence it is unlikely that your claim will be accepted.



**Part D Attachments**

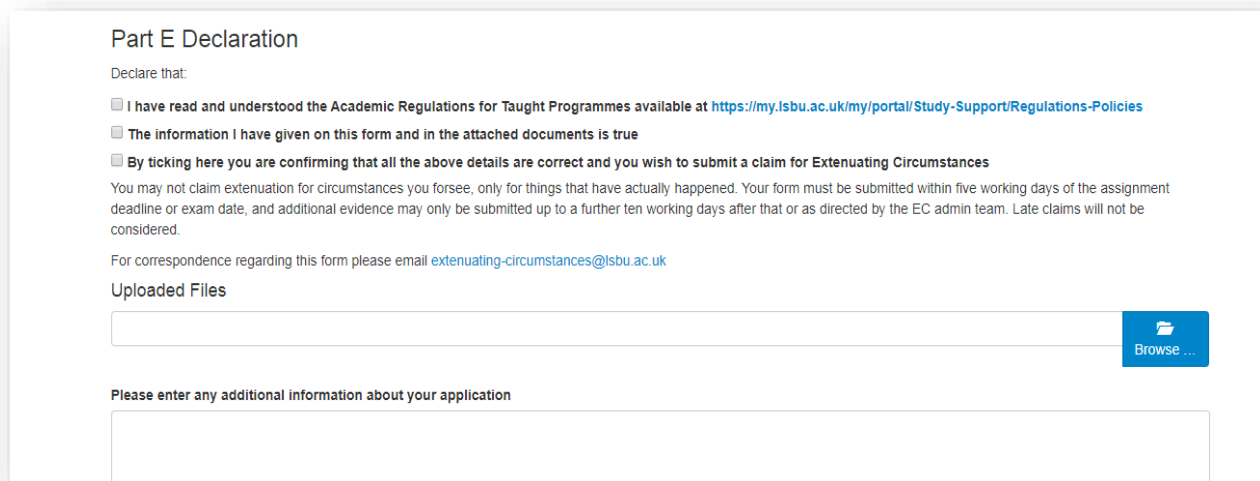
Have you attached:

- A letter from a medical practitioner
- A death certificate
- Official proof of your relationship to the person outlined in your claim
- A letter or statement from Transport for London or bus or train operators
- Another kind of attachment

You may submit additional evidence provided that you do so within ten working days of the original assignment/exam date. Additional evidence received after this date will be disregarded.

To upload your evidence, click *browse*, locate the document on your computer and select *upload*. Please ensure your evidence has an identifiable file name, especially if you are providing more than one piece of evidence. This makes it easier for the extenuating circumstances team to review your submission.

You will also need to complete Part E – declarations that you have understood the Academic procedures and that the information on your form is correct. You can also include any additional information that you wish to share with the team regarding your situation.



**Part E Declaration**

Declare that:

- I have read and understood the Academic Regulations for Taught Programmes available at <https://my.lsbu.ac.uk/my/portal/Study-Support/Regulations-Policies>
- The information I have given on this form and in the attached documents is true
- By ticking here you are confirming that all the above details are correct and you wish to submit a claim for Extenuating Circumstances

You may not claim extenuation for circumstances you foresee, only for things that have actually happened. Your form must be submitted within five working days of the assignment deadline or exam date, and additional evidence may only be submitted up to a further ten working days after that or as directed by the EC admin team. Late claims will not be considered.

For correspondence regarding this form please email [extenuating-circumstances@lsbu.ac.uk](mailto:extenuating-circumstances@lsbu.ac.uk)

Uploaded Files

Please enter any additional information about your application

## Step 7: Submit claim

Once you have filled out the form and uploaded your evidence, click *next*. A copy of your claim will now appear on your screen, allowing you to check for mistakes prior to submission. If you detect any errors, or want to edit your description, simply click *back*. When you are happy with your extenuating circumstances claim, press *submit*.

## **Tips for completing the form**

- **The form can time out!** The form will only be live for around 30 minutes. If you have not finished completing the form in this time period, it is likely the form will time out and your submission will be lost.
- **Prepare your text in advance!** We recommend writing your description of your circumstances in a word document prior to completing the form online.
- **Prepare your Evidence.** Before completing the form, make sure you have your evidence documents scanned, files named appropriately and ready to upload to the form.
- **Check for a confirmation email.** If the form is submitted successfully, then you will receive an automated email from the extenuating circumstances confirming receipt of your extenuating circumstances. If you have not received this email then please get in touch with the extenuating circumstances team.

## **Frequently asked questions**

### **I have received an error message, what do I do?**

If you encounter any technical issues, please take a screenshot of the error message and email it to the extenuating circumstances team to make them aware: [extenuating-circumstances@lsbu.ac.uk](mailto:extenuating-circumstances@lsbu.ac.uk).

### **I don't have any evidence yet, can I still submit the form?**

If you are waiting for evidence, such as a letter from your GP, you can still submit the form as long as you make the team aware. You may want to indicate this in the '*additional information*' section at the bottom of the form. In most cases, a request for further evidence will be sent to you with a deadline for uploading the documents. When attaching additional evidence, log in to your existing claim to avoid duplicating your submission.

### **I am past the deadline, is it still possible to apply?**

The deadline for submitting an extenuating circumstances claim is within five working days of the assessment date. While late claims may be considered, it's crucial you have evidence to support the reason for the delay, otherwise it will be rejected as being out of time. If you are applying for multiple assessments, there is usually a deadline for the semester – please check the [Academic Calendar](#) for further information.

### **When can I expect a response?**

The extenuating circumstances team aims to send you an outcome within 10 working days. However, if further information is required or if they are receiving a higher number of claims, it will take longer.

### **What happens if my claim is supported?**

A supported claim for a first attempt gives you the opportunity to redo the assessment without the mark being capped at the pass mark. In addition to this, many courses also allow late submissions whereby students can hand in two weeks after the deadline, but please note **this rule does not apply for students studying in the School of Health and Social Care.**

## **Need further help?**

If you need help in submitting an extenuating circumstances form or wish to discuss your case with an advisor you can find more information on how to access the Students' Union Advice Service by visiting: <https://www.lsbsu.org/advice/academic-advice>