Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

Extenuating Circumstances Application

Student Guide

The following document will guide you through the process of completing and submitting an Extenuating Circumstances Application.

If you have any queries regarding your application, please contact the Academic Office via aocases@uwtsd.ac.uk.

Information Technology & Systems
Technoleg a Systemau Gwybodaeth

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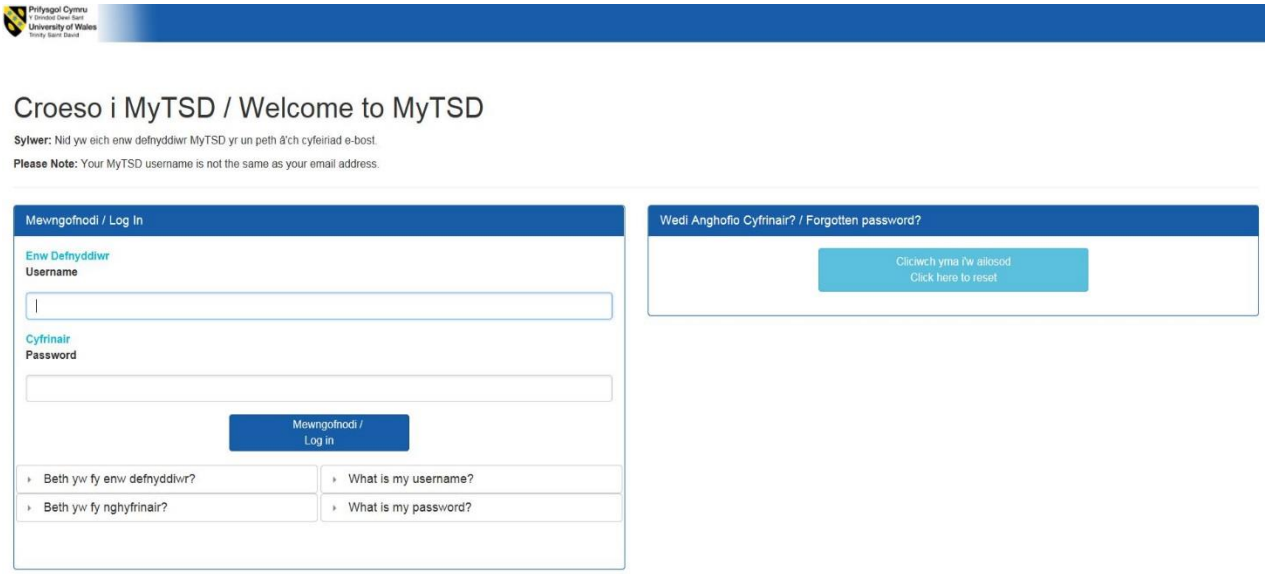
Extenuating Circumstances (MyTSD)

The Extenuating Circumstances Application (form) is available electronically via MyTSD.

Important: This form will only be available to you if you have an enrolment record in the current academic year.

Log in to MyTSD

Login to MyTSD (https://mytsd.uwtsd.ac.uk/) by entering the **Username and Password** in the spaces provided. When ready click on **'Mewngofnodi / log in'**.



The Extenuating Circumstances form is available in English or Welsh, depending on your chosen language on MyTSD. You may switch between English and Welsh, by selecting

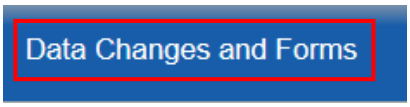
or

from the **Home** page.

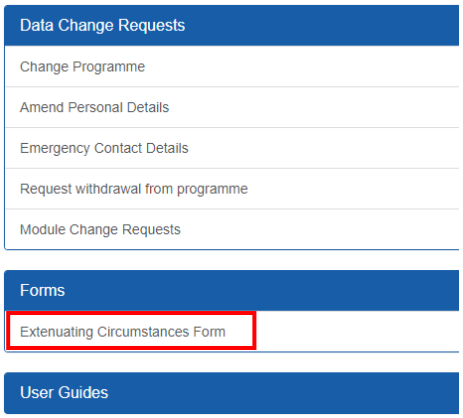
Please Note: Although every effort has been made to ensure that the Extenuating Circumstances form is available in English or Welsh, there is some information that we are unable to translate, such as the information stored on the Student Record System database. Intray and email communication that is generated as part of this process is bilingual.

Extenuating Circumstances Form

To access the Extenuating Circumstances form click on the **Data changes and Forms** tab.



The form is available on the **Forms** menu.

