

# Acceptable reasons for using the support processes for personal circumstances

**Student and Academic Services**

**July 2018**

## Evidence requirements

You must provide original, independent documentary evidence. This must show that your personal circumstances were out of your control and could not be prevented.

- The evidence must be dated and correlate with the dates of the assessment.
- Evidence must be in English with any translation of supporting documentation organised and financed by you and undertaken by an authorised translator.

You may be able to use a local authority translation service such as the one [provided by Bristol City Council](#).

Acceptable reasons for using the support processes for personal circumstances	Example of appropriate evidence
<b>Serious personal accident, injury or illness (including mental health) of self, close family member or significant other.</b>	Medical certification, hospital letters, hospital appointments, copy of prescription or medication, letter from a counsellor.
<b>Death or anniversary of death of close family member / significant other</b>	Death certificate, order of service, newspaper announcement or corroboration from a member of the student's family. Where appropriate, additional information on the location of a funeral, and any requirements for religious observance may be helpful.
<b>Serious personal disruption:</b> major household problem, fire, burglary, requirement to appear in court victim of a crime, court attendance, relationship breakdown, unanticipated or non-negotiable commitment to duties associated with an elected office, membership of a voluntary organisation or service with reserve forces.	Independent (third party) evidence of serious personal disruption e.g. emergency services, letter of corroboration from the relevant organisation, solicitor's letter, letter from courts or member of the student's family, counsellor, victim support, etc.
<b>Unplanned or unexpected circumstances during pregnancy or for a parent with a baby under six months old:</b> in cases where the student needs additional support beyond that outlined in their pregnancy support plan.	Medical certification (doctor's note, hospital letters, hospital appointments).

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<p><b>Impact of natural disaster:</b> severe weather that prevents attendance or submission, civil disruption or other major hazard (including major breakdown in transport system).</p>	<p>A letter from the police or other authority depending on the nature of the incidence confirming its nature and severity; evidence of flight cancellations, evidence of local conditions (e.g. travel web pages), evidence of road closures.</p>
<p><b>Major, unplanned and verified changes in work commitments.</b></p>	<p>Employer letter providing evidence of significant change of employment circumstances.</p>
<p><b>Highly contagious illness:</b> for example swine flu/norovirus/gastroenteritis where the medical advice is to stay at home and not visit a doctor.</p>	<p>An application may be submitted without evidence if it is not possible to obtain any.</p>
<p><b>Students who are the primary carer for a disabled person and something unexpected has affected their ability to submit.</b></p>	<p>Medical certification (doctor's note, hospital letters, hospital appointments). Independent evidence of serious personal disruption e.g. letter of corroboration from the relevant organisation, counsellor, social worker, etc.</p>
<p><b>Religious observance</b>  <b>Scheduled examinations only:</b> where a student misses an examination due to participation in collective worship, abstinence or a ritual.</p> <p>Applications may not be made for any other form of assessment</p>	<p>One or more of the following:</p> <ul style="list-style-type: none"> <li>• a letter from a religious leader (giving their title and role) explaining the nature of the obligation and how it impacts on the student;</li> <li>• a personal statement by the student explaining the nature of the obligation and the way in which it impacts on their examination timetable supported by independent evidence such as a published timetable of festivals or events showing the date, time and nature of the observance.</li> </ul>

Acceptable reasons for using the support processes for personal circumstances	Example of appropriate evidence
<p><b>Participation in activities at a national / international level: May be interpreted as including, but not necessarily confined to:</b></p> <ul style="list-style-type: none"> <li>• sporting events</li> <li>• artistic fields, the fields of dance, art and design, drama, fashion, literature and writing, moving image and writing.</li> <li>• representing the armed forces</li> </ul> <p>Applies to required absence from the University on the date that the assessment was due to be submitted or the assessment sat.</p>	<p>Official correspondence from the relevant body confirming the requirement to be available on specified dates.</p>
<p><b>Unique career enhancing opportunity:</b> this should be linked to practice based learning and/or contribute to regional development and entrepreneurialism. It should be relevant to the programme of study and supported by the programme team, and apply to required absence from the University on the date that the assessment was due to be submitted or the assessment sat.</p>	<p>Official correspondence from the relevant employer/programme team confirming the requirement to be available on specified dates.</p>
<p><b>Verifiable University-wide, site-wide, nationally or internationally wide failures of equipment.</b></p>	<p>As appropriate to the situation.</p>