

# Extenuating Circumstances Guide

This student guide details how to use the Extenuating Circumstances (ECs) area in the Digital Student Centre. For more information about the process, please see our [Extenuating Circumstances webpages](#).

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# Create a new EC Claim

1. Log into the [Digital Student Centre](#) by clicking **Sign in** in the top toolbar

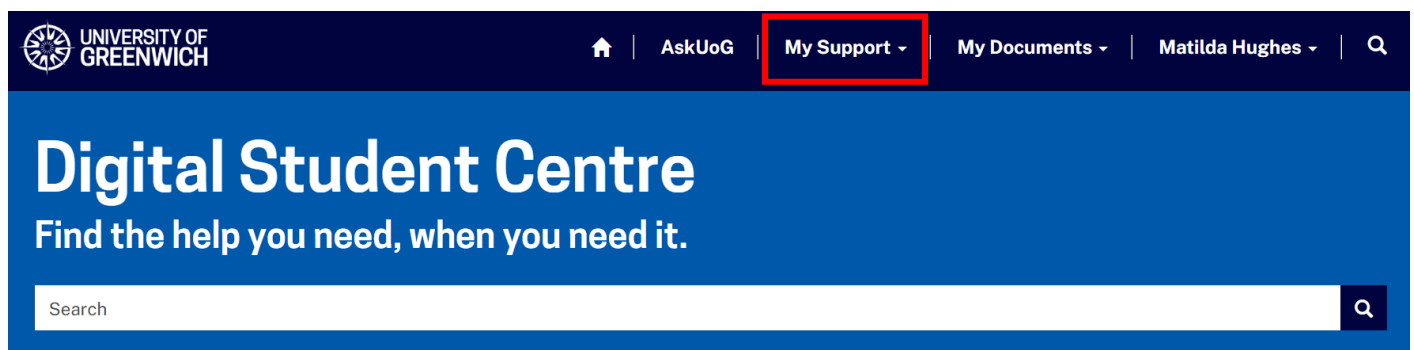


## Most Popular

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Your login details are the same as your Portal login details.

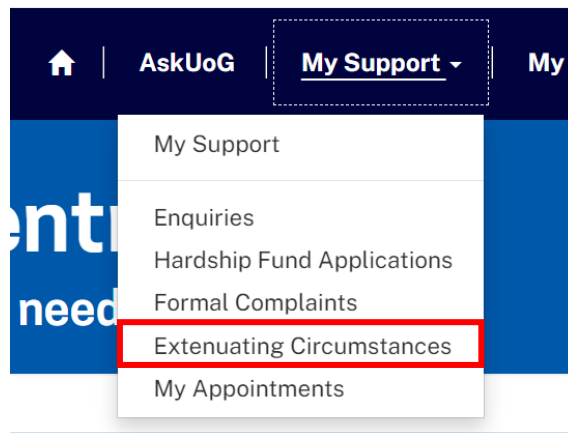
2. Click **My Support** in the top toolbar



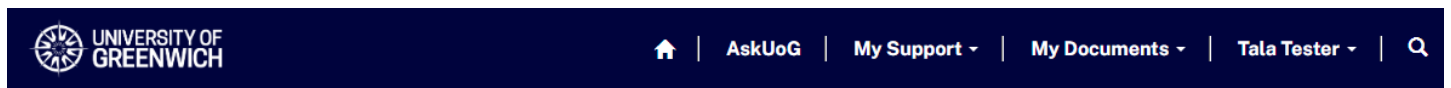
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3. Select **Extenuating Circumstances**



This opens the Extenuating Circumstances overview page. Ensure you have read the current academic year's guidance before proceeding. Links to relevant guidance are found in the overview help text.



Home > My Support > Extenuating Circumstances Claims

## Extenuating Circumstances Claims

As a student, you are expected to take part in assessments at set points during the academic year, but we know that sometimes circumstances outside your control might stop you from being able to undertake these assessments or to do them to the best of your ability. The Extenuating Circumstances procedure is how you let us know. Before submitting a claim, please read all the information on [our website](#) as well as the [Extenuating Circumstances Policy & Procedure](#). This will provide information on how to submit a claim, acceptable forms of evidence, and other helpful guidance. In this section, you will be able to track the progress of your claims and revisit any past claims or drafts that haven't been submitted.