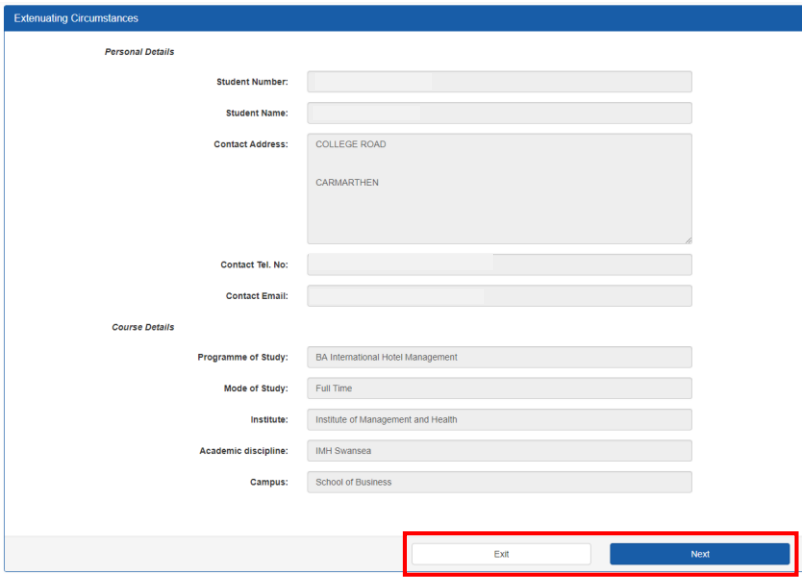


Personal and Course Details

The personal and course details page will be pre-populated with the details from your student record.

If any of the details are incorrect, then it is advised that you contact Registry or your Institute/Campus Admin Officer for assistance, before submitting your application. Some information, such as **your contact details can be updated via the My Addresses section on the Home page**. This is to ensure that the correct details are displayed on the application and that the application is sent to the correct Institute/Campus Admin office for processing.

When ready click on the **'Next'** button or to cancel your application, click on **'Exit'.**

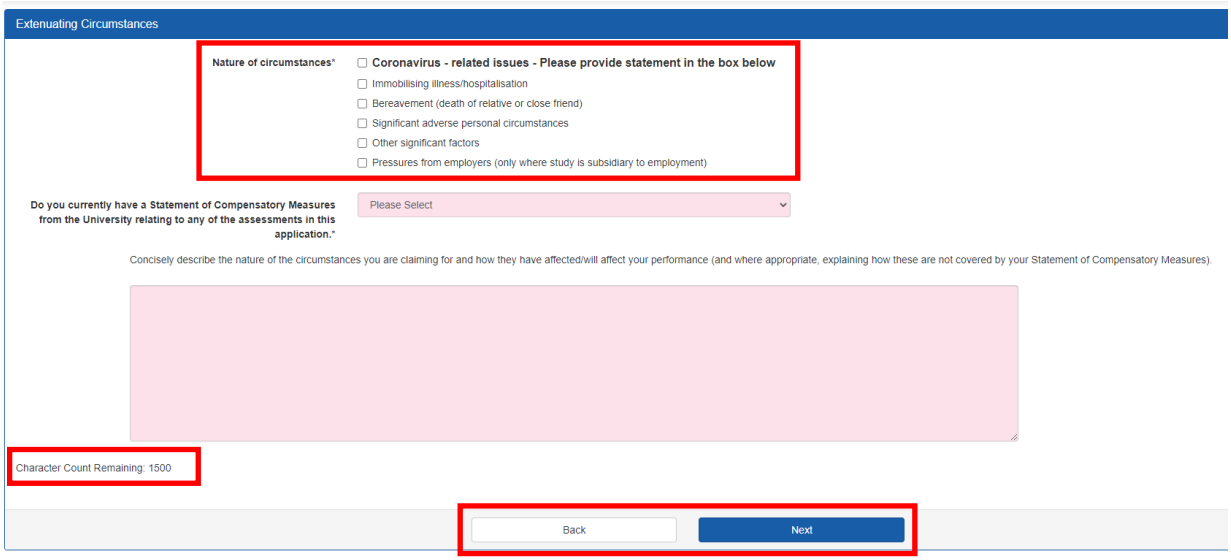


Nature of Circumstances

On this page you must select the nature of the circumstance(s) and describe how it has affected/will affect your studies. You may submit up to six circumstances from the following list: **Coronavirus – related issues – Please provide statement in the box below**, immobilising illness/hospitalisation, bereavement (death of relative or close friend), significant adverse personal circumstances, other significant factors and pressures from employers (only where study is subsidiary to employment).

