

Prifysgol **Wreccsam**  
**Wrexham** University

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# Evidential Requirements Guidance

Student Guide to Providing Evidence

2024/25

**Contents**

- 1. Context and Purpose ..... 1
- 2. Examples of further acceptable evidence ..... 2



## 1. Context and Purpose

1.1 The key procedures where you will be asked to provide evidence are the Academic Appeals procedure, and the [Extenuating Circumstances \(ECs\) procedure](#). However, there may be other procedures where you consider putting forward evidence, and you should refer to these guidelines for those purposes.

1.2 Wherever possible, the best form of evidence is independent documentary evidence (see examples list below); however, if you are unable to provide that documentation then you must:

- i. Give a full account of your extenuating circumstances. This account is evidence in itself and you should ensure it is fully explained.
- ii. Give full reasons why you are unable to submit further evidence; you should give a full account of the circumstances that you encountered and explain why and how they have affected you.
- iii. Clearly state any evidence you might be waiting for.
- iv. Specify the date, if applicable, you expect to be able to submit any awaited independent documentation.

1.3 Some general guidelines that apply to all accounts / evidence submitted are:

- i. Your account of events and other evidence should be dated.
- ii. It should stipulate the dates it applies to (what period of time is covered).
- iii. Any additional documentary evidence should relate to the information provided in your form about what has happened; when it happened and how you were affected.
- iv. If it is from an organisation, it should be on their headed paper (even if it comes as a pdf or word document) and include a landline phone number or official email address where they can be contacted (if necessary where it is incomplete or otherwise open to doubt) to verify the evidence.

1.4 The Students' Union ([SUAdvice@Wrexham.ac.uk](mailto:SUAdvice@Wrexham.ac.uk)) can support you in assembling your account and/or evidence suitable for submission. Please see the examples of further evidence in section 2 of this document. This list is not exhaustive and other evidence may be accepted.

1.5 If you are submitting an extenuating circumstance claim based upon ill-health (that is not related to a short-term exacerbation of a long-term disability), a letter or fit note from an appropriate medical practitioner could also be provided if you are able to do so. This letter or fit note should usually be obtained during the period of illness.

1.6 Evidence must normally be in English/Welsh or in the original language with a certified translation into English/Welsh. Documents should normally be translated by:

- i. A professional translator (the translation must be accompanied by a formal invoice for the services of the translator which includes their formal credentials).

- ii. An academic or professional services member of staff employed by the University or by another University (the translation must be accompanied by a formal letter, on University headed paper, providing the credentials of the translator).
- iii. Any translation costs incurred will be met by you excepting the translation between Welsh and English and vice versa.

**These guidelines are not intended to be exhaustive, and the University reserves the right to decline or accept evidence as it deems appropriate, within the context at the time, and according to content submitted.**

1.7 Evidence provided should be timely with the period affected by the extenuating circumstance; this will normally be in the period of (or immediately before) assessment/submission. In some cases, the extenuating circumstance may have affected a period of teaching/learning prior to assessment and if that is the case, you need to make this clear on your extenuating circumstances claim. If the extenuating circumstances cover a much longer period, you must be clear about this and explain why.

## **2. Examples of further acceptable evidence**

2.1 When submitting an ECs application or an Academic Appeal, please ensure that you complete all sections of the form and follow the guidance provided. You should provide supporting evidence where you are able to, and in circumstances where you are unable to provide evidence, you should explain the reasons clearly.

2.2 It is your responsibility to provide an appropriate account and/or evidence with your extenuating circumstances claim or academic appeal. It is also important that **your account** and any **evidence relates to the impact upon you where possible**.

