

Extenuating Circumstances: Using the Student System to submit a claim

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Introduction

This document is for student users of the Extenuating Circumstances (EC) system. Its purpose is to provide a general navigation guide to enable you to use the system.

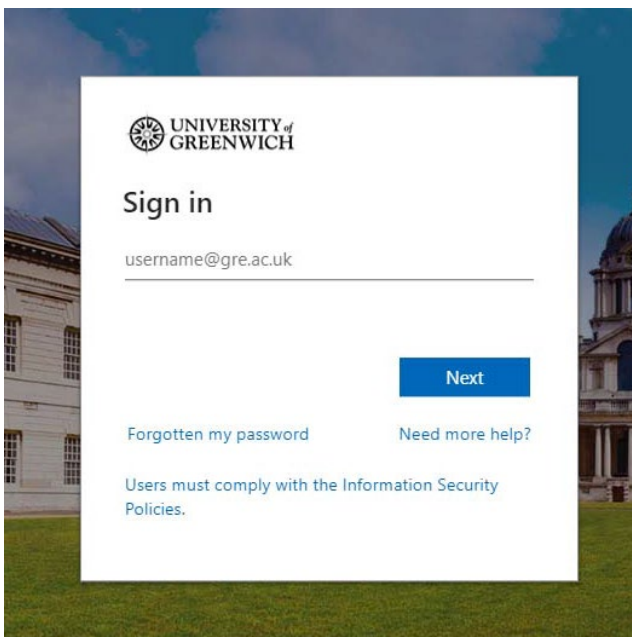
It assumes you have a basic understanding of how to use the Internet and a Web Browser (such as Google Chrome or Microsoft Edge) and that you have read and understand the Extenuating Circumstances process. Full information and guidance is available on the [ECs web page](#).

Accessing the system

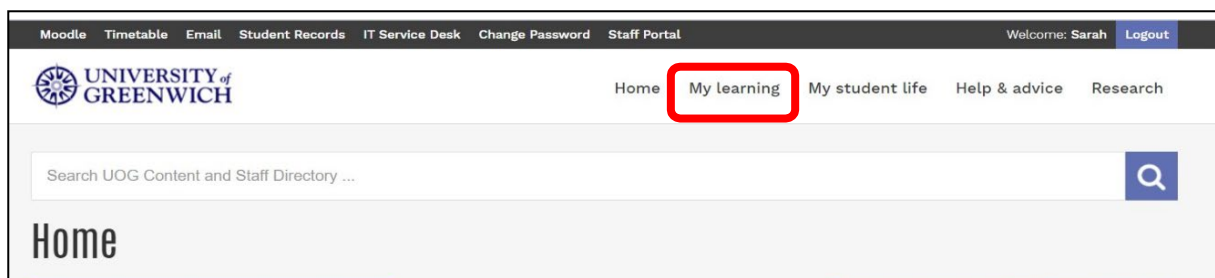
Starting and Logging into BannerWeb

The Extenuating Circumstances system is located within BannerWeb. You will need to log into the Student Portal to access BannerWeb:

