

Code	Description of Exceptional Factors	Evidence Required
A2	<p>ILLNESS OF A DEPENDENT/RELATIVE Acute illness, injury, or incident or exacerbation of long term or chronic condition, affecting a person or persons which required the close and frequent attention of the student on the date the assessment element was due to be undertaken or submitted, and where no other person might reasonably be expected to have supplied that attention</p> <p><u>OR</u></p> <p>Acute illness, injury, or incident or exacerbation of long term or chronic condition, affecting a person or persons who require the close and frequent attention of the student, and where no other person might reasonably be expected to have supplied that attention, during the period she/he might reasonably have been expected to give time to the production of the assessment element.</p> <p>An explanation must be included why the student's personal attention was required and there was no one else available to provide support.</p>	<p>A + (C or F) Or A only If A only, this will be cross-referenced to the student's history in this regard, and the validity of such evidence will lessen if used more than once.</p>
A3	<p>BEREAVEMENT If the student has been affected by a death of someone other than a close relative, (partner, parent, child, close family member), there will be a requirement to clarify the relationship to the deceased and the impact upon performance in assessment.</p>	<p>A + E</p>
A4	<p>PERSONAL/EMOTIONAL PROBLEMS AND TRAUMA This can include a whole range of issues and can include separation from spouse/partner, conflict with others, acute examination stress etc. The statement must verify how the student has been affected and what impact this has had upon assessment. It is not sufficient to just state that the circumstances have occurred.</p> <p>Examination stress is a common experience and not considered an exceptional factor (unless in an acute form which can be documented either by a counsellor or a doctor). The typical symptoms include: anxiety, nausea, sleep disturbances, etc, which are not considered to be good reasons for missing an examination. You are advised to seek support in preparing for examinations from Skills On-Line via Moodle or by contacting your Faculty Student Support Officer. You can find out who this is at http://www.mmu.ac.uk/sas/studentservices/student-support-officers.php</p>	<p>A + (B or F or G)</p>
A5	<p>VICTIM OF CRIME The student was the victim of a crime that has been reported to the appropriate authority for investigation and that crime was likely <i>either</i> to have prevented the student's attendance on the date the assessment element was due to be undertaken <i>or</i> to have prevented the student from submitting the assessment element on the due date, <i>or</i> to have affected his/ her performance during the period the student might reasonably have been expected to give time to the production of the assessment element.</p> <p>It is acknowledged that in certain circumstances victims of crime will not have contacted the Police, in such circumstances evidence from a counsellor or doctor will be accepted.</p>	<p>A + N</p>
A6	<p>PLACEMENT ISSUES This problem will most typically affect students on placements of a nature which can be emotionally distressing (e.g., counselling, social work, etc.). These students often have to submit work based on taped interviews with clients. It is often the case that certain interviews cannot be taped or clients fail to turn up for interviews which can delay completion of the work.</p>	<p>A + M</p>
A7	<p>COURT ATTENDANCE This can include tribunals, jury service and the requirement to attend court as a witness, defendant or plaintiff.</p>	<p>A + H</p>
A8	<p>WORK COMMITMENT (Part-time students only) The University appreciates that many students work to finance their studies however full-time students will not normally be eligible to claim for work-related Exceptional Factors. It is the student's responsibility to decide whether he/she can comply with the requirements of the course before enrolling at the University. Part-time students should only submit Exceptional Factors if the work requirement is unexpected and/or non-negotiable.</p>	<p>A + P</p>

