This document is design to assist you with your application but should be read in conjunction with the procedures found here: [Procedures Relating to Student Academic Appeals | University Academic Calendar | University of Exeter](https://www.exeter.ac.uk/staff/policies/calendar/part1/otherregs/appeals/).

We are sorry that your circumstances have led to you needing to consult this document. We encourage you to also seek support from your Faculty or department if you feel this would help; for example, your Personal Tutor, [Pastoral Mentor](https://www.exeter.ac.uk/students/pastoral-mentors/), the University’s Wellbeing Services on our [Cornwall Campus](https://www.exeter.ac.uk/students/wellbeing/cornwall/) and our [Devon Campuses](https://www.exeter.ac.uk/students/wellbeing/), the [Students’ Guild Advice Unit](https://www.exeterguild.com/kb/advice-academic-conduct) or [Students’ Union](https://www.thesu.org.uk/advice/), or other points of contact as set out in this document and the associated student guidance.

Evidence is normally required for appeals based on material circumstances (i.e. where circumstances concern health and personal circumstances).

The standards set out below will be applied for applications relating to acute illnesses, injuries etc. For more information, including details about support for long term conditions, visit [here](https://www.exeter.ac.uk/students/wellbeing/devon/resources/exams-and-ilps/#ilps) if you’re based on our Devon campuses, or [here](https://www.exeter.ac.uk/students/wellbeing/cornwall/education/examadjustmentsandindividuallearningplans/) if your are a student on one of our Cornwall campuses.

Whatever evidence you submit, it is crucial that it confirms the impact your circumstances have had on you at the relevant times (for example, at the point of your assessment deadline) and that it is from an independent party that can reliably comment on the impact that has occurred.

Decisions will be made based on your statement and the supporting evidence you submit and the staff considering your appeal should be able to confirm your statement by looking at the evidence, so you should ensure you have submitted sufficient relevant evidence.

The table below explains the types of evidence we normally expect. Please note this list is not exhaustive. We recognise that obtaining some forms of evidence can have a negative impact on you and where possible, to account for such situations, have tried to accommodate alternative forms of evidence.