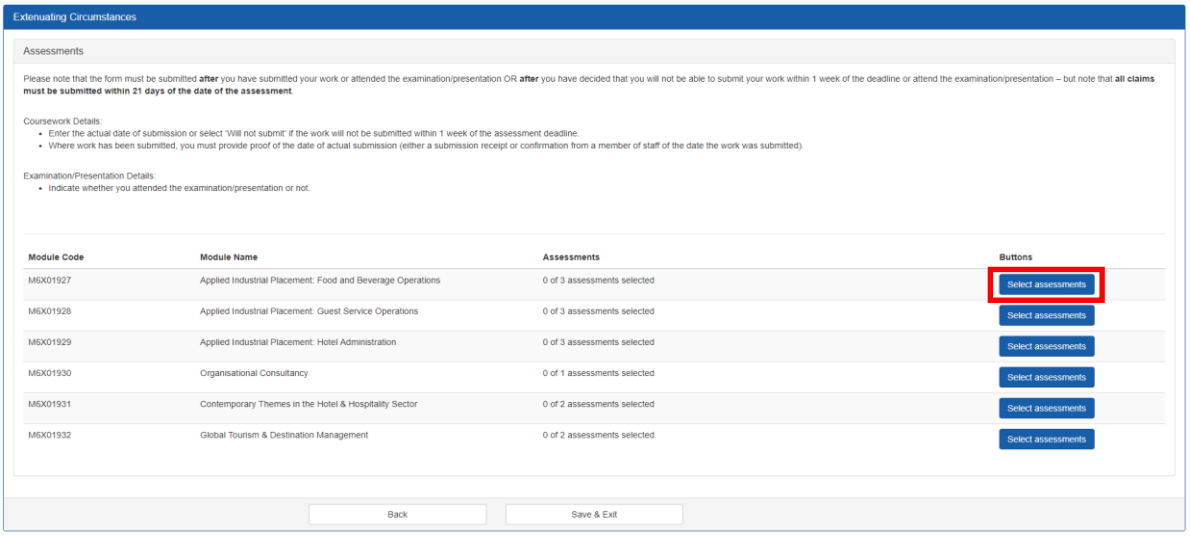
Where you are asked to describe how it has affected/will affect your studies, you will be limited to 1500 characters. A character count has been provided at the bottom of the page. If you try to go over this limit, the text box will remove the additional characters. All questions on this page are mandatory.

To proceed onto the next stage in the application, click on the **'Next'** button. To return to the previous page, click **'Back'**.



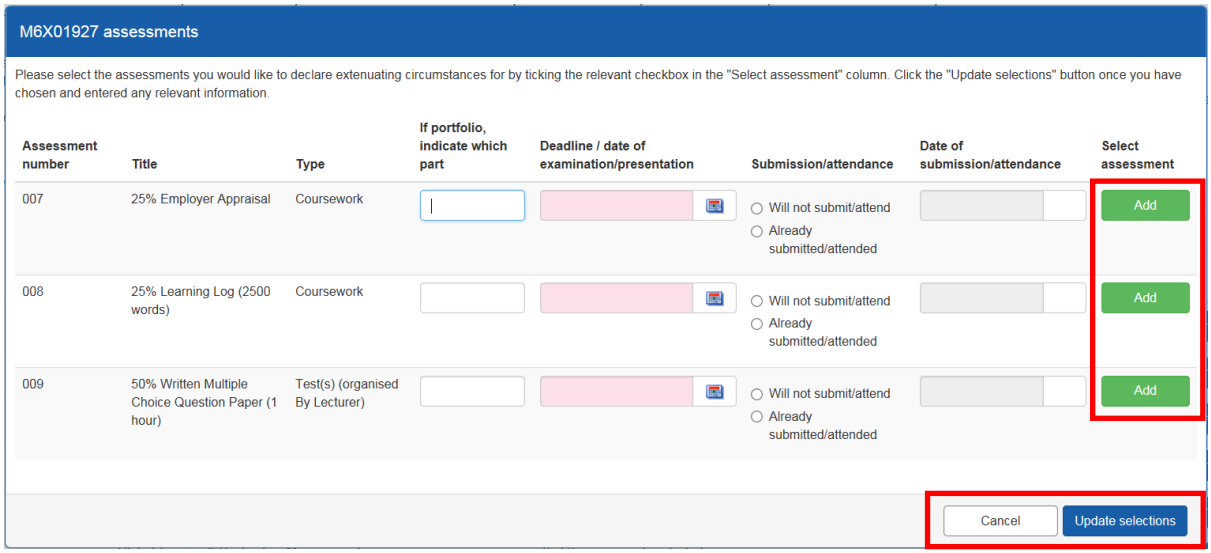
Module and Assessments

This page will display the modules you are currently enrolled on, and the assessments linked to the modules. To select an assessment, click on the **'Select assessments'** button next to the appropriate module.

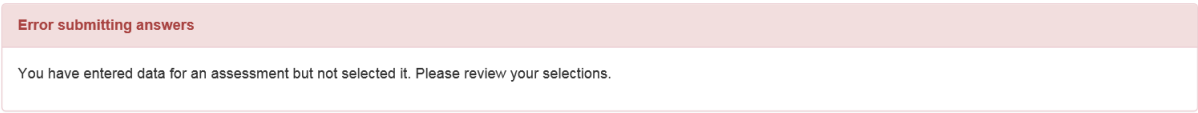


A pop up window will be displayed containing the assessment details for the selected module. To include the assessment as part of the application, you must enter the details in the relevant fields and click **'Add'**. To return to the module page, without selecting any assessments, click on **'Cancel'**.