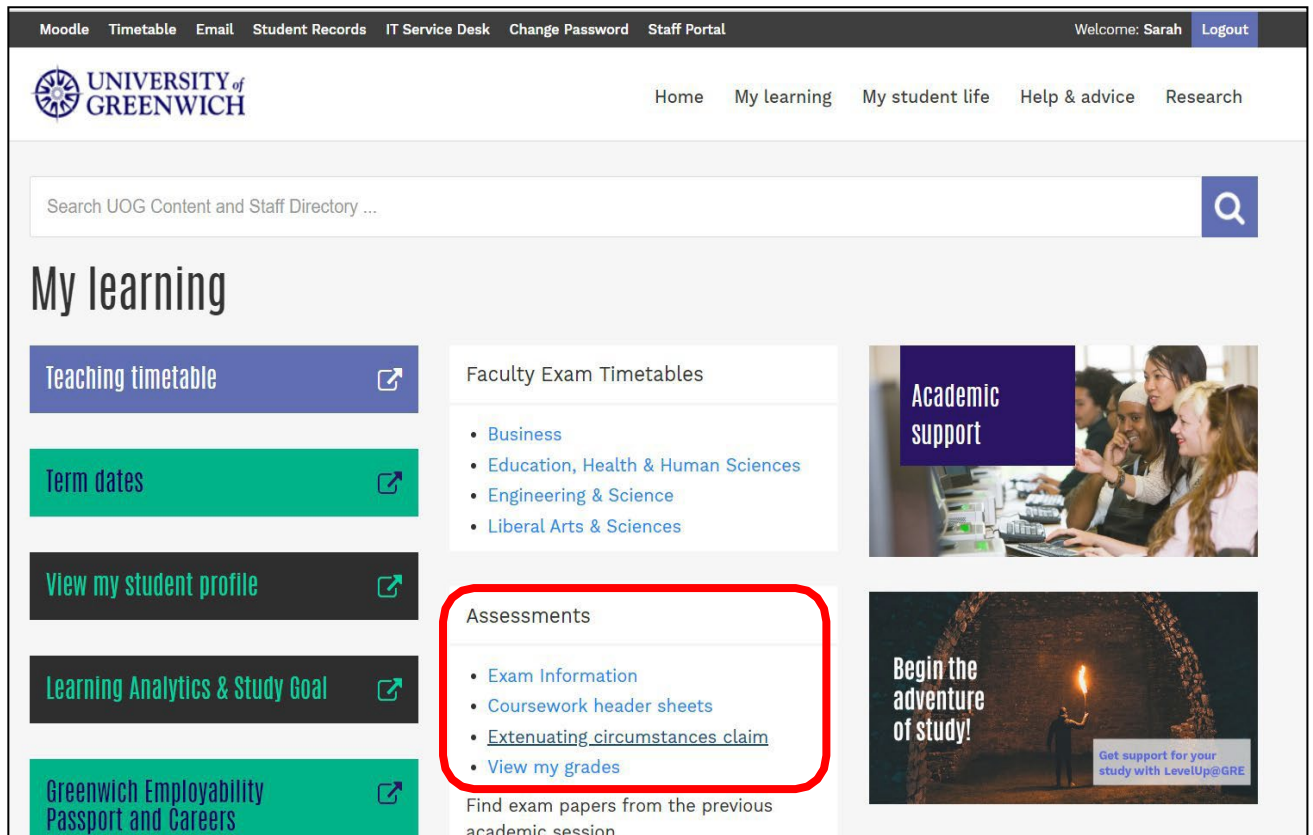
- 1) Login to the [University of Greenwich Portal](#)



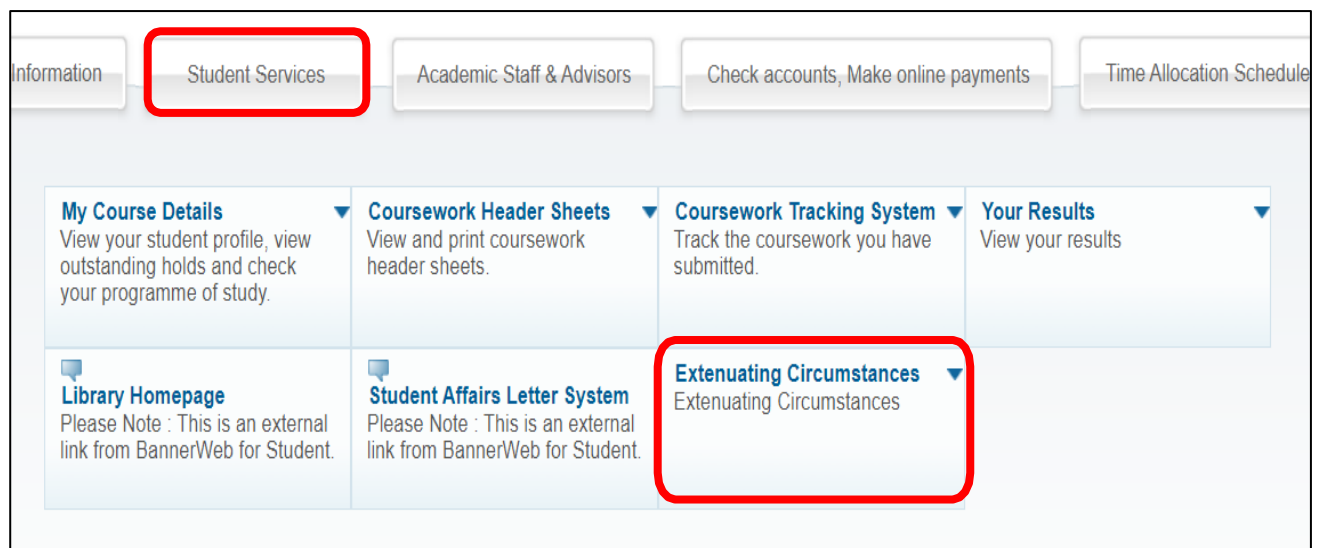
- 2) Click on the 'My Learning' page options



3) Click on the 'Extenuating circumstances claim' link under the 'Assessments' heading.