### 4. Click **Request New**

to the best of your ability. The Extenuating Circumstances procedure is how you let us know. Before submitting a claim, please read all the information on [our website](#) as well as the [Extenuating Circumstances Policy & Procedure](#). This will provide information on how to submit a claim, acceptable forms of evidence, and other helpful guidance. In this section, you will be able to track the progress of your claims and revisit any past claims or drafts that haven't been submitted.

☰ Active Extenuating Circumstances Claims ▾

[Request New](#)

### 5. Enter your answers to each question on the form – see sections below for more guidance

# About Your Claim

This section of the form is about the event(s) that have resulted in you submitting an EC. You do not need to provide your name or student ID number as they are automatically linked to your EC claim.

## Extenuating Circumstances Claim

About Your Claim

Route to Evidence Claim

Assessments

Evidence

Please use this form to describe your situation and the impact it is having on your assessment or performance.

Remember that the University is assessing whether the situation:

- Is evidenced
- Was unexpected and unavoidable
- Had a negative impact upon your performance that could not be controlled

Further support on how to complete the form can be found [here](#).

We will respect the confidential nature of the information that you provide in support of a claim for ECs in compliance with relevant [data protection legislation](#). Confidential information will be shared as necessary with University staff involved in considering the claim. We may also share your details with relevant University support services, such as Counselling or Disability Support, where the nature or number of your claim(s) suggests that additional support may benefit your wellbeing.

### 1. Start date of circumstance

Enter the date the issue affecting your work began.

### 2. Is this an ongoing issue?

Select Yes if the circumstances are still happening/affecting your performance.

### 3. End date of circumstance

Select the date the issue affecting your work ended. If it has not ended, select Yes in the question above and this question will no longer appear.

### 4. Please select the categories that apply to your claim

Select the most relevant category/categories to describe your situation from the drop-down menu. Select 'Other situation' if none of the categories are applicable and you can provide details of the situation in the next answer box.

### 5. Please describe the situation and how it has affected your performance

Explain what happened and why it had a negative impact on your coursework/exam. If you are submitting a self-certification, you can type "N/A" or "Not applicable" in this box.

### 6. If you have discussed your circumstances with members of staff, please enter their name(s)

If you spoke to a staff member (e.g. your personal tutor or a member of the Wellbeing team) about this issue, type their full name. If you did not, leave this box blank.

Once you click **Next** at the bottom of this page, your EC claim will be saved as a draft. You can return to update drafts from your Extenuating Circumstances overview page after this step.

## Route to Evidence Claim

This page is used to tell the EC team how you intend to evidence your claim.

## Extenuating Circumstances Claim

About Your Claim ✓

Route to Evidence Claim

Assessments

Evidence

Use this section to confirm how you intend to evidence your claim.

Be aware that if you do not have your evidence now, you can provide it up to 14 calendar days after your claim has been submitted. Self-certification can be used on three occasions in an academic year (additional claims will need to be independently evidenced). Each use of self-certification may cover multiple assessments within a 7-calendar day period. More information about self-certification can be found [here](#).

If you have a Greenwich Inclusion Plan (GIP) that confirms and supports a fluctuating mental health condition, long-term medical condition, and/or a Specific Learning Difficulty (SpLD) and permits extra time in exams, it can be used as evidence to support your claim. More information about the use of Greenwich Inclusion Plan as part of your EC can be found [here](#).

For more information on acceptable forms of evidence, please visit the [Extenuating Circumstances webpage](#).

### 1. Use Inclusion Plan (please note Inclusion Plan cannot be used for Impaired Performance)

If you have a Greenwich Inclusion Plan (GIP) that can be used to evidence an EC claim, you will see this field. If you want to use your GIP to evidence your EC claim, choose Yes. Be aware that you won't be able to use a GIP to submit an EC claim for impaired performance. For more information about GIPs, please see our [Disability & Dyslexia webpage](#).

### 2. Use Self Certification (please note Self Certification can only be used for a 7-day calendar period)

Self-certification can be used on three occasions in an academic year, and each instance of self-certification may cover multiple assessments due within a 7-calendar day period. If you have remaining uses of self-certification, you can choose Yes if you'd like to use one to evidence your EC claim.

### 3. Submit Evidence (If you choose to submit evidence, you will be asked to upload this on the final page of this form)

This field will update itself depending on the answers you have provided in the previous field(s). If you are not using a GIP or self-certification, you must submit documentary evidence at the end of this form.