To return to the module and assessment page, click on **'Update selections'**.

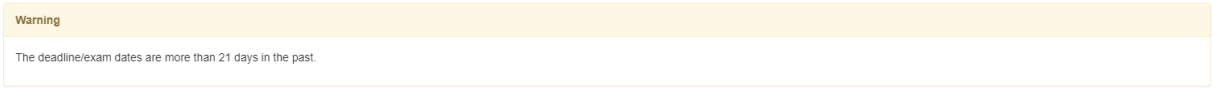


If you enter information in the fields and select **'Update selections'**, without clicking on the **'Add'** button, an error message will be displayed.

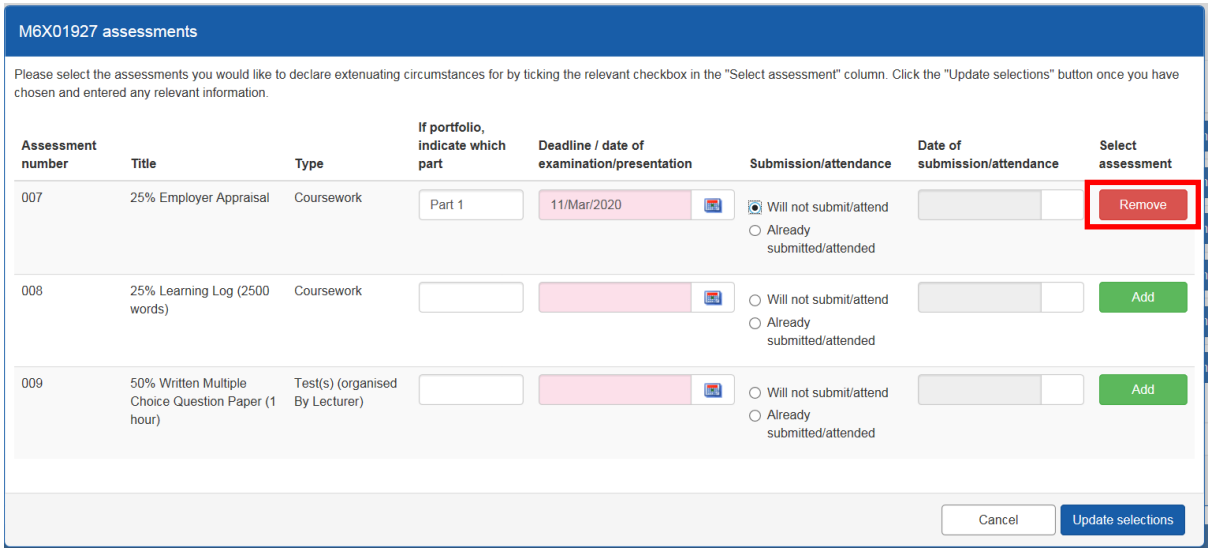


If you add an assessment to the application, but forget to enter the **Deadline / date of examination/presentation**, and click on **'Update selections'** then the following error message will be displayed.

If the date you entered in the **'Deadline / date of examination/presentation'** field is more than 21 days in the past, then the following error message will be displayed.

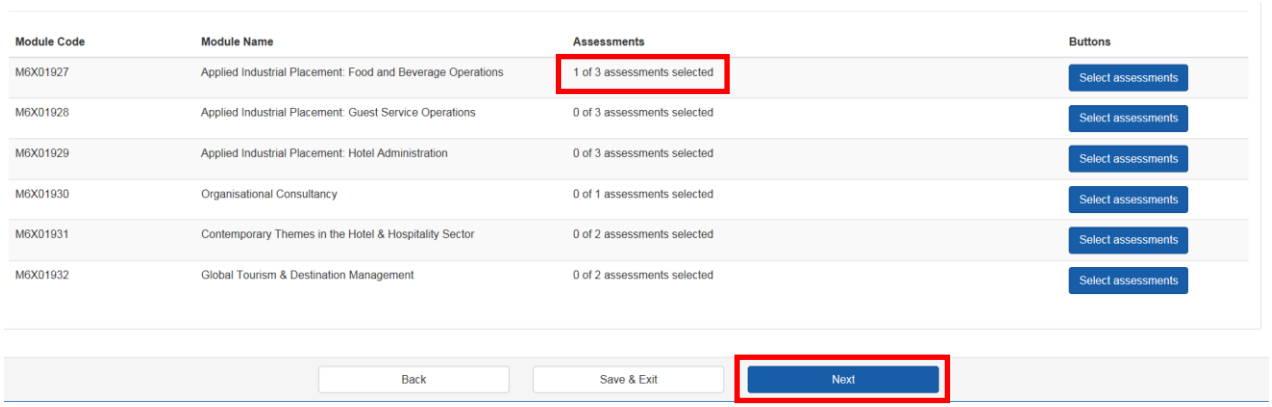


To remove the assessment from the application, you must select the module and then click on **'Remove'** next to the appropriate assessment. To return to the module and assessment page, click on **'Update selections'**.