Code	Description of Exceptional Factors	Evidence Required
A9	<p>FINANCIAL PROBLEMS Students may experience financial problems while studying at University. However, these cannot normally be considered as Exceptional Factors unless they are exceptional, e.g. bankruptcy. Problems with the payment of University fees will not be admitted as exceptional factors.</p>	A + Q
A10	<p>COMPUTER PROBLEMS Computer problems experienced due to the failure of University network systems will only be considered if the network failure exceeds 24 hours. Students should plan to finish and submit coursework prior to the deadline in order to limit the impact of such a problem.</p> <p>Routine computer problems such as viruses, disk corruption, printer problems, and short term network problems are not acceptable as Exceptional factors. Students are expected to take proper precautions and make back up copies of data.</p>	A + R
A11	<p>TRANSPORT PROBLEMS Difficulties with transport will only be considered if it can be demonstrated that they were severe and unpredictable i.e. an unexpected and sudden closure of the rail network.</p> <p>Students are expected to make adequate preparations to ensure that assessments are submitted and/or an examination is attended on time. This includes allowing for public transport strikes or delays, road closures or problems with private transport such as a car breakdown or traffic jam.</p>	A + T + V
A12	<p>REPRESENTING COUNTY OR COUNTRY AT SPORT Where a student selected to represent country or county at sporting event which required absence from the University on the date the assessment element was due to be undertaken or submitted, or for at least five consecutive working days during the period she/he might reasonably have been expected to give time to the production of the assessment element.</p>	A + L
A13	<p>OTHER SERIOUS CIRCUMSTANCES The list of Exceptional Factors is not exhaustive and the University appreciates that other serious Exceptional Factors may arise which are not detailed in this policy. If a student feels that he/ she has been seriously affected by circumstances not covered in appendix A which meet the absolute criteria then an Exceptional Factors Form in accordance with this policy should be submitted. The relevant Student Life Office should be consulted for advice about the requirements for independent documentary evidence in these circumstances.</p>	A + U

Appendix B: Exceptional Factors – Guidance on Types of Evidence

A	The student's statement of case.
B	<p>Medical Certificate signed while the illness or incident was affecting the student, or other medical evidence such as copies of prescriptions, certificates of attendance at surgery or hospital, a doctor's opinion given after receiving the student's permission to release information.</p> <p>The Medical Certificate cannot just state that the student was unwell; it must be a confirmed diagnosis by the doctor and be specific about the nature of the illness and the likely impact it has had. The date of the certificate is important. It must be clear that you visited the doctor during the period of illness, not afterwards. Post-dated medical evidence and self-certificates will not be accepted.</p>
C	<p>Medical Certificate signed while the illness or incident was affecting the other person, or other medical evidence, together with a statement by the student about the nature of the relationship, explaining why their personal attention was necessary and why no other person could reasonably be expected to have provided attention.</p> <p>The Medical Certificate cannot just state that the person concerned was unwell; it must be a confirmed diagnosis by the doctor and be specific about the nature of the illness. The date of the certificate is important. It must be clear that the person concerned was diagnosed by a doctor during the period of illness, not afterwards. Post-dated medical evidence and self-certificates will not be accepted.</p>
D	<p>Midwife report (or similar) which demonstrates that specific complications have arisen in the pregnancy, which have impacted on the student's ability to perform the assessment.</p> <p>Evidence of medical appointments.</p>
E	<p>Death Certificate/ Coroner's Report.</p> <p>The University appreciates that Death Certificates are often difficult to obtain. However the requirement to see this documentation is in order to prevent fraudulent claims. The Death Certificate will be photocopied and the copy will be signed by the accepting administrator and the original returned to the student.</p>
F	Corroboration from a person with whom the student has a professional, not a personal, relationship (e.g., signed copy from a professional counsellor/ doctor external to the University; professional counsellor/ doctor in MMU Student Services). This may include the student's personal tutor.
G	Corroboration by a member of the student's family.
H	<p>Official correspondence from the Court or Tribunal Authority confirming attendance.</p> <p>Solicitor's letter detailing the nature and dates of the legal proceedings.</p>
J	Letter of corroboration (that must explain why the commitment was non-negotiable and/or unanticipated) signed by the student's line manager or supervisor, or by an appropriately senior and authorised representative of the relevant organisation.
L	Letter from the appropriate sporting association or authority that explained why the absence was necessary.
M	Signed letter from the placement provider explaining the nature of the problem.
N	Corroboration of the reported crime from the Police or other investigating authority (e.g., copy of the Police/ crime report; signed copy from a professional counsellor/ doctor external to the University; professional counsellor/ doctor in MMU Student Services).
P	Signed letter from the employer confirming the commitment and duration of the work and that the work could not have been undertaken by another member of staff.
Q	Official confirmation of bankruptcy proceedings or similar.
R	Confirmation from member of MMU IT Services.
T	Confirmation from a transport official and proof of travel arrangements such as a ticket, booking confirmation or compensation claim.
U	The Chair of the Exceptional Factors Panel shall seek advice from the Assistant Director of Student Services (Student Administration). Such advice shall include questions of what evidence would be appropriate to support the exercise of Chair's action in determining whether such extenuating circumstances can be valid.
V	Corroboration from a relevant and appropriate source.