



University of
Strathclyde
Glasgow

PERSONAL CIRCUMSTANCES EVIDENCE GUIDE FOR STUDENTS

Information on submitting Personal Circumstances can be found on the [Personal Circumstances](#) webpage. Personal Circumstances are those that are unexpected, beyond a student's control, and have a notable impact on the ability to attend, perform in, or complete assessments.

The University understands that students' circumstances can be complex and difficult. Information on a range of support services can be found on the [Disability & Wellbeing Service](#) webpage, the [Safe360°](#) webpage, the [StrathLife](#) webpage, and via [Strath Union's Advice Hub](#). Details of how to make appointments with the support services are available on each web page.

There are a variety of ways that the University can support students who are experiencing challenges during their studies, for example:

- A period of [voluntary suspension](#)
- [Extensions to Coursework](#)
- Adjustments via [Disability & Wellbeing Service](#)
- Adjustments based on [Guidance and Support for Students on Matters of Religion and Belief](#)

Students should speak to their Department if wishing to explore these options.

Most circumstances will require students to provide supporting evidence, that should:

- Be provided and signed by an independent person, organisation, or support service. Examples of this would be a doctor or other medical practitioner, counsellor, solicitor, member of University staff, [Strath Union Advice Hub](#), Chaplain or other religious leader.
- Confirm matters of fact, and where appropriate explain the full impact of the circumstances on engagement with study.
- Be dated from the affected assessment or confirm awareness of circumstances at the time of the affected assessment.
- Be written in English or accompanied by a certified and dated translation from a professional translation service.
- Enable clear reading, and where letters or reports are provided these should also be typed, signed, and dated.

Students should avoid providing photos of people, injuries or accidents when submitting evidence.

The examples below are indicative only. This is not an exhaustive list but outlines common circumstances experienced by students and how they may be considered if supporting evidence is provided. All circumstances are considered on a case-by-case basis.

Personal Circumstances Example	Typical Outcome (with evidence)
Accommodation Issues Unforeseen and significant housing issues outside of a student's control, such as homelessness, flooding, prolonged utility disruption. Example evidence: Correspondence from landlord, eviction notice, letter from homelessness service, tenancy agreement, insurance claim documents.	Accepted
Planned accommodation move which a student was aware of in advance.	Rejected

Bereavement/Death The death of a close relative. A close relative is normally defined as a child, partner, parent, or sibling, but the University can use its discretion dependent on the circumstances. Funeral of a relative or close friend on the day of an exam or other scheduled assessment activity. Examples of evidence: Death certificate, order of service. Please do not provide separate/additional photos of people or funerals.	Accepted Accepted
Caring Responsibilities Students who are caring for a close family member are encouraged to register as carer with the Widening Access Team so that additional flexibility and support can be considered. Significant and unforeseen circumstances in relation to caring responsibilities. Example evidence: letter from a medical practitioner, letter from a formal care provider, letter from social services, letter from relevant support service.	Accepted
Childcare Responsibilities Students who are looking after their own children, or the children of a close family member. Significant and unforeseen issues with childcare provision, for example an emergency school closure. Example evidence: Letter from the child's nurse or school to confirm an unexpected issue.	Accepted
Court Attendance Being required to attend court as a witness, for jury service, or for other mandated attendance. Example evidence: Letter or summons from court, jury citation, letter from solicitor	Accepted
Criminal Activity Being the victim of or witness to a significant crime that impacts on a student or their studies. Example evidence: Incident report from the police, letter from solicitor. Students should note that they are required to declare any relevant convictions or charges to the University, more information can be found in the Procedure for Managing Students with Criminal Proceedings or Unspent Criminal Convictions.	Accepted
Disability/Long-Term Health Condition Students with a disability or long-term health condition can register with the Disability and Wellbeing Service to ensure that appropriate adjustments and support can be put into place. A sudden or unexpected deterioration of a long-term health condition or flare up that impacts on their studies, attendance and/or performance in assessments/exams. Example evidence (where there is no previous notification or submission of evidence): Letter from doctor or other medical practitioner, letter from a	Accepted