When you have selected an assessment, the module table will update, as can be seen in the screenshot below.

The **Next** button will only appear when the student has selected at least one assessment.



Document Upload – Coronavirus – Related Issues

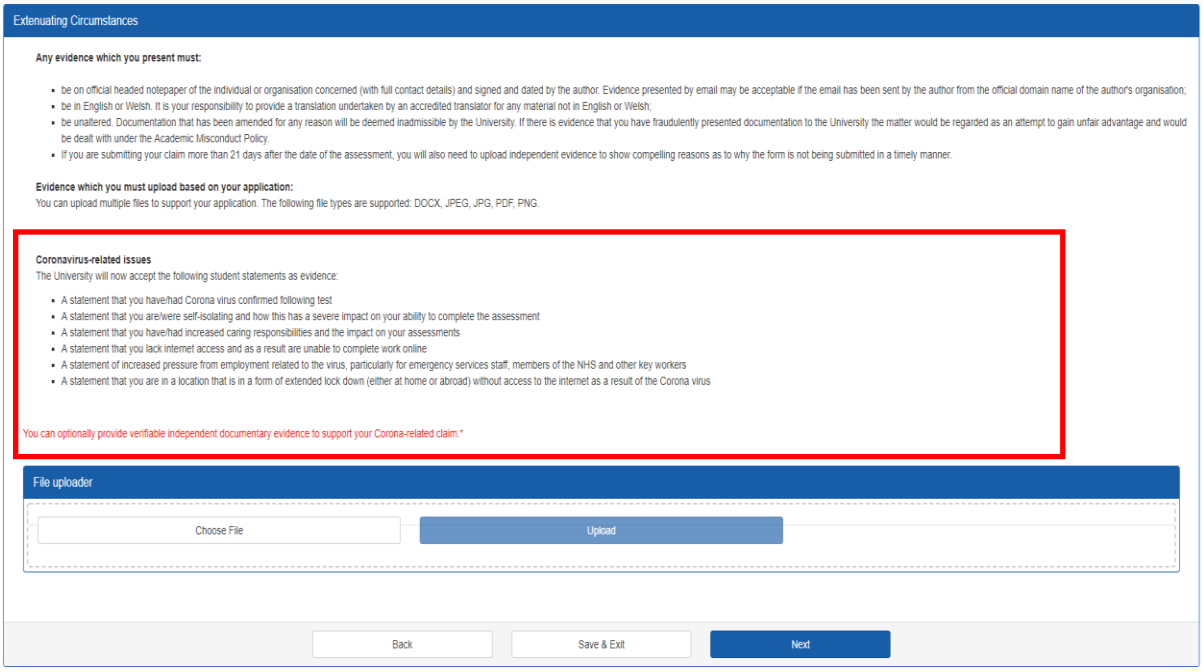
If you selected **'Coronavirus - related issues - Please provide statement in the box below'** as the nature of your circumstance, then you do not need to provide any supporting documentation. However, if you wish to upload supporting evidence, then you may do so, the following will be accepted.

Coronavirus – related issues:

The University will now accept the following student statements as evidence:

- A statement that you have/had Corona virus confirmed following test.
- A statement that you are/were self-isolating and how this has a severe impact on your ability to complete the assessment.
- A statement that you have/had increased caring responsibilities and the impact on your assessments.
- A statement that you lack internet access and as a result are unable to complete work online.
- A statement of increased pressure from employment related to the virus, particularly for emergency services staff, members of the NHS and other key workers.
- A statement that you are in a location that is in a form of extended lock down (either at home or abroad) without access to the internet as a result of the Corona virus.

Please Note: only the following file types are supported DOCX, JPEG, JPG, PDF and PNG.