#### 4. Click **Next**

**Submit Evidence (If you choose to submit evidence you will be asked to upload this on the final page of this form)**

Yes



## Assessments

An assessment is the coursework or exam your circumstances have affected. If your circumstances have affected multiple assessments, repeat the steps below to add them to your claim. You must add at least one assessment to create an EC Claim.

## Extenuating Circumstances Claim



Click the Add Assessment button below to select the assessment(s) impacted by your circumstances and select the outcome you are seeking.

If you are submitting a claim for multiple assessments, please add them individually.

There are three different types of EC claim. Each has a different purpose, and it's important you choose the right one for your situation - read the information on [our website](#) and decide which outcome best suits your circumstances.

## Assessments

Add Assessment

#### 1. Click the **Add Assessment** button

# Assessments

Add Assessment


Assessment	Notes	Request Type	Due Date	Status
------------	-------	--------------	----------	--------

There are no records to display.

2. In the Add Assessment pop-up window, add details about the work affected by your extenuating circumstances

## Add Assessment

x

 This site is private: Only specific people can view this site. [Learn more](#)

☐ My Assessment is not available

Assessment - Please select \*



Due Date \*



Request Type \*



Have you already submitted work or completed an exam? \*



Add

### a. Assessment – Please select

Click the magnifying glass to open a list of modules attached to your student record.

## Lookup records

x

Choose one record and click Select to continue

✓	Name	Module Occurrence	Type	Academic Year
<input type="checkbox"/>	COMP 1430 Coursework		Course work	2024/2025
<input type="checkbox"/>	COMP1612 Individual Coursework		Course work	2024/2025
<input type="checkbox"/>	COMP1612 Group Coursework		Course work	2024/2025
<input type="checkbox"/>	COMP 1252 Report		Report	2024/2025

< 1 2 >

Select
Cancel
Remove value

Tick the box on the left of the relevant assessment and click **Select**.

☒

COMP 1252 Report

Report 2024/2025

< 1 2 >

Select
Cancel
Remove value

If your assessment isn't on the list, tick **My Assessment is not available** and type the module code (found in your Moodle handbook) and brief description of the assessment (e.g. Report/Exam/Coursework).

☒ **My Assessment is not available**

Please provide your assessment module identification number and description (e.g. ECON 1112 Portfolio assessment) \*

COMP 1430 Coursework

### b. Due Date

Enter the original date your work is/was due.



c. **Request Type**

Select the type of claim you are requesting. For more information about each type of claim, see our [Choosing the right type of EC claim webpage](#).

d. **Have you already submitted work or completed an exam?**

If you have submitted your work or completed your exam, select Yes. If it is still due, select No.

3. Click **Add**

Have you already submitted work or completed an exam? \*

No



4. Repeat steps 1-3 for each assessment affected by your extenuating circumstances

5. Click **Next** once you have added all relevant assessments

Assessment	Notes	Request Type	Due Date	Status	
	COMP 1430 Coursework	Deferral	09 Jul 2025	Draft	



# Evidence

Upload any supporting evidence you wish the EC team to consider as part of your claim on this page.

## Extenuating Circumstances Claim

About Your Claim ✓ Route to Evidence Claim ✓ Assessments ✓ Evidence

Use this space to upload relevant supporting documents for your claim. See [our website](#) for acceptable forms of evidence.

Your EC claim must be submitted **no later than 7 calendar days** after the assessment deadline or exam date. Claims should not be submitted so far in advance that the impact of the extenuating circumstances cannot be assessed.

If your evidence is not available upon submitting the claim, you will have 14 calendar days to provide it. If there is any reason you cannot meet this deadline, you must notify us by replying to the EC submission acknowledgement email.

1. Check the **Submit Evidence Required** field – if you are not using a GIP or self-certification, it will say Yes

### Evidence

Submit Evidence Required

Yes

- a. If you cannot provide your evidence yet, you can tick **Yes** to **Submit Evidence Later**

### Evidence

Submit Evidence Required

Yes

Submit Evidence Later (Please note if you do not submit the required evidence within 14 days of submitting your claim then your claim may be automatically rejected)

☒ No ☐ Yes

If you select Yes, you will receive an email once you submit your claim asking you to submit your evidence. Please ensure you provide your evidence as soon as possible once it is available.