2.3 **Please note that the ECs Panel/Appeal chair will not contact others, either individuals or organisations, to obtain evidence on your behalf, or to discuss your case. It is your responsibility to gather the necessary evidence.**

2.4 The table below shows examples of what will normally be considered as an extenuating circumstance, and ultimately if retrospectively submitted, grounds for an appeal; this table is for guidance purposes and does not list all grounds for ECs/appeals. All Students (including Partner Students) If you are unsure whether your situation would be considered as extenuating circumstances, you should contact the Students' Union Advice Centre via [SUAdvice@wrexham.ac.uk](mailto:SUAdvice@wrexham.ac.uk).

Circumstances	Additional Information	Evidence Examples
<p><b>Acute personal or emotional circumstances</b></p>	<p>Your account and/or evidence needs to confirm the nature of the circumstances and the impact it is having on your ability to undertake formal assessment and/or study.</p>	<ul style="list-style-type: none"> <li>• A detailed account giving information about the circumstances, their impact on you, and the time the effect lasted. If possible, also include:               <ul style="list-style-type: none"> <li>• GP letter (or link worker where appropriate e.g. mental health services; domestic violence services etc.);</li> <li>• An external counsellor;</li> <li>• A statement from a support service;</li> <li>• Supporting statements written by and at the discretion of, a member of University or Students' Union staff. For example, your Personal Tutor, a member of your course staff, a member of one of our Student Support teams, or someone from the Students' Union Core Staff Team.</li> </ul> </li> </ul>
<p><b>Bereavement</b></p>	<p>The bereavement should be related to the death of a close family member or friend. Your claim must clearly explain the nature of the relationship between you and the person that has died and how your ability to study has been affected. This is essential where the relationship is not within your immediate family (such as a step-grandparent, a cousin) or there is no family connection (such as the death of a friend).</p> <p>Claims relating to bereavement will normally be accepted for the semester in which the death occurred. If you have been significantly impacted for longer than the term, please make this clear in your application.</p>	<ul style="list-style-type: none"> <li>• A detailed account giving information about the circumstances, their impact on you, and the time the effect lasted. If possible, also include:               <ul style="list-style-type: none"> <li>• A death certificate;</li> <li>• A letter from an independent professional (not a family member) which must contain their contact details and their view on the closeness of your relationship with the deceased, or</li> <li>• An obituary from a newspaper / website or other organisational media (not usually an individual social media account) or funeral order of service</li> <li>• If you have been affected for longer, additional evidence of the ongoing impact may be required (for example a letter from GP or university counsellor).</li> </ul> </li> </ul>



Circumstances	Additional Information	Evidence Examples
<b>Childcare (exams or in-class assessments only)</b>	This should be genuinely unforeseen and wherever possible, evidenced, for example booked childcare that was cancelled at short notice.	<ul style="list-style-type: none"> <li>• A detailed account giving information about the circumstances, their impact on you, and the time the effect lasted. If possible, also include: <ul style="list-style-type: none"> <li>• A letter from a registered childcare provider detailing the circumstances</li> </ul> </li> </ul>
<b>Court attendance in UK (not jury service – see below)</b>	If you are required to attend court as a witness, defendant, complainant, or plaintiff.	<ul style="list-style-type: none"> <li>• A detailed account giving information about the circumstances, their impact on you, and the time the effect lasted. If possible, also include: <ul style="list-style-type: none"> <li>• An official correspondence from the court confirming your attendance; or</li> <li>• A solicitor's letter detailing the nature and dates of the legal proceedings and your requirement to attend.</li> </ul> </li> </ul>
<b>Crime</b>	<b>Victim of crime:</b> Where the impact of the crime has led to a medical issue, then a letter from an appropriate medical professional, or for example, from the University Counselling Service, is required to confirm the impact the crime has had/is having on your studies.	<ul style="list-style-type: none"> <li>• A detailed account giving information about the circumstances, their impact on you, and the time the effect lasted. If possible, also include: <ul style="list-style-type: none"> <li>• Depending on the nature of the crime, either:</li> <li>• A written statement of events supported by written evidence from the police, including a crime number; or</li> <li>• A relevant dated insurance claim.</li> </ul> </li> </ul>
	<b>Being investigated by the police:</b> the accusation of a crime leads to either ill health or other serious impact on you.	<ul style="list-style-type: none"> <li>• Evidence of a requirement from the Police to engage with them as part of their investigations;</li> <li>• A letter from an appropriate medical professional, or from University staff (Course Leader or Module Tutor or Personal tutor for example); or Student and Campus Life team to confirm the impact the</li> </ul>