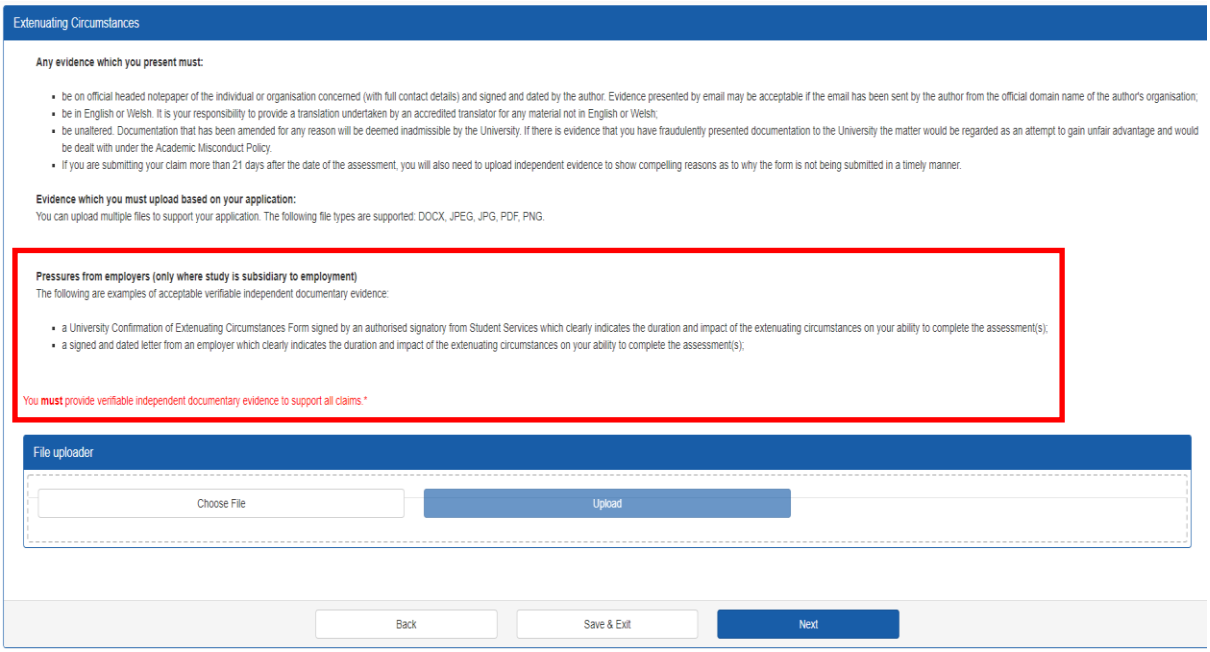


Document Upload

You are required to upload documentation to support your application. Depending on the nature of the circumstance(s) you selected on the previous page, you will be required to provide specific documentation. The required documents list will dynamically update based on the nature of the circumstance(s) selected. A full list of the required documentation is available below.

If you have indicated that you have submitted an assignment, then you will be asked to upload a copy of the submission receipt or written confirmation from a member of staff of the date the work was submitted.

Please Note: only the following file types are supported DOCX, JPEG, JPG, PDF and PNG.



If you are submitting your claim more than 21 days after the date of the assessment, you will also need to upload independent evidence to show compelling reasons as to why the form is not being submitted in a timely manner.

Any evidence which you present must:

- be on official headed notepaper of the individual or organisation concerned (with full contact details) and signed and dated by the author. Evidence presented by email may be acceptable if the email has been sent by the author from the official domain name of the author's organisation;
- be in English or Welsh. It is your responsibility to provide a translation undertaken by an accredited translator for any material not in English or Welsh;
- be unaltered. Documentation that has been amended for any reason will be deemed inadmissible by the University. If there is evidence that you have fraudulently presented documentation to the University the matter would be regarded as an attempt to gain unfair advantage and would be dealt with under the Academic Misconduct Policy.

Evidence which you must upload based on your application:

You can upload multiple files to support your application. The following file types are supported: DOCX, JPEG, JPG, PDF, PNG.

Immobilising illness/hospitalisation

The following are examples of acceptable verifiable independent documentary evidence:

- a Statement of Fitness for Work or Medical Certificate which clearly indicates the duration and impact of the illness/circumstances on your ability to complete the assessment(s);
- a signed and dated letter from a medical practitioner which clearly indicates the duration and impact of the illness/circumstances on your ability to complete the assessment(s);
- a University Confirmation of Extenuating Circumstances Form signed by an authorised signatory from Student Services which clearly indicates the duration and impact of the extenuating circumstances on your ability to complete the assessment(s).

Bereavement

The following are examples of acceptable verifiable independent documentary evidence:

- a Statement of Fitness for Work or Medical Certificate which clearly indicates the duration and impact of the illness/circumstances on your ability to complete the assessment(s);
- a signed and dated letter from a medical practitioner which clearly indicates the duration and impact of the illness/circumstances on your ability to complete the assessment(s);
- a University Confirmation of Extenuating Circumstances Form signed by an authorised signatory from Student Services which clearly indicates the duration and impact of the extenuating circumstances on your ability to complete the assessment(s);
- a copy of a Death Certificate;
- an order of service from a funeral.