2. Tick to agree to the declarations

☐ I declare that the information that I have given on this form is correct and complete and that I have included the correct Assessments to the best of my knowledge \*

☐ I declare that I have read and understood policy relating to my claim \*

### 3. If required, click **Choose Files** to upload your evidence

Please upload any evidence to support your claim here. When uploading multiple documents, hold the Ctrl button to select several files. \*

**Choose Files** No file chosen

Previous

Submit

If you are on a laptop or computer, hold the Ctrl key while selecting files to select multiple. If you are on a phone or tablet, tap and hold to select multiple files.

### 4. Click **Submit**

Choose Files No file chosen

Previous

Submit

You will receive an acknowledgement email to your University of Greenwich email address. Monitor your email for any updates or requests for further information.

# Update a draft

EC claims are saved as drafts once you click Next on the About Your Claim. You can return and update claims when they are in the draft stage.

1. Log into the [Digital Student Centre](#) by clicking **Sign in** in the top toolbar

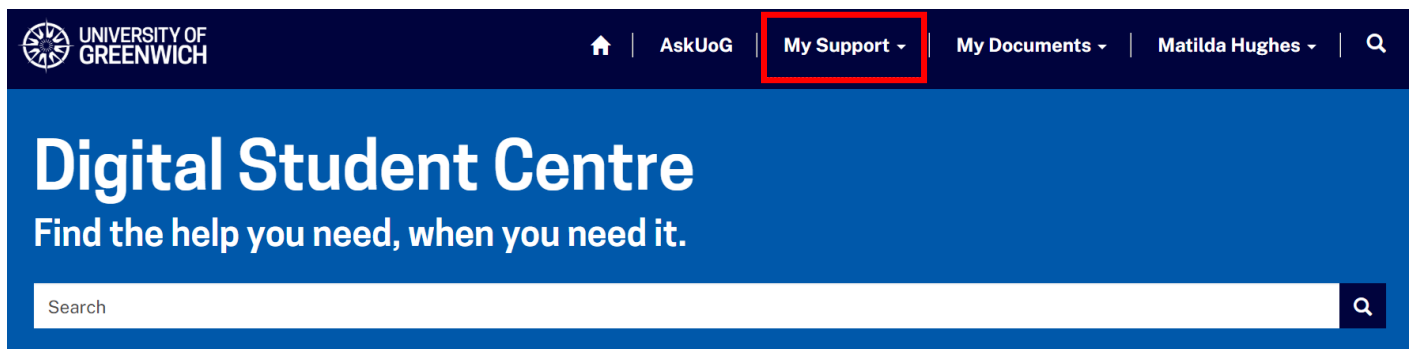


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Your login details are the same as your Portal login details.

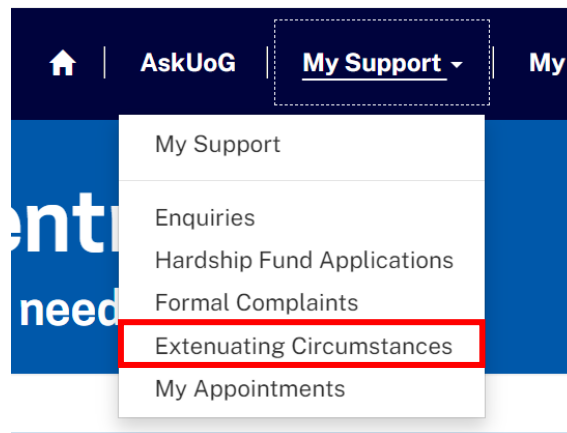
2. Click **My Support** in the top toolbar



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3. Select **Extenuating Circumstances**

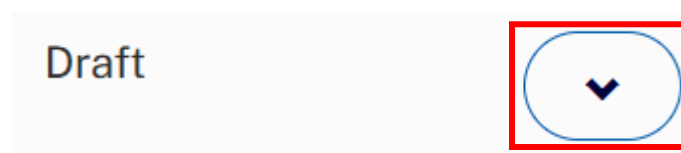


4. In the Extenuating Circumstances overview page, find a claim with the Status **Draft**

☰ Active Extenuating Circumstances Claims ▾ Request New

Number	Submitted On ▾	Evidence Status	Academic Year	Self Certification Count	Status	
<a href="#">SLM-ECC-00001044</a>			2024/2025	0	Draft	▾