4) Click on 'Student Services', then the 'Extenuating Circumstances' block.



5) You will then see the following three options:



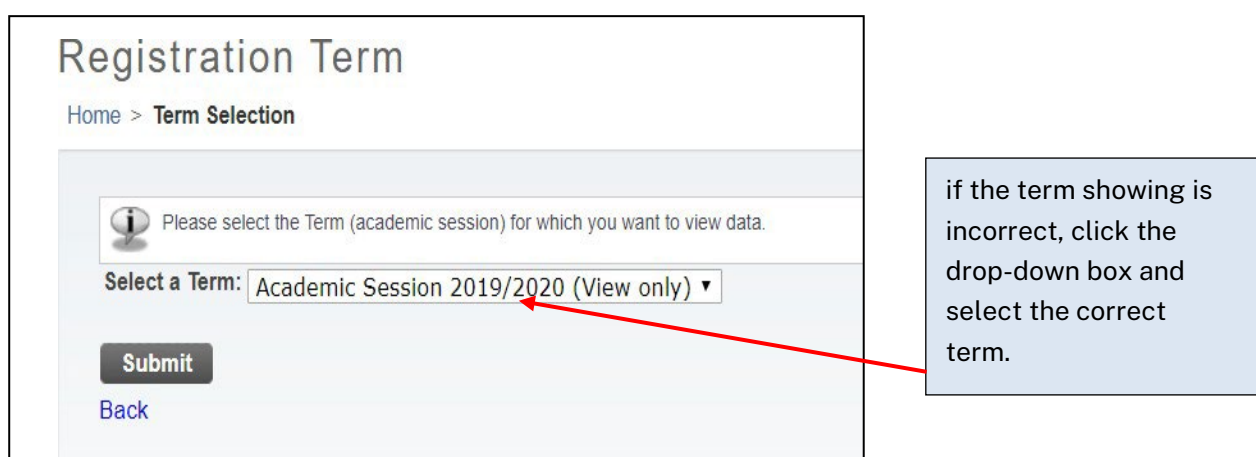
Creating a new claim

1) Select a term

The first screen you see will be the 'Registration Term' screen.

The system will normally default to the current term although please be careful when submitting resit claims as the system rolls over to the next academic year during the summer in line with the opening of online registration.

It may be possible to submit a claim for the previous academic session if the change of academic session falls within the permitted time range for submitting a claim.



The screenshot shows the 'Registration Term' page. At the top, it says 'Home > Term Selection'. Below that is a message: 'Please select the Term (academic session) for which you want to view data.' There is a dropdown menu labeled 'Select a Term:' with the current selection 'Academic Session 2019/2020 (View only)'. Below the dropdown are two buttons: 'Submit' and 'Back'. A red arrow points from a callout box on the right to the dropdown menu. The callout box contains the text: 'if the term showing is incorrect, click the drop-down box and select the correct term.'

EC claims can only be submitted for the academic session in which you are studying so in most instances the correct term will be the one showing on the system. Once you are happy that the correct term is displayed, click 'Submit'.

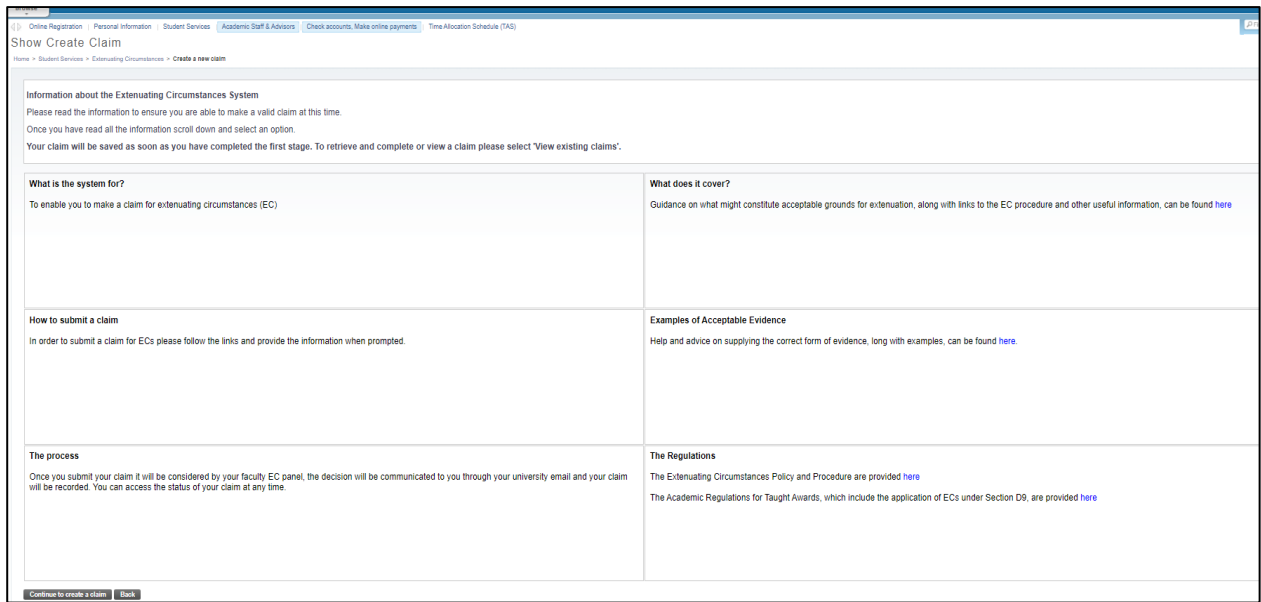
If you do not have a student record for the academic session selected, an error message will be triggered confirming this:

