

Exceptional Circumstances Evidence Table – 2022/2023

Reason Code	Type of EXCEPTIONAL CIRCUMSTANCES reported	Examples and evidence required
1	Serious/Urgent physical or mental health condition at the time of assessment	<p>Broken Limb Influenza “flu” Clinical depression</p> <p><i>You can self-certificate (link on the previous AskHerts page) for an urgent medical condition provided that it meets the criteria detailed in the form</i></p> <p><i>For illnesses not covered by self-certification you will need to provide medical evidence</i></p> <p>N.B. This is not for disabilities that are already recognised as these are covered in Section 2</p>
2a	Disability including mental health disabilities. You were unable to take the assessment for reasons directly related to your disability / mental health.	<p>You need to provide evidence of the impact of a disability or mental health condition at the time of assessment as the diagnosis alone is not valid grounds for Exceptional Circumstances. If you have an SNA related to a chronic condition, you should approach Wellbeing for guidance on how to submit a request.</p> <p><i>You can self-certificate (link on the previous AskHerts page) for an exacerbation of issues caused by your disability or chronic condition provided that it meets the criteria detailed in the form</i></p>
2b	An agreed adjustment as described in a Study Needs Agreement (SNA) was not implemented.	

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<p>3a</p> <p>3b</p>	<p>Death and Bereavement</p> <p>Death of a significant relative or of a close friend close to the assessment date.</p> <p>Attendance at a funeral at the time of the assessment.</p>	<p>You should try to obtain documentary evidence of the death and explain the relationship if that is not immediately clear as we recognise that families are all different. <i>If this is impossible you may self-certificate (link on the previous AskHerts page) detailed in the form.</i></p> <p><i>An Order of Service for the funeral or statement from a religious/humanist officiant is sufficient.</i></p> <p><i>If your Personal Tutor has been aware of this situation, you may ask for a statement of support from them.</i></p>
<p>4</p>	<p>Serious personal/domestic problem (not medical)</p>	<p>Separation from spouse/partner, a victim of crime, eviction or housing crisis within the semester, loss of formal sponsorship.</p> <p><i>You may provide evidence from a Police Report, Housing Officer report or similar relevant to the situation. This must relate to the current assessment period.</i></p> <p><i>If your Personal Tutor has been aware of this situation, you may ask for a statement of support from them. Students with a WASS Adviser may request a statement of support from the Adviser.</i></p> <p><i>If you are formally sponsored by an individual or organisation and funding is unexpectedly withdrawn, you should provide evidence from that person or organisation.</i></p>
<p>5</p>	<p>Exceptional Transport problem</p>	<p>A serious or out of the ordinary rail delay or road traffic accident, snow causing serious or out of the ordinary delays to traffic on the day you were due to travel to the exam or assessment.</p> <p><i>You should provide evidence from police, traffic or weather reports or your transport ticket.</i></p>

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6	Serious illness in the family	<p><i>You can self-certificate (link on the previous AskHerts page) for this to explain the situation and/or the impact that this has had on your ability to submit/sit the assessment.</i></p> <p><i>For situations not covered by self-certification you will need to provide medical evidence.</i></p>
7	Commitment outside of the student's control	<p>Emergencies, including an unexpected loss of childcare or other carer support on the day of an assessment.</p> <p><i>You should provide a statement from the Nursery or childcare provider</i></p>
8	Work commitments	<p>For students registered as a part-time student or studying on a degree apprenticeship programme only.</p> <p><i>You should provide evidence from your employer that explains how your work commitments impacted on your ability to sit or submit your assessment</i></p>
9	Religious reasons	<p>Where activity is proscribed or limited due to religious requirements.</p> <p><i>You should provide evidence from your religious leader that explains the circumstances.</i></p>
10	Holidays	<p>You can apply for Exceptional Circumstances only if a holiday was booked before acceptance onto a University of Hertfordshire course.</p> <p><i>You should provide dated booking details</i></p>
11	Re-instatement following barring of access to StudyNet	This only applies if a student has not already been withdrawn
12a	Computer Problems For online or SDL students: Failure of own computer or software – leading to loss of time to complete coursework, loss of files/data/work	For online students: screencap showing failure that must show time and date.

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	For on-campus students, failure of own computer can only be considered where students did not have access to on-campus facilities	For on-campus students, evidence of failure of own facilities (e.g. screencap showing date and time, AND evidence of closure of on-campus facilities or evidence for not being able to travel to campus for substantive part of the assessment period.
12b	Failure of UH/partner supplied equipment, infrastructure or software.	Evidence of communications from UH/Partner confirming failure of equipment, infrastructure or software
12c	<p>For students unable to access and/or submit an assignment (not related to debt):</p> <p>Failure or restricted operation of equipment, infrastructure (could be ISP or power failure, or failure of 3rd party online assessment system/invigilation) or other software affecting ability to upload coursework.</p>	<p>Evidence of failure or lack of access (e.g., communications with 3rd party, public status reports etc). Any screenshots or screengrabs must show time and date.</p> <p>An upload error resulting from incorrect file type or size is not grounds for exceptional circumstances. Students are expected to prepare files that adhere to Canvas size restrictions and any file restrictions set by the tutor.</p>
12d	<p>For students who have started an online test (including practice quiz) but not able to complete:</p> <p>Technical or other difficulties that prevent completion once a quiz, online test or exam has been started</p>	<p>Evidence of technical or other difficulties. Any screenshots or screengrabs must show time and date.</p> <p>Students must complete the exceptional circumstances request and submit it, via Student Portal, by midnight (GMT applies) on the day following the quiz/test/exam.</p>