Significant adverse personal circumstances

The following are examples of acceptable verifiable independent documentary evidence:

- a Statement of Fitness for Work or Medical Certificate which clearly indicates the duration and impact of the illness/circumstances on your ability to complete the assessment(s);
- a signed and dated letter from a medical practitioner which clearly indicates the duration and impact of the illness/circumstances on your ability to complete the assessment(s);
- a University Confirmation of Extenuating Circumstances Form signed by an authorised signatory from Student Services which clearly indicates the duration and impact of the extenuating circumstances on your ability to complete the assessment(s);

Other significant factors

The following are examples of acceptable verifiable independent documentary evidence:

- a Statement of Fitness for Work or Medical Certificate which clearly indicates the duration and impact of the illness/circumstances on your ability to complete the assessment(s);
- a signed and dated letter from a medical practitioner which clearly indicates the duration and impact of the illness/circumstances on your ability to complete the assessment(s);
- a University Confirmation of Extenuating Circumstances Form signed by an authorised signatory from Student Services which clearly indicates the duration and impact of the extenuating circumstances on your ability to complete the assessment(s);
- a copy of a Death Certificate;
- an order of service from a funeral;
- a copy of a Birth Certificate;

- a signed and dated letter from an employer which clearly indicates the duration and impact of the extenuating circumstances on your ability to complete the assessment(s);
- a signed and dated letter from a coroner, legal practitioner, police officer, court official, minister of religion or other professional which clearly indicates the duration and impact of the extenuating circumstances on your ability to complete the assessment(s).

Pressures from employers (only where study is subsidiary to employment)

The following are examples of acceptable verifiable independent documentary evidence:

- a University Confirmation of Extenuating Circumstances Form signed by an authorised signatory from Student Services which clearly indicates the duration and impact of the extenuating circumstances on your ability to complete the assessment(s);
- a signed and dated letter from an employer which clearly indicates the duration and impact of the extenuating circumstances on your ability to complete the assessment(s);

Claim more than 21 days after the assessment deadline

- If you are submitting your claim more than 21 days after the date of the assessment, you will also need to upload independent evidence to show compelling reasons as to why the form is not being submitted in a timely manner.

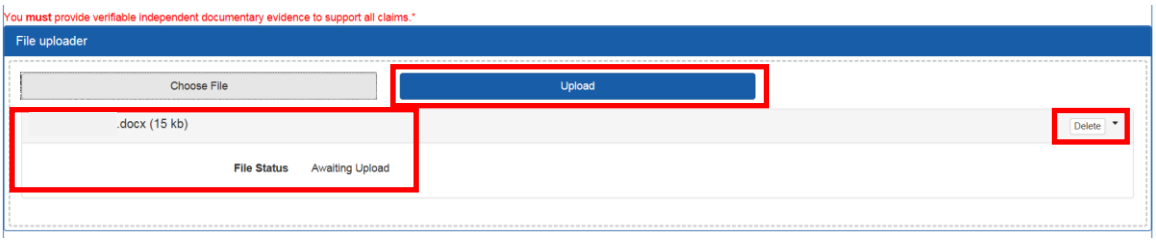
Proof of submission

- As you have inputted a date of submission, you must upload proof of the date of actual submission such as an official submission receipt or written confirmation from a member of staff.

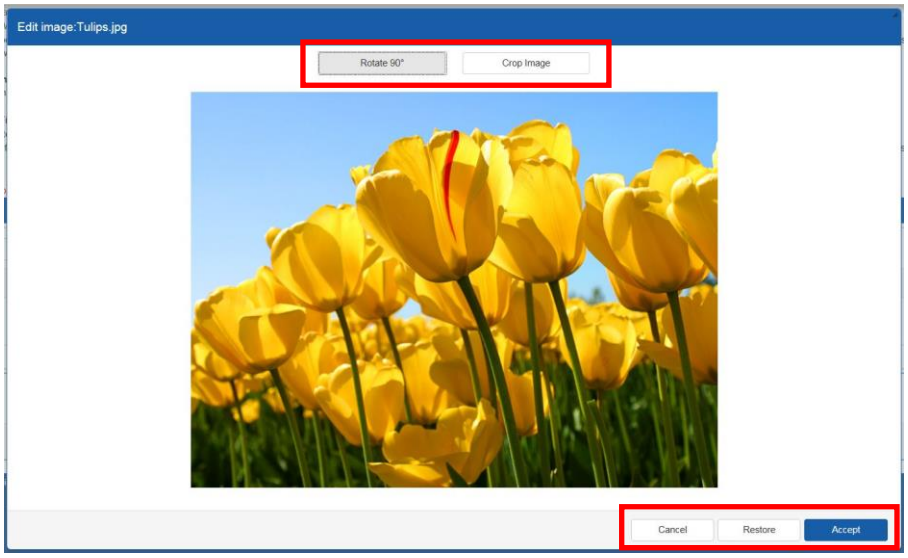
You must provide verifiable independent documentary evidence to support all claims.*

To upload a document, click on the **'Choose File'** button. This will display a file explorer window. Navigate to the file(s) you wish to upload and select **'Open'**.