You cannot create an Extenuating Circumstance claim for this term. Please [select a valid term](#).

Please contact your campus Student Centre in the first instance if you have a problem with your student record.

2) Information Page

The page will display detailed information and links to further guidance and resources about the rules and regulations of the process. After reading these details, you can click 'Continue to create a Claim'.



The 'Back' button will take you back to the EC system menu.

3) Summary of the Circumstances

When submitting your claim you will need to select one (or more) of the of the reasons that most closely match your circumstances. Once complete, click on Continue.

- Accident
- Bereavement
- Harassment or assault
- Jury Service
- Medical (new)
- Medical (ongoing issue)
- Organisational maladministration
- Work (part-time and placement students only)
- Other situation

Summary of the Circumstances

Please tick at least one option or add text to the 'Other situation' box.

<ul style="list-style-type: none"> Accident Bereavement Harassment or Assault Jury Service Medical (new) Medical (ongoing: worsened) Organisational maladministration Unexpected personal or family difficulties Work (part-time and placement students only) Other situation (explain in the box alongside) 	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <p>Enter wording for 'Other situation' here</p> </div> <div style="border: 1px solid black; height: 40px; width: 100%;"></div>
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4) Duration of the Extenuating Circumstances

You will need to specify the date on which the incident or circumstances relating to your claim occurred. Clicking in the 'From' or 'To' box will open a calendar for you to click on the desired dates.

From To Ongoing Issue?

February 2020

Su	Mo	Tu	We	Th	Fr	Sa
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29

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From = when your circumstances started

To = when your circumstances ended

If it is still an ongoing issue, you will need to leave the 'To' box blank, then tick the 'Ongoing Issue' box. Once complete, click on Continue.

Duration of the Extenuating Circumstances
Please indicate the duration of the circumstances.
You must enter a 'From' date and either a 'To' date or tick the 'Ongoing Issue?' box.

From To **Ongoing Issue?**

5) Discussions with Staff

If you have discussed the circumstances of your claim with a member of staff, click 'Yes', then confirm who the staff member is in the boxes provided. If you have not discussed your circumstances with anyone, then click 'No' and continue. It is better to speak to a member of staff from your Faculty before submitting a claim if possible, but please do not delay submitting your claim by the deadline.

Have you discussed your circumstances with a member of staff?

Staff Member Informed (with whom you have discussed your circumstances, where appropriate).
Add details to the 'Name' and 'Role' boxes.
Click on the 'Add staff' button if you would like to add more than one name.
Click on the 'Delete staff' button if you would like to remove a name. The last name on the list will be deleted first.

Name Role (i.e. job title)

6) Formal Assessments Affected

All assessments items from your Banner profile will be displayed on this page:

[Online Registration](#) | [Personal Information](#) | [Student Services](#) | [Academic Staff & Advisors](#) | [Check accounts, Make online payments](#) | [Time Allocation Schedule \(TAS\)](#)
Find a page...

Show Affected Assessments

Home > Show Affected Assessments

Formal Assessments Affected

Please complete all sections for each assessment you wish to make a claim for.