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| **Circumstance** | **Required evidence** |
| **Acute illness or injury during your studies (and primarily at the time of assessments)** | An acute illness is normally sudden/unforeseen and only lasts a relatively short time, for example, a broken arm. However, it is expected that students should apply for mitigation at the time of the illness or injury. Therefore, in order for consideration to be given for retrospective mitigation, student’s are required to provide a medical certificate/letter, from an appropriate medical professional confirming the timing and nature of your illness or injury, and the likely impact it had on your ability to undertake formal assessments and/or study **and, most importantly,** how this illness or injury prevented you from applying for mitigation at the appropriate time. |
| **Disability or long-term medical condition** | If you live with a disability or long-term medical condition, for example a severe mental health condition, it is recommended that you disclose this to the University’s Wellbeing or AccessAbility team so that you can receive the appropriate support in managing your studies. If you have disclosed your condition to them they will, where appropriate, offer reasonable adjustments via an Individual Learning Plan. It is not possible to implement reasonable adjustments retrospectively for a condition you have chosen not to disclose. Therefore, in order for consideration to be given at the Formal Appeal Stage, you should provide evidence of the disability or health condition in question **and** either evidence of the way in which your agreed reasonable adjustments were not met, or evidence to show that you were prevented from disclosing your condition or disability prior to this point. * if your reason for appeal relates to something other than your disability, appropriate evidence will be required of the impact on you of your circumstances at the time of the assessment(s).
* If you suffer a sudden and unforeseen deterioration or ‘flare-up’ with regard to your health condition or disability, then you should follow the advice given above for acute illness or injury. If you have been advised not to seek medical attention in the case of sudden deteriorations, you should explain this and provide what evidence you can to confirm it.
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| **Hospitalisation** | A medical letter/certificate from the relevant hospital confirming the nature and severity of your circumstances, or an admission/discharge letter or notes from a suitably qualified emergency responder or healthcare provider.* Normally, students would be expected to apply for mitigation if a decline in their health requires a period of hospitalisation, therefore it would be helpful if this medical note could also explain why your admittance to hospital prevented you from engaging with the mitigation procedures.
* If your reason for appeal relates to a period of time beyond your hospitalisation, for example if you sat an exam immediately before being admitted to hospital and your condition affected your ability to make sounds judgements about seeking treatment prior to that point, or if you were discharged but advised that you would be unable to make sound decisions relating to your studies until your treatment took effect, then it would be helpful for this medical evidence to explain the likely period of impact on your ability to undertake formal assessment and/or study.
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| **Pregnancy** | If you are pregnant, you should follow the [advice](https://www.exeter.ac.uk/v8media/specificsites/tqa/lts/LTS_Handbook_Chapter_25.pdf) published by the University. You would normally be expected to factor long-term responsibilities into your studies with the support of the Wellbeing team, so if your health during pregnancy has declined unexpectedly, for example, if you suffer from a specific illness caused by the pregnancy, it may be appropriate to request retrospective mitigation, in which case the requirements for illness or hospitalisation above should be followed. |
| **Personal/Emotional issues (acute)** | An original medical certificate or letter from an appropriate medical professional. If you have used the University Wellbeing Service and feel that this is relevant, please provide details of the support your sought. It is important to note that at the point of appeal, you will be required to provide evidence which demonstrates why you did not apply for mitigation to address the impact of these issues on your assessment. It is not sufficient to say that you chose not to apply, or that you believed the Wellbeing Service or support team would submit an application for you. |
| **Illness of loved ones which has impacted your ability to engage with your studies** | A medical certificate/letter from an independent medical professional confirming the nature and severity of the family circumstances and the likely impact it has had on **your** ability to undertake formal assessments **and** engage with the necessary mitigation processes at the appropriate time. This might also include unforeseen caring responsibilities or a change to long-term caring responsibilities. You would normally be expected to factor long-term caring responsibilities into your studies with the support of the Wellbeing team. |
| **Bereavement** | We appreciate that obtaining evidence relating to the death of a loved one can be a complicated process and may have a negative effect on you, so we encourage you to seek support from our Wellbeing team. As evidence we would normally expect you to provide a death certificate or a letter confirming the death from an appropriate independent person such as a religious leader/ funeral director (usually not a family member), order of service, letter from a legal professional/ executor of the estate, or a police report/coroner’s report. However, we would normally expect students experiencing the impacts of a bereavement to engage with the mitigation process at the time so that the appropriate adjustments can be applied in a timely manner. Therefore, at the point of appeal, we also require you to provide evidence from a medical professional responsible for treating **you** to explain the impact of this bereavement on **your** ability to engage with the necessary mitigation processes at the appropriate time.* If the reason for your appeal is that you were unable to provide the necessary evidence at the appropriate time for mitigation (as noted above, it can be difficult to obtain documentation for other people), please explain this and provide evidence that you attempted to engage with the necessary support at the time.
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| **Victim of Crime during your studies (and primarily at the time of assessments)** | A written statement of events which is supported by written evidence from the Police (including a crime reference number) or official court or police correspondence. Where the impact of the crime has led to a medical or other professional consultation, an original medical certificate or letter from an appropriate medical professional confirming the likely impact the reported crime has had on your ability to engage with necessary support at the University, for example, the mitigation procedures or interruption from study. We would remind you that there is support available within the University, as well as from external agencies (see Sources of Support below\*) |
| **Sexual assault, sexual harassment, or domestic violence** | We recognise that providing direct evidence in these circumstances may be very difficult for a survivor of sexual assault, sexual harassment or domestic violence and we would remind you that there is support available within the University, as well as from external agencies (see Sources of Support below\*). In these circumstances we appreciate that you may not want/be able to share, specific evidence of the incident(s) concerned; however, confirmation of the likely impact the circumstances have had/ are having on your ability to engage with support processes and/or study would be helpful. This could be a letter of support written by an appropriately qualified professional (e.g. health professionals, police authority, support worker). Alternatively, if you have disclosed this matter to the Lead for Sexual Misconduct at the University it may be possible for us to accept a supporting statement from their team without the need for you to provide any further details or evidence. |
| **Unexpected financial problems** | You need to clearly demonstrate how something unexpected has occurred to disrupt your financial arrangements or to cause additional expenditure. The unexpected circumstances must have occurred after you commenced your studies and should relate to your financial situation rather than your concern for the financial difficulties of your loved ones. Please note we expect you to have registered with sufficient funds for the duration of your programme of study. Unfortunately, we cannot consider your case if you knowingly registered without sufficient funds, or if you have been given appropriate notice by our Fees team of potential sanctions for continued non-payments, as this does not constitute *unexpected* financial difficulty. |

