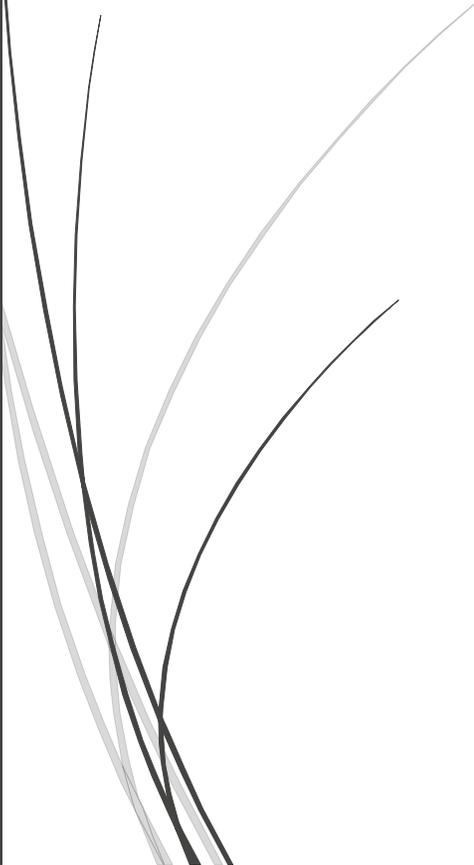


10/24/2022

# **Extenuating Circumstances Claim BPM system**

**Student Guidance**

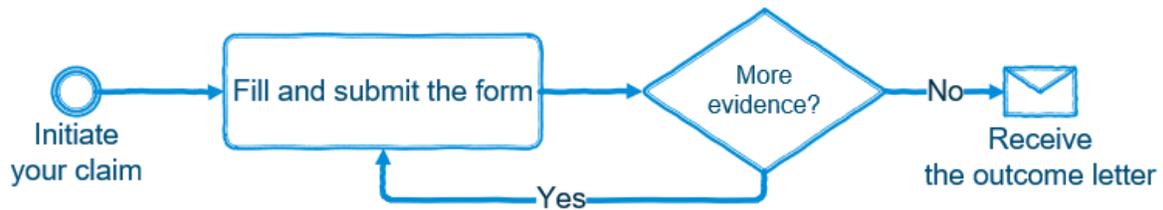




## CONTENTS

<b>Guide map of your Extenuating Circumstances Claim</b> .....	1
1. How to initiate a new Extenuating Circumstances Claim? .....	2
2. How to check the status of my claim? .....	3
3. How to withdraw my claim? .....	3
4. How can I submit evidence separately? .....	4
5. What can I do if I face issues when I fill the form? .....	4

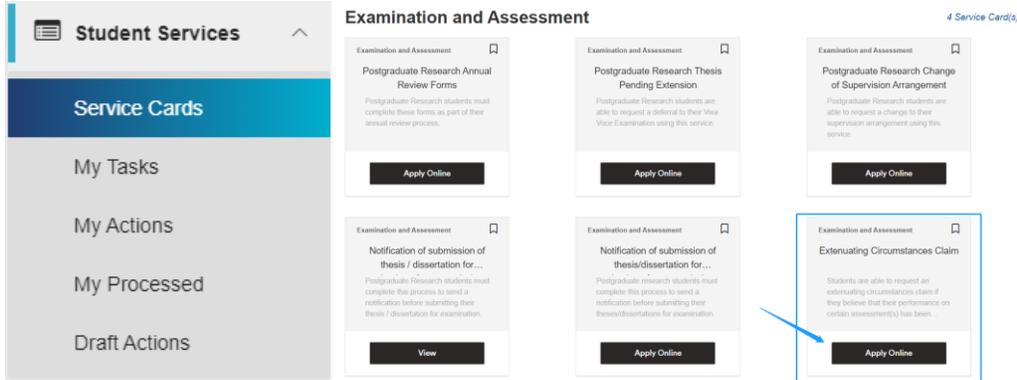
## GUIDE MAP OF YOUR EXTENUATING CIRCUMSTANCES CLAIM



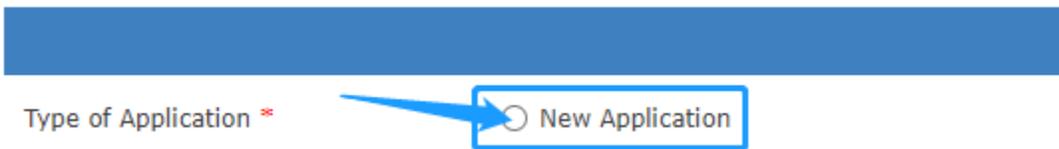


## 1. HOW TO INITIATE A NEW EXTENUATING CIRCUMSTANCES CLAIM?

**Step 1.** Access to the Extenuating Circumstances Claim BPM system via '[Student Portal](#) – Service Cards – Examination and Assessment – Extenuating Circumstances Claim'.