If the assessment you want to claim for is not listed click on the 'Click here if the Assessment you want to claim for is not displayed' button and add full details of the missing course.

a)					b)	c)	d)
Claim for this assessment	Course Code	Course Title	Assessment ID	Assessment Title	Due Date	Have you already submitted or been assessed for this item?	Are you seeking:
							An extension of 14 calendar days from the original deadline to submit (coursework only)? Recognition of impaired performance where you have submitted the work on time or sat the exam? To defer to the next submission point because you are unable to submit/sit the assessment?
<input type="checkbox"/>	CINE - 1012	Cinema and Space	A99	CINE 1012 Final Project	<input type="text"/>	<input type="radio"/> Yes <input type="radio"/> No	<input type="checkbox"/>
<input type="checkbox"/>	CINE - 1012	Cinema and Space	A01	CINE 1012 Research Project	<input type="text"/>	<input type="radio"/> Yes <input type="radio"/> No	<input type="checkbox"/>
<input type="checkbox"/>	COML - 1031	The Literature of the Gothic	A01	COML 1031 Coursework	<input type="text"/>	<input type="radio"/> Yes <input type="radio"/> No	<input type="checkbox"/>
<input type="checkbox"/>	COML - 1031	The Literature of the Gothic	A99	COML 1031 Essay	<input type="text"/>	<input type="radio"/> Yes <input type="radio"/> No	<input type="checkbox"/>
<input type="checkbox"/>	COML - 1031	The Literature of the Gothic	A02	COML 1031 Project	<input type="text"/>	<input type="radio"/> Yes <input type="radio"/> No	<input type="checkbox"/>
<input type="checkbox"/>	COML - 1062	English in World Literatures	A01	COML 1062 Essay 1	<input type="text"/>	<input type="radio"/> Yes <input type="radio"/> No	<input type="checkbox"/>
<input type="checkbox"/>	COML - 1062	English in World Literatures	A99	COML 1062 Essay 2	<input type="text"/>	<input type="radio"/> Yes <input type="radio"/> No	<input type="checkbox"/>
<input type="checkbox"/>	COML - 1086	Lit & Publishing Since 1820	A02	COML 1086 Coursework	<input type="text"/>	<input type="radio"/> Yes <input type="radio"/> No	<input type="checkbox"/>
<input type="checkbox"/>	COML - 1086	Lit & Publishing Since 1820	A99	COML 1086 Project	<input type="text"/>	<input type="radio"/> Yes <input type="radio"/> No	<input type="checkbox"/>
<input type="checkbox"/>	COML - 1086	Lit & Publishing Since 1820	A01	COML 1086 Take Home Assessment	<input type="text"/>	<input type="radio"/> Yes <input type="radio"/> No	<input type="checkbox"/>

You will need to complete all sections indicated on the screen shot above otherwise your claim will not proceed through the system.

- a) Claim for this assessment
- b) Due Date
- c) Have you already submitted or been assessed for this claim?
- d) Are you seeking:

See below for explanations of how to complete each section:

a) Claim for this assessment

Click the tick box(es) for each individual assessment you are claiming for.

b) Due Date

Select the ORIGINAL assessment due date/exam date from the calendar. If you do not select the correct date, the outcome of your claim may be affected if we subsequently find that the date selected is incorrect.

c) Have you already submitted or been assessed for this claim?

Click 'yes' if you have submitted your coursework or sat your exam, click 'no' if you have not yet submitted/sat or are unable to submit/sit your assessment.

d) Are you seeking

There are three outcomes available to you:

- **'An extension of 14 calendar days from the original deadline to submit (coursework only)'**
Click this tick box if you are requesting an extension of 14 calendar days from the original deadline – this means you will submit the work and only require additional time to do so.
- **'Recognition of impaired performance where you have submitted the work on time or sat the exam'**
your impaired performance is considered – this means you have submitted the work on time without an extension or sat the exam but feel the work does not demonstrate your true abilities.
- **'To defer to the next submission point because you are unable to submit/sit the assessment'**
Click this tick box if you are requesting a deferral – this means you will not submit the work or sit the exam and are requesting to submit at the next opportunity determined by the Progression and Award Board

You will be asked to provide further clarification on your requested outcome(s) on the next screen – see section 8).

7) Missing Assessments

If the item you are claiming for is missing from the list, click the 'Click here if the assessment you want to claim for is not displayed' button.



The image shows a horizontal navigation bar with three buttons. From left to right, they are: 'Continue', 'Click here if the Assessment you want to claim for is not displayed', and 'Back'. The middle button is highlighted with a red rectangular border.

A free text box will be displayed to allow you to submit details of the missing assessment. Please ensure that you include as much detail as possible to enable staff to investigate why the assessment is missing.