Circumstances	Additional Information	Evidence Examples
		<p>investigation has had/is having on your studies. Please note letters from University and SU staff are issued at their discretion.</p>
<b>Domestic disruption</b>	<p>You should be very clear about how this applies to your studies and what the impact has been.</p>	<ul style="list-style-type: none"> <li>• A detailed account giving information about the circumstances, their impact on you, and the time the effect lasted. If possible, also include:               <ul style="list-style-type: none"> <li>• A letter from an appropriate, independent professional or authority describing the relevant circumstances and how they may have impacted on your studies.</li> </ul> </li> </ul>
<b>Employment</b>	<p>If you are a part-time student and an <b>unexpected</b> or <b>exceptional</b> work commitment does arise, this, may be considered an extenuating circumstance.</p>	<ul style="list-style-type: none"> <li>• A detailed account giving information about the circumstances, their impact on you, and the time the effect lasted. If possible, also include:               <ul style="list-style-type: none"> <li>• A letter on headed paper from your employer detailing the unexpected or exceptional circumstances.</li> </ul> </li> </ul>
<b>Family member illness, injury or medical treatment including mental health</b>	<p>This is expected to apply to <b>severe injury or illness</b> in a <b>child, sibling, parent, spouse, or partner</b>. Consideration of a severe injury or illness in a wider family member (such as grandparent, aunt, uncle etc.) or close friend would require an explanation and/or evidence to support your role as the primary carer and/or the closeness of the relationship.</p>	<ul style="list-style-type: none"> <li>• A detailed account giving information about the circumstances, their impact on you, and the time the effect lasted. If possible, also include:               <ul style="list-style-type: none"> <li>• medical certificate or letter from an independent medical professional confirming the nature and severity of the family circumstances.</li> <li>• If possible, any additional testimony around the impact it is having on your ability to undertake your assessment, would be useful.</li> </ul> </li> </ul>
<b>Financial problems</b>	<p>If you feel that the that the cost-of-living crisis is having an impact on you and your studies.</p>	<ul style="list-style-type: none"> <li>• A detailed account giving information about the circumstances, their impact on you, and the time the</li> </ul>

Circumstances	Additional Information	Evidence Examples
		<p>effect lasted. If possible, also include:</p> <ul style="list-style-type: none"> <li>• Medical note for stress;</li> <li>• Letter from a University Support Service relating to stress and/or engagement with them due to financial difficulties;</li> <li>• Application for Hardship fund;</li> <li>• Bills/final demands;</li> <li>• Letters rescinding funding e.g. scholarship;</li> <li>• Documents relating to Eviction and/ or court action.</li> </ul>
<p><b>Fluctuating mental health or long-term medical conditions</b></p>	<p>If the condition is ongoing, you should register with the Inclusion Team (to discuss any appropriate reasonable adjustments and support that can be offered) which will confirm and support that you have a fluctuating mental health condition and/or long-term medical condition.</p> <p>NB if your condition is already fully registered with the Inclusion Team, and it is a short-term exacerbation of that condition, you may not need to provide evidence, although if you have it to hand, you should provide it to help evidence your application.</p> <p>A letter from the University’s Student Wellbeing Service - if you have not had an appointment with a member of the Student Wellbeing Service before the date of your EC application, you will need to approach your GP or link worker for a letter of support. <b>Please do not submit images of prescriptions and medication or of body parts (including photos of sustained</b></p>	<ul style="list-style-type: none"> <li>• A detailed account giving information about the circumstances, their impact on you, and the time the effect lasted. If possible, also include: <ul style="list-style-type: none"> <li>• Confirmation from the university’s Inclusion Team - if you have not had an appointment with a member of the Inclusion Team before the date of your EC application, you will need to approach your GP (or link worker) for a letter of support.</li> <li>• For Partner Students, your Institution’s Wellbeing Service (or other support function) may provide this evidence.</li> </ul> </li> </ul>