5. Click the arrow button next to the draft



6. Select **Update**



7. Check your answers and continue with your claim

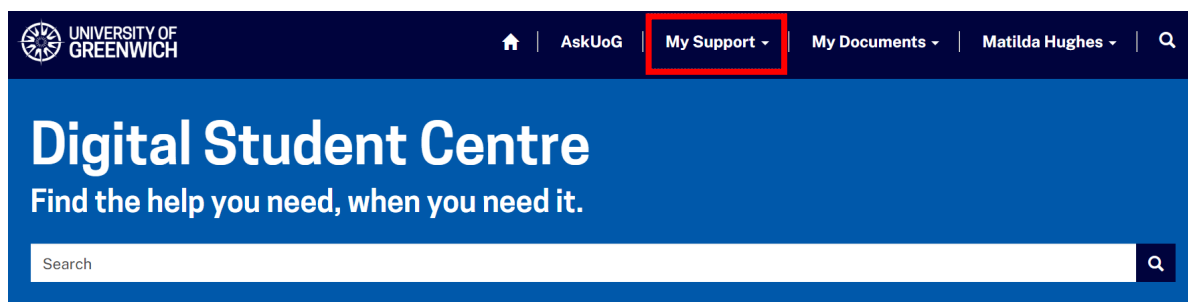
# Upload evidence to an EC Claim

1. Log into the [Digital Student Centre](#) by clicking **Sign in** in the top toolbar



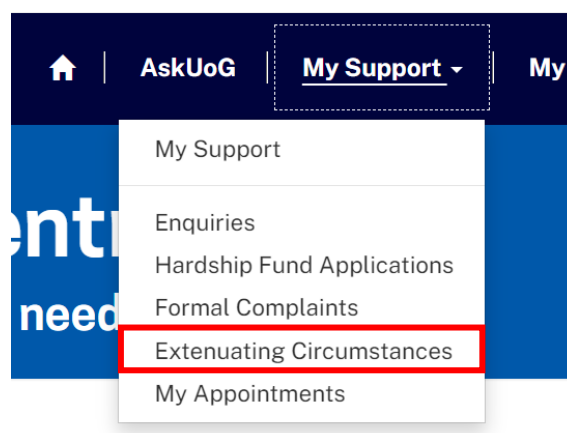
## Most Popular

2. Click **My Support** in the top toolbar



## Most Popular

3. Select **Extenuating Circumstances**



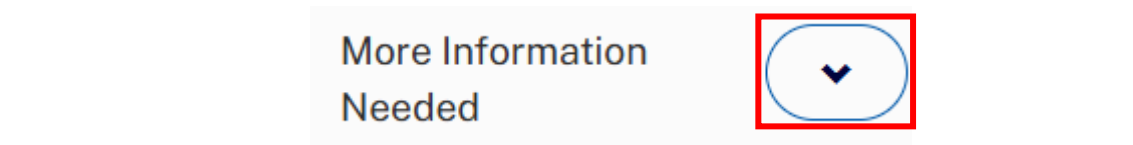
4. In the Extenuating Circumstances overview page, find a claim with the Status **More Information Needed**

Active Extenuating Circumstances Claims

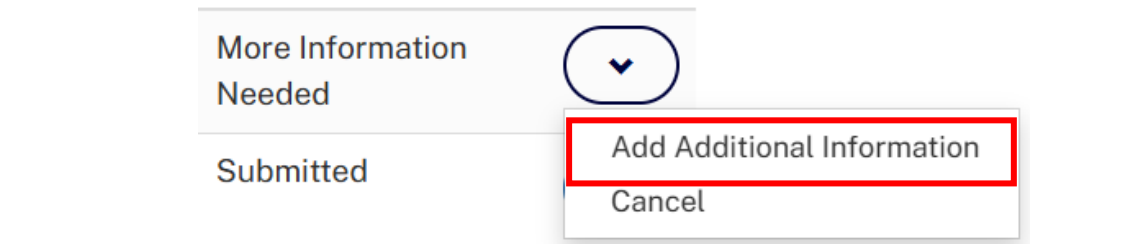
Request New

Number	Submitted On ↓	Evidence Status	Academic Year	Self Certification Count	Status	
<a href="#">SLM-ECC-00001053</a>	25 Jul 2025 8:00 AM		2024/2025		More Information Needed	▼

5. Click the arrow button next to your claim



6. Select **Add Additional Information**



7. In the Extenuating Circumstances Claim page, check the **Additional Information Deadline** and **Additional Information Needed** fields

# Extenuating Circumstances Claim

Full Name *	Matilda Hughes
Number	SLM-ECC-00001174
Submitted On	28 Jul 2025
Last Updated	28 Jul 2025
Status	More Information Needed
<b>Additional Information Deadline</b> 09 Aug 2025	
<b>Additional Information Needed</b> You have submitted a claim without providing evidence. Please provide supporting evidence by the date shown in order for us to process your Extenuating Circumstances claim.	