counsellor or other mental health practitioner, letter from a relevant support service.	
Domestic Abuse, Sexual Violence or Misconduct, Gender Based Violence The University understands this can be a very complex and difficult matter, students are encouraged to reach out for dedicated support via Report & Support, information can be found on the Safe360° Gender-Based Violence webpage. Example evidence: Letter from a relevant support service, social worker, or medical professional. It is understood that providing evidence may not always be possible, this will be considered sensitively on a case-by-case basis.	Accepted
Employment Issues Changing jobs, work-based responsibilities, taking on additional shifts or overtime (unless the student can demonstrate that a need to increase paid part-time work is due to severe unforeseen financial difficulties). Students are responsible for balancing employment and study commitments. Students on Graduate/Degree Apprenticeship or part-time programmes with unforeseen employment issues that directly impact on the ability to engage with the programme, for example redundancy or a significant change in role. Example evidence: Letter from employer	Rejected Accepted
Enrolment Delay or Visa Issues Significant and unforeseen circumstances that are out of a student's control, for example major political disruption, or the theft of visa documents causing delays in travel to Glasgow. Example evidence: Letter from an embassy, news articles for a significant regional issue, police report. Students should consider if a period of Voluntary Suspension or deferral of the start of studies would be appropriate. A delay in a visa being issued or student error within the enrolment or visa application processes. Students are responsible for making appropriate arrangements to register for and start their programmes prior to the start of teaching.	Accepted Rejected
Exam or Assessment Submission Date/Time Errors Making an error with the date or time and missing an exam or assessment deadline. Students are expected to carefully check the date and time of exams and assessment deadlines. Students should refer to the Policy and Procedure for Late Submission of Coursework.	Rejected
Exam and Assessment Support If a student has formal reasonable adjustments in place for exams or assessments and these are not provided for. Example evidence: Letter or adjustment report from Disability and Wellbeing Service, report from exam invigilator.	Accepted
Family/Relationship Breakdown The breakdown of a significant long-term relationship, for example a marriage, civil partnership, or equivalent relationship. This may be a student's relationship or within their family household.	Accepted

Example evidence: Letter from a solicitor, divorce or dissolution paperwork.	
Financial Issues Significant and unforeseen issues outside of a student's control, for example the failure of a bank, significant currency devaluation, withdrawal of funding. Example evidence: Letter from a bank, letter from an embassy or other government body. Students should consider if a period of Voluntary Suspension or deferral of the start of studies would be appropriate. Information on money matters and financial hardship support can be found on the Cost of Living webpage, and from the Funding and Financial Support Team. Difficulty with managing finances, budgeting, or paying tuition fees. Students are expected to have plans in place to support their studies prior to joining the University.	Accepted Rejected
Group Work Difficulties within group work including students not contributing to the project appropriately. Students are expected to raise such issues with the relevant staff member at the time.	Rejected
Holiday/Vacation Missing an exam or submission deadline due to a holiday/vacation, this includes attendance at weddings or similar events.	Rejected
Hospital Appointment Attendance at a hospital appointment that is not routine and cannot be rescheduled. Students are expected to schedule routine appointments for outside of University time where possible. Example evidence: Letter from a doctor or hospital confirming appointment.	Accepted
Illness and Mental Health Difficulties Exceptional, severe, or uncontrollable illnesses of a physical or mental nature which impact negatively on studies, attendance or performance in assessment/exams. The above description includes the sudden or unexpected deterioration of a long-term health condition or flare up, but students with a disability or long-term health condition are encouraged to register with the Disability and Wellbeing Service to ensure that appropriate adjustments and support can be put into place. Example evidence: Letter from a doctor, letter from other qualified medical practitioner, fit note, letter from mental health support service/provider, hospital report. Please note, medical evidence should give dates and context of an illness, details of medication or treatments if relevant, and if possible, the impact on the student. The University cannot interpret medical information from x-rays, test results, or photographs of medication, so these should only be provided if there is also contextual information from a doctor or other medical practitioner. Please do not provide photos of injuries or accidents.	Accepted

Example evidence: Letter from relevant sporting body. Students who are participating in a sporting event who have not informed their Department in advance.	Rejected
Travel Delays Significant and unforeseen travel disruption on the day of an assessment outside of the student's control. Example evidence: Letter from travel provider, news articles if there is a significant regional issue, bulletin from Traffic Scotland of road closure or significant delay. Poor planning or time management leading to a missed exam or assessment submission.	Accepted
University Procedures The University understands that going through some University processes, such as the Student Discipline Procedure, Fitness to Practise, or Procedure for Managing Students with Criminal Proceedings or Unspent Criminal Convictions can be distressing. Engagement with the above processes that causes an impact on health or wellbeing, with a notable impact on the ability to attend, perform in, or complete assessments. Example evidence: Letter from a doctor, letter from other qualified medical practitioner, fit note, letter from mental health support service/provider, hospital report.	Accepted
War, Conflict, Natural Disasters Significant event that has caused widespread disruption. Example evidence: News articles, official government advisory notice e.g. Foreign and Commonwealth Office information.	Accepted