Missing Assessment

Please give full details of the assessment that is missing from your record. Include Course Title, Course Code and course reference number, if known, as this will help us correct your record.

Once the assessment has been added, you will need to delete your note about the missing assessment.

You can then select the item of assessment from the list and proceed with your claim. If the missing assessment has not been added before the deadline for submission of your claim, please contact your Faculty to let them know.

8) Details of the Extenuating Circumstances

In this section, you will need to describe your situation and tell us how this has impacted your ability to undertake the assessment or affected your performance.

Details of the Extenuating Circumstances

Both sections ('Describe the situation' and 'Describe how this situation has affected your performance') must be completed.

Please briefly describe the situation and how this has adversely affected your assessment or performance.

Remember that the Panel is assessing whether the situation is:-

- i) Evidenced*
- ii) Unexpected and unavoidable*
- iii) There was an impact upon your performance*
- iv) The negative impact was unable to be controlled*

Describe the situation and include below the answer to the following question – do you intend to submit/sit the assessment(s) that you have listed on your claim YES or NO?

3950 characters remaining in your input limit.

Describe how this situation has affected your performance

3950 characters remaining in your input limit.

Please try to use as much detail as possible when completing these boxes to allow the fullest possible consideration of your claim. If the content is too short, you will get the following prompt:

'Describe the situation' cannot be less than 20 characters.
 'Describe how this situation has affected your performance' cannot be less than 20 characters.

9) Uploading Evidence

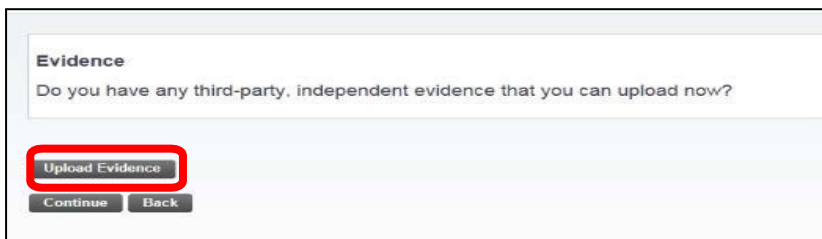
IMPORTANT NOTE:

If your evidence is not available at the time of submitting your claim, 'continue' through the evidence upload pages in the system.

You will receive an email acknowledgement confirming the deadline by which you must provide the evidence. Once you have your evidence, you will need to go back into the online system and upload it, by the due date, as below.

This page allows you to submit your supporting evidence – further details on suitable evidence can be found [here](#).

Click 'Upload Evidence'.

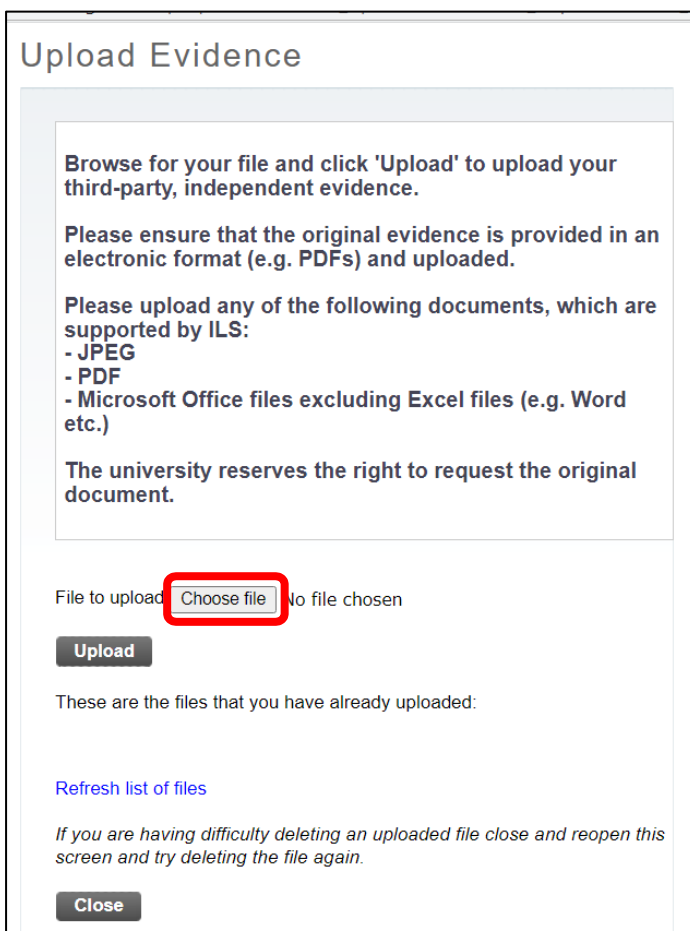


Evidence
Do you have any third-party, independent evidence that you can upload now?