If you are unable to meet the standard as set out above, then you should submit any supporting evidence that you do have.

Any evidence presented from a health professional or other professional body listed above must normally meet the following standards and should be:

* **Written by appropriately qualified professionals** (e.g. health professional, police authority) who are independent from you.
* **On headed paper and signed and dated by the author.** (We reserve the right to request confirmation of authenticity by the author).
* **Able to confirm the impact of the specific circumstances** either because the impact was witnessed on the relevant date or because they have been treating you/ have sufficiently engaged with you prior to the affected assessment period such that they can confirm the likely impact your specific circumstances will have had at that time, including the impact any deterioration in your circumstances/condition will have had on your ability to engage with the necessary support procedures.
* **In English**. If your evidence is not in English, then you must submit an original source-language copy of the evidence together with an officially translated copy. It is the student’s responsibility to attach all relevant documentation and to obtain an official translation at the time of submission.
* **Unaltered**. Documentation that has been amended for disingenuous reasons will likely be excluded from consideration.

We reserve the right to take such steps as are deemed necessary to verify the evidence submitted without prior notification. Where we are unable to authenticate the material to our satisfaction, the evidence may be excluded from consideration.

You are asked to note that the following types of evidence are normally not accepted for consideration:

* Technical medical reports that do not contain the required information set out above
* Prescriptions, X-Rays, photographs or similar
* Statements from family and/or friends

Wellbeing Service documentation: Please note that, whilst we can see whether you have an Individual Learning Plane (ILP) in place, we are unable to see the details of any diagnosis which has informed that ILP. If we think it is pertinent to your appeal, we can contact the University Wellbeing Service to request further information (as per the declaration and consent statement in the appeal application form). However, you may find it helpful to provide copies of your medical documentation confirming your disability or health conditions and/or dates on which you received counselling with the Wellbeing team as this may help to expedite the consideration of your case.

**\*Sources of Support External to the University**

* Ask the Police
* Citizens Advice Bureau (rights and responsibilities)
* Crimestoppers (reporting crime)
* Equality Advisory and Support Service
* NHS 111 (non-emergency service)
* Nightline – open every night from 6pm to 8am during term time
* Samaritans (08457 909090 / 020 7734 2800), 116 123, email: jo@samaritans.org
* Stop Hate UK (all forms of hate crime and discrimination)
* Victim Support (victims of crime)
* National Stalking Helpline (support for anyone experiencing stalking)
* National Domestic Abuse Helpline: Women and children: 0808 2000 247
* National Domestic Abuse Helpline: Men: 0808 801 0327
* Rape Crisis (rape and sexual abuse)
* Survivors UK (male victims of rape and sexual abuse)
* Solace Women’s Aid (0808 802 5565 / advice@solacewomensaid.org)
* Mankind (support for men who have been sexually abused)
* Women’s Aid
* Men’s advice line (support for men experiencing domestic violence)
* Refuge (support for women and children who have experienced domestic abuse)
* NAPAC (support for survivors of childhood sexual abuse for all genders)
* Rights of Women (free and confidential legal advice for women)