Circumstances	Additional Information	Evidence Examples
	<p><b>injuries, x-rays, ultrasound scans, etc.)</b> They cannot be accepted as evidence for a claim and could be distressing for the staff viewing your evidence.</p>	
<p><b>Hospitalisation</b></p>	<p>If you have been hospitalised at short notice and cannot submit a claim yourself, please contact your personal tutor for help in submitting the claim on your behalf. Should you be severely incapacitated, your Next of Kin or other trusted friend may make this approach (to your Personal tutor) on your behalf.</p>	<ul style="list-style-type: none"> <li>• A detailed account giving information about the circumstances, their impact on you, and the time the effect lasted. If possible, also include:               <ul style="list-style-type: none"> <li>• A medical letter or certificate from the relevant hospital /ward confirming the nature and severity of your circumstances.</li> <li>• The hospital discharge summary</li> </ul> </li> </ul>
<p><b>Illness, injury or medical Treatment including mental health</b></p>	<p>When you are affected: Your evidence should describe your illness, injury or medical treatment and the impact it is having on your ability to prepare for and/or undertake your assessment.</p> <p>Medical evidence must be obtained from the person, practice or institution that diagnosed or assessed the illness/injury at the time it occurred. Evidence that you reported you were unwell after the event or illness occurred, or which does not include a clear diagnosis, is unlikely to be accepted.</p> <p><b>Please do not submit images of prescriptions and medication or of body parts (including photos of sustained injuries, x-rays, ultrasound scans, etc.).</b> They cannot be accepted as evidence for a claim and could be distressing for the staff viewing your evidence.</p>	<ul style="list-style-type: none"> <li>• A detailed account giving information about the circumstances, their impact on you, and the time the effect lasted. If possible, also include:               <ul style="list-style-type: none"> <li>• Evidence must state the time and duration of your circumstances and include wherever possible a clear medical opinion. It can be one or more of:                   <ul style="list-style-type: none"> <li>• An original medical certificate;</li> <li>• A letter from an appropriate medical professional / link worker;</li> <li>• A letter from a service within Student and Campus Life such as the Counselling and Mental Health or Student Wellbeing Team. Please note the teams can only provide letters for extenuating circumstances claims if you are registered with the service and have received support over a period relevant to your claim.</li> </ul> </li> </ul> </li> </ul>



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	<p><b>COVID:</b> Claims related to Covid can only be made as follows: For exams/on-campus assessment you can submit an EC for a DEFERRAL ONLY.</p>	
<p><b>Jury service</b></p>	<p>If you are asked to undertake Jury Service, you must make a request to the Court for it to be deferred. It is only if this request is refused that your extenuating circumstances will be considered acceptable.</p>	<ul style="list-style-type: none"> <li>• A detailed account giving information about the circumstances, their impact on you, and the time the effect lasted. If possible, also include:               <ul style="list-style-type: none"> <li>• You will need to provide correspondence from the Court and proof that a deferral has been requested and rejected.</li> </ul> </li> </ul>
<p><b>Mandatory Military service/Deployment</b></p>	<p>It applies to military, reserves, voluntary and emergency workers.</p>	<ul style="list-style-type: none"> <li>• A detailed account giving information about the circumstances, their impact on you, and the time the effect lasted. If possible, also include:               <ul style="list-style-type: none"> <li>• A letter on headed paper describing the deployment including dates.</li> </ul> </li> </ul>
<p><b>Paternity/parental leave</b></p>	<p>Must be unforeseen – i.e. adoption leave after being informed a child will be placed, or in the event of a premature birth.</p>	<ul style="list-style-type: none"> <li>• A detailed account giving information about the circumstances, their impact on you, and the time the effect lasted. If possible, also include:               <ul style="list-style-type: none"> <li>• Evidence of the placement of a child via adoption at short notice, or</li> <li>• Birth certificate showing date of birth &amp; relationship to student or appropriate evidence of pregnancy demonstrating the expected week of childbirth (EWC), for example for UK students, a MATB1 form.</li> </ul> </li> </ul>
<p><b>Pregnancy</b></p>	<p>If you become pregnant or your partner becomes pregnant, you may need to submit extension requests or extenuating circumstances claims for appointments.</p>	<ul style="list-style-type: none"> <li>• A detailed account giving information about the circumstances, their impact on you, and the time the effect lasted. If possible, also include:</li> </ul>