Upload Evidence

Continue Back

A separate window will then pop up. To upload a file, click 'Choose file' and select the document that you wish to submit.



Upload Evidence

Browse for your file and click 'Upload' to upload your third-party, independent evidence.

Please ensure that the original evidence is provided in an electronic format (e.g. PDFs) and uploaded.

Please upload any of the following documents, which are supported by ILS:

- JPEG
- PDF
- Microsoft Office files excluding Excel files (e.g. Word etc.)

The university reserves the right to request the original document.

File to upload: **Choose file** No file chosen

Upload

These are the files that you have already uploaded:

[Refresh list of files](#)

If you are having difficulty deleting an uploaded file close and reopen this screen and try deleting the file again.

Close

Once you have selected the document you need to submit, you will then be taken back to the pop up. You must click 'Upload' to upload the file. You will then be told if your file has been uploaded successfully.

Evidence Uploaded

Upload Status

Your document has been uploaded.

Click **'Return to upload window'** to continue.

Uploaded
EC blank evidence.docx
successfully.

[Return to upload window](#)

Click 'Return to upload window' to view your document and/or submit further items of evidence (you can upload more than one file to support your claim).

Upload Evidence

Browse for your file and click 'Upload' to upload your third-party, independent evidence.

Please ensure that the original evidence is provided in an electronic format (e.g. PDFs) and uploaded.

Please upload any of the following documents, which are supported by ILS:

- JPEG
- PDF
- Microsoft Office files excluding Excel files (e.g. Word etc.)

The university reserves the right to request the original document.

File to upload No file chosen

These are the files that you have already uploaded:

<i>Academic Registry - an overview.pdf</i>	09/01/2023 16:03:08	[View]	[Delete]
<i>EC blank evidence.docx</i>	09/01/2023 16:05:11	[View]	[Delete]

[Refresh list of files](#)

If you are having difficulty deleting an uploaded file close and reopen this screen and try deleting the file again.

Repeat the above steps for all individual documents that you are submitting to support your claim. Once you have uploaded all of the evidence that you intend to submit, click 'Close' in the pop up box. You can then click 'Continue' to move on to the final summary page.

10) Summary Page

This page displays a summary of your claim for you to check before submitting.

Online Registration | Personal Information | Student Services | Academic Staff & Advisors | Check accounts, Make online payments | Time Allocation Schedule (TAS)

Show Summary Page

Home > Show Summary Page

Summary of the Claim

Please check that the details are correct. If you need to amend anything click the 'Amend' button, at the bottom of the page.

If you are happy with the content of the claim please read the EC Regulations and agree to the statements at the bottom of this page before you click 'Submit'.

If you have or will miss classes as a result of your extenuating circumstances, you need to inform us about that separately.

- For absences of up to 3 days, please submit apologies on [Greweb](#)
- For absences of over 3 days, you need to complete an [authorised absence form](#)

Please refer to <https://www.gre.ac.uk/student-services/student-attendance-and-engagement> for more information on attendance and engagement requirements.

Claim No

Your details

Banner ID
Full Name
Contact Email Address
Programme of Study
Faculty and Department
Year and Stage of Study
Mode
Start Month

Summary of the circumstances

Accident

Duration of the circumstances

From To Ongoing Issue?

Documentary evidence

Staff member informed (with whom you have discussed your circumstances, where appropriate)

<NO DATA>

Formal Assessments Affected

Course Code	Course Title	Assessment ID	Assessment Title	Due Date	Have you already submitted or been assessed for this item?	You are seeking:	Decision	Outcome
CINE - 1012	Cinema and Space	A99	CINE 1012 Final Project	12/01/2023	No	An extension of 14 calendar days from the original deadline to submit (coursework only)	Incomplete claim - Claim will not be processed until submitted	
COML - 1031	The Literature of the Gothic	A02	COML 1031 Project	04/01/2023	Yes	Recognition of impaired performance for work submitted on time	Incomplete claim - Claim will not be processed until submitted	
COML - 1062	English in World Literatures	A01	COML 1062 Essay 1	13/01/2023	No	Defer to the next available submission point because you are unable to submit/sit the assessment	Incomplete claim - Claim will not be processed until submitted	

Missing Assessments

<NO DATA>

Details of the extenuating circumstances

Describe the Situation:

This is a test claim to provide information and guidance for students when navigating the EC system

Describe how the Situation has affected your performance:

This is a test claim - this section allows students to describe how their extenuating circumstances have impacted their ability to submit/sit an assessment or how it has impacted their performance in an assessment.

