



If the unexpected happens...

What to do when **Exceptional Circumstances** affect your ability to undertake assessments

Tell someone

You should speak in confidence to someone you trust at the earliest opportunity, who should be able to listen and advise you on your options. People you can talk to include:

- Hull York Medical School Student Support Team
- An academic supervisor
- University Student Support Services
- University Disability Services

Why is it important to raise issues at the time?

It is always best to seek help at the earliest opportunity if you are experiencing difficulties that are impacting on your academic performance. If your circumstances prevent you from sitting an exam or submitting on time, you run the risk of failing to perform to a certain standard and potentially failing a module. This could result in a lower degree classification or even lead to you being discontinued from your course.

Once this has happened, it is very difficult to successfully appeal the decision if you did not submit an Exceptional Circumstances claim form at the time. So if you are experiencing

difficulties it is best to speak to someone rather than trying to cope on your own - use the processes in place that are there to help you and contact [Hull York Medical School Student Support Team](#) as soon as possible. Supporting students is at the heart of all our programmes and we are aware that there may occasions when you may need a little more support to make your journey that bit easier. The Student Support Team are there to offer support and advice when needed.

If you let someone know that you are having difficulties, there are processes in place to help.

You can submit a claim for Exceptional Circumstances which can result in:

- being offered the opportunity to take an exam again “as if for the first time” at the next assessment opportunity
- being offered an extension to a submission deadline

Will my circumstances be considered ‘Exceptional’?

Exceptional circumstances are medical or personal issues that a student may encounter,

which are **serious** and **unusual**, go beyond the normal daily challenges experienced in academic study. They are usually **unpredictable** (i.e. the student could not reasonably have been expected either to avoid, or to allow for them in planning assessment work or preparation) take place in **close proximity** to an assessment or deadline and that **seriously impaired** a student's academic performance during the assessment period for which they are claiming.

Examples include:

- exceptional medical and personal circumstances
- close bereavement
- being a victim of serious crime
- disabilities for which reasonable adjustments are not yet in place

Examples of circumstances that are specifically **not** considered exceptional include:

- minor illness
- computer/printer problems
- submitting the wrong file
- misreading the exam timetable

How do I make a claim?

You should first read the Policy on Exceptional Circumstances affecting Assessment and Examination, available via the School [website](#), under student policies, before completing the Exceptional Circumstances Claim Form.

A completed form, with evidence, should be submitted electronically to exceptional.circumstances@hyms.ac.uk at the time that the circumstances arise and before the exam date or assessment deadline if possible. The claim should be sent from your School email address.

For **clinical** exams, students declare themselves '**Fit to Sit**' by attending and taking part in an exam. A claim of exceptional circumstances for this type of exam *cannot* be made once the exam has been sat.

For **non-clinical** exams and all extension requests relating to assignment submissions, claims must be **received no later than ten working days after the affected assessment or original submission deadline**.

For more information on types of assessments and 'Fit to Sit', refer to the [Policy on Exceptional Circumstances affecting Assessment and Examination](#)

What evidence do I need to provide?

Exceptional circumstance claims cannot be approved without appropriate evidence.

It is important that you seek support as soon as possible (e.g. from a doctor, counsellor, Student Support or other relevant service) to help with your circumstances and to provide evidence.

Evidence should:

- be submitted with the claim form or otherwise at the earliest opportunity and normally within ten working days of a claim submission
- give direct confirmation of the circumstances leading to the submission of your claim, from which it is possible to infer their effect on your ability to engage with work in general or assessment tasks in particular

Disclosure of information

In the best interests of all students, where information is disclosed of a specific nature that would give rise to **safeguarding, fitness to study and/or fitness to practise concerns**, this *may* result in a referral by the Case Management Group to an appropriate panel or Committee for further consideration or investigation.

Any questions?

If you are not sure, ask the School Student Support Team: student.support@hyms.ac.uk

Tel Hull: 01482 463074

Tel York: 01904 321695