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	<p>As soon as you become aware of pregnancy, you should approach your Programme Team to work with you on a Learning Plan. This is written in consultation with yourself and will consider adjustments required.</p> <p>Please see the University's <a href="#">pregnancy related policies</a> and note you may also need a Risk Assessment depending on your course of study etc.</p>	<ul style="list-style-type: none"> <li>You should provide an appointment letter or medical letter.</li> </ul>
<p><b>Religious Festivals / Holy Days</b></p>	<p>The University will endeavour wherever possible, to respect the festival days of all religions. If you are unable to attend a learning event, submit an assessment or attend an examination, please stipulate which religious event you wish to attend.</p>	<ul style="list-style-type: none"> <li>A detailed account giving information about the circumstances, their impact on you, and the time the effect lasted. If possible, also include: <ul style="list-style-type: none"> <li>Evidence of the holiday, any stipulations relevant to you around behaviour or events on that holiday.</li> </ul> </li> </ul>
<p><b>Representing the University/Partner College at a national event</b></p>	<p>Your supporting statement must explain why the event should be considered as significant.</p>	<ul style="list-style-type: none"> <li>A letter of confirmation from the relevant organising body.</li> </ul>
<p><b>Specific learning difficulties (SpLD) (including delays in receiving funded disability support from DSA)</b></p>	<p>If you have a Specific Learning Difficulty (SpLD) and have approved adjustments permitting you extra time in exams, this information will be available on the e:Vision system for your tutor to access, as evidence to support a claim for an extension of time to submit coursework.</p> <p>For Partner Students this evidence may come from the Partner College Inclusion team or equivalent.</p>	<ul style="list-style-type: none"> <li>A detailed account giving information about the circumstances, their impact on you, and the time the effect lasted. If possible, also include: <ul style="list-style-type: none"> <li>Your University Reasonable Adjustment Summary.</li> <li>Funding Body letters relating to DSA</li> <li>DSA application / evidence used for application</li> <li>Study Needs Assessment Report showing adjustments needed</li> </ul> </li> </ul>

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<p><b>Travel and / Or Severe Adverse Weather Event</b></p>	<p>If you have missed an examination or presentation through travel difficulties for example; or an instruction to stay at home / evacuate due to severe weather.</p>	<ul style="list-style-type: none"> <li>• A detailed account giving information about the circumstances, their impact on you, and the time the effect lasted. If possible, also include:               <ul style="list-style-type: none"> <li>• News report of difficulties;</li> <li>• Announcement from Rail Operator or text / email sent to you.</li> <li>• Weather forecast / Advisories / Warnings (UK Met Office or equivalent Partner country Office)</li> </ul> </li> </ul>
<p><b>University administrative or procedural error</b></p>	<p>An administrative or procedural error by the University which has a significant, negative impact on your ability to study for or undertake an assessment.</p>	<ul style="list-style-type: none"> <li>• A detailed account giving information about the circumstances, their impact on you, and the time the effect lasted. If possible, also include:               <ul style="list-style-type: none"> <li>• You should provide (where possible) emails and/or screenshots of the irregularity which clearly show dates and email trail.</li> </ul> </li> </ul>