[Click here to view the Extenuating Circumstances regulations](#)

The information which you give will be used for the purposes of administering and managing the Extenuating Circumstances procedures as detailed in the University's Academic Regulations for Taught Awards, and for statistical and reporting purposes. The information will be kept securely and retained for the period prescribed in the Faculty Retention Schedule (currently for 6 years plus the academic year in which the information was provided).

I have read the EC regulations and confirm that all the information and documents provided are truthful and genuine

You will need to confirm that you have read the EC procedure and that the information and documents you have provided are genuine and truthful.

On submission, a confirmation email will be sent to your University of Greenwich student email account.

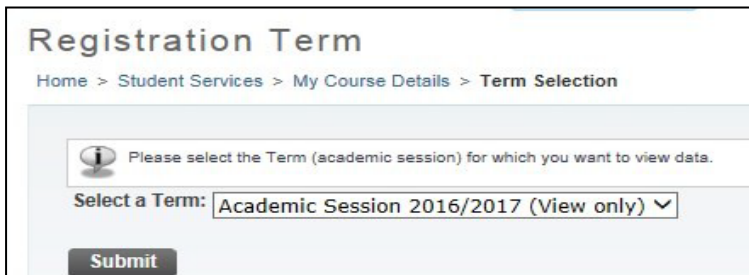
Note: Your claim will not be processed until you have clicked submit and will show as an Incomplete Claim.

View Existing Claims

Once a claim has been started you will be able to view this in the 'View Existing Claims' section from the EC main Menu.

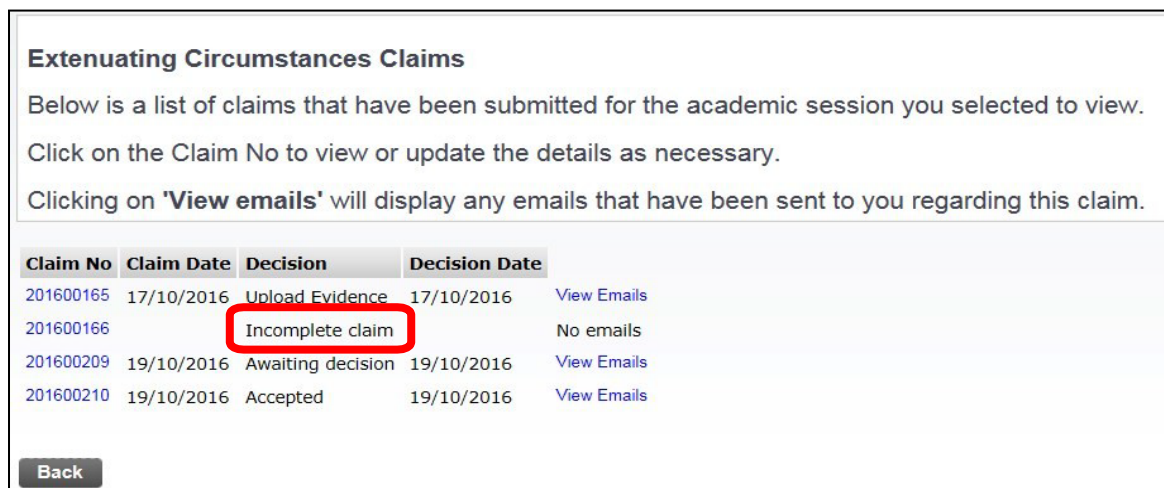
Select a term

If you have not done so already, you will need to select the term for which you wish to view any existing claims. The system will then load any claims relating to that academic session:



A list of all claims will then be displayed. Each claim can be viewed by clicking the blue hyperlinked claim number.

Clicking the Claim number will take you to the summary page of that claim. Clicking 'View Emails' will display any emails that have been sent to you relating to that claim.



Claim No	Claim Date	Decision	Decision Date	
201600165	17/10/2016	Upload Evidence	17/10/2016	View Emails
201600166		Incomplete claim		No emails
201600209	19/10/2016	Awaiting decision	19/10/2016	View Emails
201600210	19/10/2016	Accepted	19/10/2016	View Emails

If the claim has not been submitted, it will show as 'Incomplete Claim' – clicking on the claim number will take you to the next section you need to complete to enable you to complete the claim.

Further Help

If you are having a problem with the EC system, please contact the IT Service Desk either by email at itservicedesk@gre.ac.uk or by telephone on 0208 331 7555.