

Mitigating Circumstances:

Guidance for acceptable evidence to support a claim

This document is designed to give guidance when a University of Worcester student needs to submit evidence to help support a claim of mitigating circumstances.

This list is not exhaustive and it may be that other evidence is acceptable to support a claim.

It is the student's responsibility to obtain evidence to support the claim; the University will not obtain evidence on the student's behalf or reimburse any charges that a student may incur in obtaining the evidence. Incomplete claims, or claims which are not supported by evidence, will not be considered.

To be accepted evidence must be

- **Genuine** – the claim will be rejected if it is found that any of the evidence submitted is false, forged or has been tampered with in any way
- **Independent** – letters from relatives or friends are not accepted
- **Written in English** – if the evidence was written in a language other than English an official translated copy must be supplied
- **Dated; and on official, headed paper** or have an official stamp or seal of the issuing authority

Acceptable Evidence

All claims must be supported by appropriate independent documentary evidence which is authentic and timely, photocopies are accepted.

- Medical Certificate (this must be obtained at the time of illness to be valid evidence)
- Letter from medical practitioner confirming the illness of the student or person which they have a caring responsibility for
- Letter from a counsellor
- Death certificate or Order of Service
- Birth certificate (only in certain cases)
- A signed and dated letter from a coroner, legal practitioner, police officer, court official, or other professional
- Hospital discharge summary (must detail the nature of the illness)
- Statements from University staff if they have witnessed the illness/incident (The student should still try to submit appropriate independent documentary evidence to support the claim)

Unacceptable Evidence

If a student does not consult a medical practitioner at the time of the illness, it is not acceptable for a student to attempt to obtain corroborative medical evidence at a later date.

A letter from a medical practitioner stating, for example, “the student informs me that he/she was unwell during...” will not be deemed acceptable supporting evidence.

- Letters of support from family members, friends or fellow students will not be accepted
- Handwritten evidence that isn't legible
- Evidence in another language other than English (it is the student's responsibility to ensure evidence is translated)
- Copies of prescriptions or photographs of medication

Are you waiting for evidence?

Students should not delay a claim whilst waiting for evidence. It is acceptable to submit a claim and state 'evidence to follow' however it is then the students' responsibility to provide evidence no later than a week after the deadline date.

Help Making Your Claim

For help making a claim or advice on suitable evidence please contact the Academic and Welfare Advisor in the Students' Union.

Online	www.worcsu.com/helpandadvice
Phone	01905 543210
Drop in	Students' Union Welcome Desk