8. Click **Choose Files** to upload your evidence

Please add additional evidence to support your claim below. \*

**Choose Files** No file chosen

If you are on a laptop or computer, hold the Ctrl key while selecting files to select multiple. If you are on a phone or tablet, tap and hold to select multiple files.

9. Click **Submit**

Please add additional evidence to support your claim below. \*

**Choose Files** 2 files

**Submit**



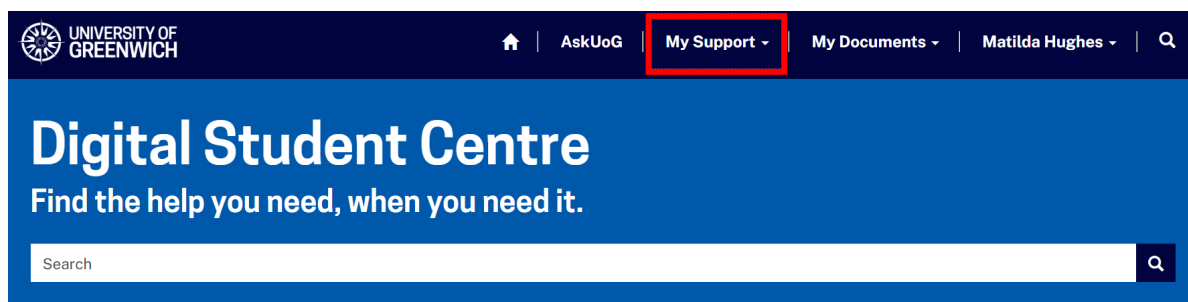
# Cancel an EC Claim

1. Log into the [Digital Student Centre](#) by clicking **Sign in** in the top toolbar



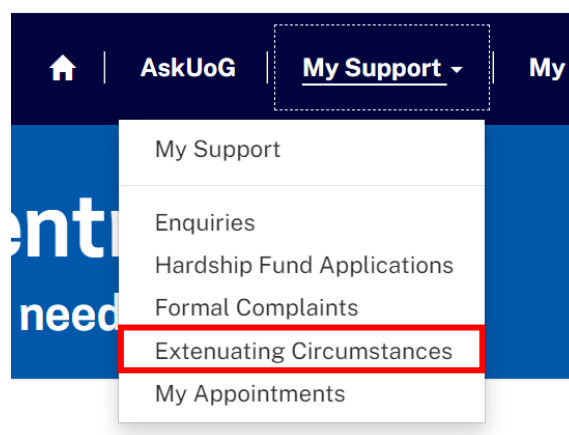
## Most Popular

2. Click **My Support** in the top toolbar



## Most Popular

3. Select **Extenuating Circumstances**



4. In the Extenuating Circumstances overview page, find a claim with the Status **Submitted** or **More Information Needed**

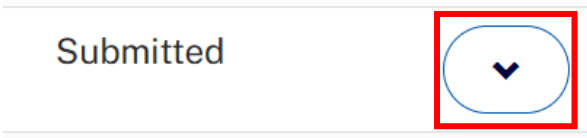
Active Extenuating Circumstances Claims

Request New

Number	Submitted On	Evidence Status	Academic Year	Self Certification Count	Status	
<a href="#">SLM-ECC-00001051</a>	23 Jul 2025 10:37 AM		2024/2025		More Information Needed	▼
<a href="#">SLM-ECC-00001052</a>	23 Jul 2025 10:36 AM		2024/2025		Submitted	▼
<a href="#">SLM-ECC-00001054</a>			2024/2025		Draft	▼

Please note that if your claim’s status is **Under Review** or **Processed**, you will not be able to cancel it.

