



Mitigating Circumstances

Am I eligible?

It is not possible to list all circumstances that might constitute grounds for an eligible Mitigating Circumstance claim, so we would always suggest getting in touch with Student Voice directly if you wish to discuss your personal circumstances.

Examples of claims that are normally eligible include – bereavement, a significant illness (both physical or mental) suffered by yourself or a member of your family or close friend, being a victim of crime, exceptional travel circumstances and for part-students, claims referring to paid employment where exceptional circumstances can be demonstrated and evidence provided by your employer.

How could it help me?

Making a Mitigating Circumstance claim is a good opportunity to let the University know about any unavoidable situation or circumstances you have faced that have prevented you from preparing for, attending or completing any assessment at University. MC claims were previously known as Impaired Performance claims.

If your claim is upheld, you *may* be allowed to resit the assessment within the Special Assessment Period (SAP). In exceptional circumstances *only*, the panel *may* decide to increase your marks for the work (by around 1-5%) or substitute it with an alternative mark you have already received.

How can a Student Voice consultant help?

One of the Student Consultants can help by talking through your circumstances with you and suggesting how you might explain them within the claims form. We can also review a draft of your claim and make suggestions or prompts for areas that need explaining further or more clearly. We can also let you know if there are opportunities to give evidence which you may have discounted or missed. It is important that you contact us yourself in order to receive specific advice for your case.

Finally, it can often be reassuring to have a conversation with someone about what you have been experiencing and we are happy to do this with you, however we are unable to provide counselling or fill the place of a listening service.

What is the process for making a claim?

The deadlines for the 2017/18 Academic Year are: the 18th of June for Undergraduate Finalists and the 22nd of June for Non-Finalists and Postgraduate Taught Students.

Having undergone review, the process is now completed online via the Student Self-service Portal here - <https://lucas.lboro.ac.uk/pub-apx/f?p=241:101>. You can submit a claim through this online form which consists of several questions requiring written responses along with an area to upload evidence (essential for having your claim considered).

Claims are reviewed individually by a panel of staff within your own department. They will decide whether to reject or uphold your claim based on the evidence and explanation you provide within the form.

When will I receive an outcome?

You will receive an outcome on your claim after your School/Department's panel has met at the end of June.

We will be able to provide our best and most specific advice for you after a consultation. To get in touch contact Student Voice via voiceadvisor@lsu.co.uk or phone us on 01509 635072

What questions will the form ask me and how much do I need to explain?

The form consists of the headings in italics below. We have provided some initial guidance for completing each section, but would be able to provide more specific advice on what to include after a consultation.

You should write as much as you need to in order to make your circumstances and their affect on your studies clear to the panel. Generally, the more specific information you are able to include the better, but if you are unsure or uncomfortable about explaining something within your claim do let your Consultant know.

Completing the form

Claim reason:

Enter the reason why you are submitting a claim.

Modules:

Within this section you should note any module that has been affected by your circumstances. You should include any module in which your preparation, attendance, or completion of lectures or assessments has been affected.

Describe your circumstances:

Here you should outline your circumstances, explaining what it is that you have experienced. You should include as much information and detail as possible, as clearly as you can and explain the circumstances in chronological order.

When did the circumstances of your claim occur:

Provide an outline of any events, conversations or actions that are related to the claim. You should aim to do this in chronological order with specific dates.

How did the circumstances of your claim affect you and impact upon your studies:

Here you need to explain how your studies have been affected. You should do this by linking the circumstances you have faced to any feelings/events/health reasons (or other factors) that have prevented you from completing your normal standard of work.

Evidence:

Submitting evidence alongside your claim is essential to substantiate the circumstances you have previously described and evidence the affect it has had on you. If you are unsure what evidence you will be required to submit or do not know what else you could gather in support of your claim, then do speak to your Consultant.

Where can I go for further support and information?

The University also provides a set of frequently asked questions within the Student Handbook (<http://www.lboro.ac.uk/students/welcome/handbook/exams/mitigating-circumstances/>) which go into further detail about eligibility, acceptable evidence and the process of making a claim.

If you would like assistance beyond making a claim, there are a range of people and services throughout the University and Students' Union who will be able to provide you with support for your particular situation:

- The Counselling and Disability Service (referred to as CDS)
<http://www.lboro.ac.uk/services/cds/>
- CDS covers the following teams and services; the Mental Health Support Team, the Disability Office, the Disabled Students Allowance assessment centre, Counselling service and Specialist Study Support.

- Wellbeing Advisors
- Your School or Department will have an allocated Wellbeing Advisor who can provide short-term support.

- PhD Support Network <http://www.lboro.ac.uk/services/doctoral-college/training-events/phd-support/>
- A weekly, student led drop in session based in Graduate House to chat informally to other Doctoral Researchers and share experiences.

- Centre for Faith and Spirituality (referred to as CFS)
<http://www.lboro.ac.uk/services/cfs/about/>
- Based on the 1st floor of the Edward Herbert Building (EHB), CFS provides a quiet space to reflect, worship or pray with Chaplains from a variety of faiths able to offer support and a listening ear – irrespective of your personal religious or spiritual beliefs.
- Coming up, CFS is hosting two café sessions for those who have suffered a bereavement and would like to talk through their experience with others in a supportive and understanding environment. These will be held on the 30th of May and 13th of June at 1.15pm-2.15pm in the breakout space on the 1st floor of EHB.

- Student Advice & Support Service <http://www.lboro.ac.uk/services/sass/>
- Student Services are able to advise on areas such as visas, finance and housing alongside a range of other issues you may encounter.

- The University Medical Centre <http://www.lborounimedicalcentre.co.uk/>

The list above is not exhaustive, so after a consultation we may be able to recommend you more appropriate support.