**Step 2.** Choose 'New Application' on the top of the form to start a new claim.



**Step 3.** Complete Part I and Part II of the form, then click 'Confirm' to continue the claim.

### 3. What work or assessment was affected?

If there are multiple elements of assessment in the module that you are claiming for, please specify in the Module Title box which part your claim relates to. For example, by giving the assignment name.

Note: If you believe that you have extenuating circumstances which are affecting your ability to study and/or undertake assessments, please submit your extenuating circumstances claim **as soon as possible in line with the following time limits**. If you have missed the standard time limits below, please refer to section 9.5 of the [Extenuating Circumstances Procedure](#).

**Coursework:** Claims must be submitted before the coursework deadline.

**Timetabled examinations/assessments:** Claims must be submitted prior to, or within seven days of, the examination.

No.	Academic Year *	Module code (show title with code together in student's form page) *	Module title *	Type of assessment affected? *
1 <a href="#">Remove</a>	<input type="text"/>	<input type="text"/>	<input type="text"/>	--Please Select--
Coursework Deadline/ Exam Date *		Additional info- (if there are multiple elements of assessment, please provide)		
<input type="text"/>		<input type="text"/>		
<input type="button" value="Add"/>		<input type="button" value="Confirm"/>		
<p><b>Guidance:</b> Please click 'Confirm' before filling out the following parts of the application.</p>				



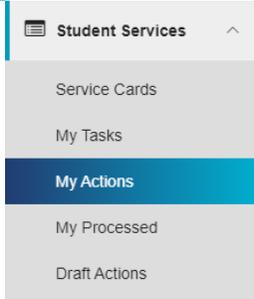
Step 4. Complete Part III of the form and submit.



\* You may also 'Save Draft' if needed. You can access to the draft via 'Student Portal – Draft Actions'. You are not recommended to save draft because the submission date will not be recorded by saving draft. If your evidence is not ready, you may choose 'Yes' in Question 7.1.2 and submit it (See Point 4 for more details).



2. HOW TO CHECK THE STATUS OF MY CLAIM?

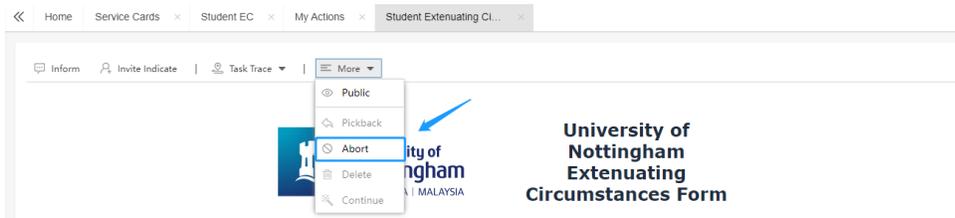


You will receive an outcome letter when the decision is made by the panel. You may also check the status of your claim(s) via 'Student Portal – Student Services – My Actions' after you submit it.

3. HOW TO WITHDRAW MY CLAIM?

Step 1. Access to your claim (See Point 2).

Step 2. Abort your claim on the system.



\* Please note that the aborted claim won't be considered by the panel anymore.
\* The claim with outcome cannot be aborted in the system. Please contact your Faculty Office for further information.



## 4. HOW CAN I SUBMIT EVIDENCE SEPARATELY?

**Step 1.** Choose 'Yes' in Question 7.1.2 if you have further evidence and submit the claim.

7.1.2 Will more supporting documentary evidence be submitted at a late date? \*  
 If not provided at the point of submission, supporting documentary evidence should be submitted within 14 days of the coursework deadline or examination.

Yes  No

- Student Services
- Service Cards
- My Tasks** 1
- My Actions
- My Processed
- Draft Actions 1

**Step 2.** When your evidence is ready, you may access to your claim via '[Student Portal](#) – Student Services – My Tasks' and update your evidence.

7.1 Submit your evidence here.

## 5. WHAT CAN I DO IF I FACE ISSUES WHEN I FILL THE FORM?

Please read the explanations in red contained in the form and note the information in any popups. If you still have questions, you may contact The Hub for further help.

Illustration of explanation in red:

7.1.2 Will more supporting documentary evidence be submitted at a late date? \*  
 If not provided at the point of submission, supporting documentary evidence should be submitted within 14 days of the coursework deadline or examination.

Yes  No

Popups:

Prompt ×

Please finish question 1 to complete the application.