5. Click the arrow button next to the claim you want to cancel



6. Select **Cancel**



7. In the pop-up window, scroll down and click **Cancel**

×

Extenuating Circumstances Claim

Submitted

Start Date

16 Jul 2025

Ongoing Claim

☒ No
 ☐ Yes

End Date

18 Jul 2025

Assessments

Regarding Assessment Enrolment	Request Type	Due Date	Status Reason
COMP1678 Individual Coursework	Impaired Performance	16 Jul 2025	Submitted

Cancel

- Click **Ok** in the confirmation pop-up message to confirm the cancellation of your EC claim

×

Submit

Are you sure you want to cancel the selected Extenuating Circumstances Claim record? This will set the Extenuating Circumstances Claim to the Cancelled state.

Ok

Cancel

You will receive an email confirming the cancellation of your EC claim, and the cancelled claim will no longer appear in the list of Active Extenuating Circumstance Claims in your EC landing page.

You can view your cancelled claims by changing Active Extenuating Circumstances Claims to **All Extenuating Circumstances Claims** in your EC landing page.

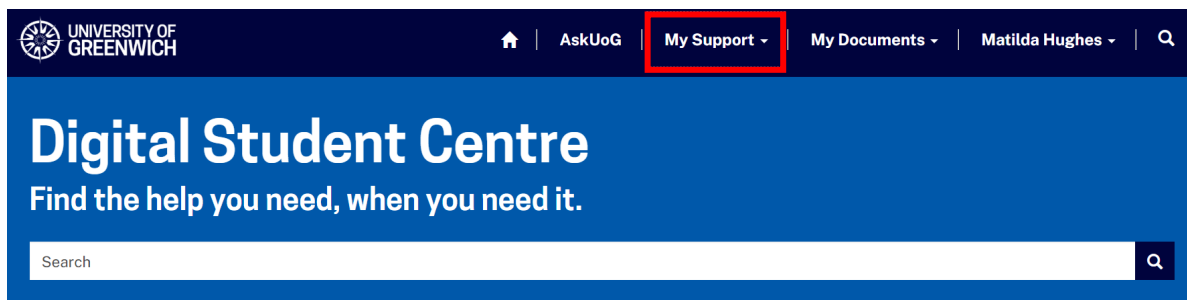
# View all EC Claims

1. Log into the [Digital Student Centre](#) by clicking **Sign in** in the top toolbar



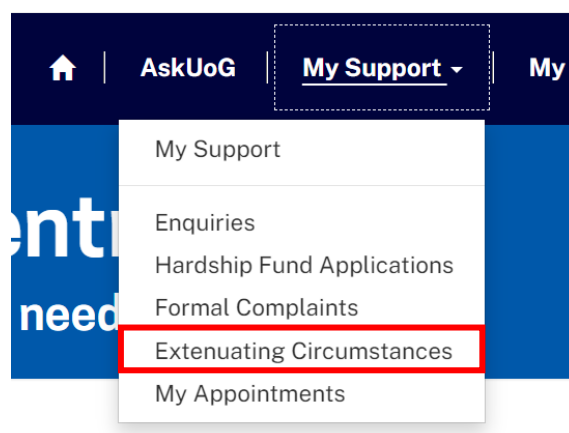
## Most Popular

2. Click **My Support** in the top toolbar



## Most Popular

3. Select **Extenuating Circumstances**



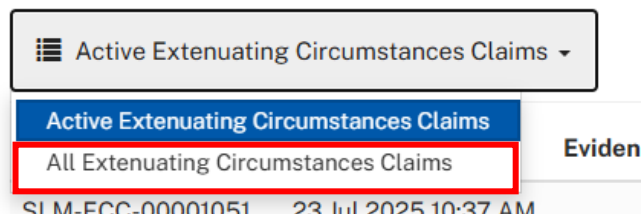
4. On the Extenuating Circumstances landing page, click **Active Extenuating Circumstances Claims** to open the drop-down menu

## Extenuating Circumstances Claims

As a student, you are expected to take part in assessments at set points during the academic year, but we know that sometimes circumstances outside your control might stop you from being able to undertake these assessments or to do them to the best of your ability. The Extenuating Circumstances procedure is how you let us know. Before submitting a claim, please read all the information on [our website](#) as well as the [Extenuating Circumstances Policy & Procedure](#). This will provide information on how to submit a claim, acceptable forms of evidence, and other helpful guidance. In this section, you will be able to track the progress of your claims and revisit any past claims or drafts that haven't been submitted.



5. Select **All Extenuating Circumstances Claims**



The page will now display all **Submitted, Draft, Accepted, Rejected, Cancelled** or **More Information Needed** claims.