

EXCEPTIONAL FACTORS

Where do I start?

Exceptional Factors are unexpected events which have a serious impact on your studies by preventing you from attending, completing or submitting an assessment on time; or by significantly affecting your performance in an assessment.

In general, they must be severe, unexpected or unpreventable, relevant to the time of the assessment and evidenced by independent documentation. Find the complete Exceptional Factors guidelines via the link on the Students page, www.mmu.ac.uk/students.

An Exceptional Factors Panel will not increase your marks or degree classification. If your evidence is accepted, you will normally get extra time to complete your assignment or the chance to sit an examination again.



Visit a Hub if you need assistance



Student Hub

www.mmu.ac.uk/studenthub

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Submitting a request

The EF1 request form is available online (link on front of this card) or from your Student Hub. Forms should be submitted, along with all necessary documentary evidence, to the appropriate Student Hub.

Your evidence should normally be signed by an appropriate third party such as a GP, police officer, solicitor or university counsellor who is able to provide objective and impartial information. The Advice Centre at the Union MMU can provide guidance if you are uncertain about appropriate evidence.

Exceptional Factors requests are reviewed regularly throughout the year. Schedules vary by faculty.

The reviewers will decide whether the circumstances described by you are valid and whether or not they are likely to have adversely affected your performance. You will receive notification of the decision within 5 working days of the review. If not accepted, you may use the Academic Appeals procedure once you receive your official results.

Generally, with the exception of unexpected flare-ups, long-term illness or disability does not trigger exceptional factors as it should be planned for by working with Disability Service.

Student Support Officers: www.mmu.ac.uk/sas/student-services/student-support-officers.php

Student Hubs: www.mmu.ac.uk/studenthub

Academic Appeals: www.mmu.ac.uk/sas/student-services/appeals/index.php

Disability Service: www.mmu.ac.uk/disabilityservice

Your Advice Centre: www.theunionmmu.org/your-advice-centre

*Please remember this is only an overview.
For the most complete and up to date information
speak with an Advisor at your nearest Student Hub.*