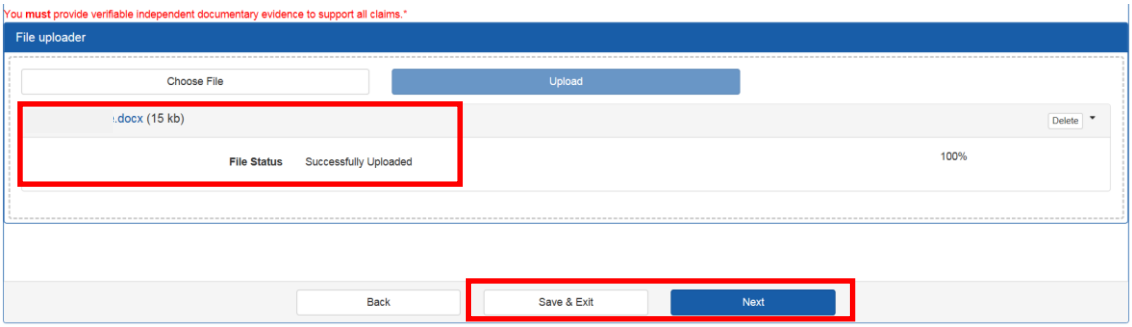
The file(s) will be assigned the File Status of Awaiting Upload. If you no longer want to upload a document, then you can remove it from the upload list by selecting **'Delete'**. To upload the file(s), click the **'Upload'** button.



If you have selected a JPEG, JPG or a PNG file, then you will be able to view and format the image **before uploading it**. To do this, you will need to click on the **'Edit Image'** button next to the image you wish to edit. You will be able to rotate and/or crop the image before uploading it. If you made changes to the image, but wish to cancel the changes, then you can revert back to the original image by selecting **'Restore'**. To save the changes to the image, select **'Accept'**.



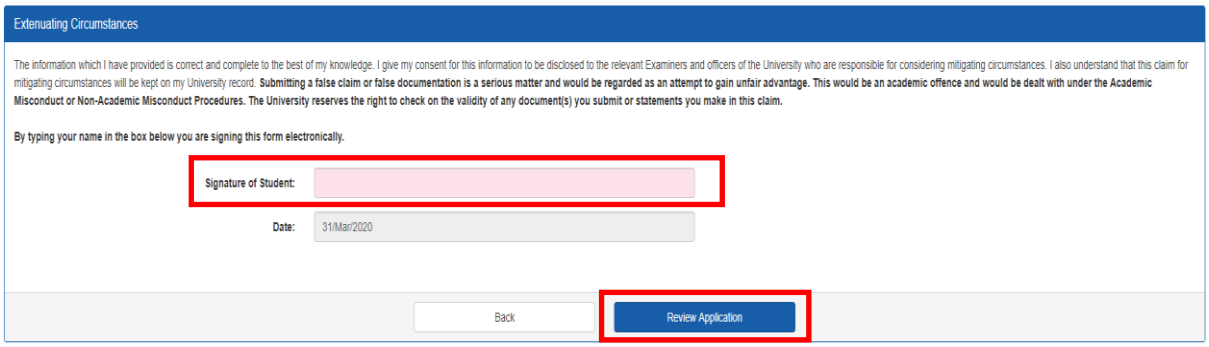
When the files(s) have been uploaded, the File Status will be set to Successfully Uploaded. To continue with the application, click the **'Next'** button. If you do not have all the necessary documentation at the time you are completing the application, then you may choose to **'Save & Exit'** and return to the application at a later date when you have acquired the necessary documentation.



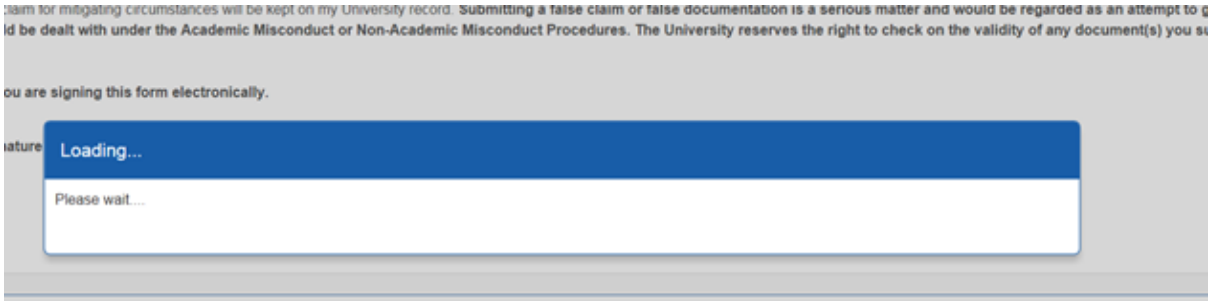
An error message will be displayed, if you try to proceed onto the next stage in the application without uploading any documentation.

Declaration and Signature

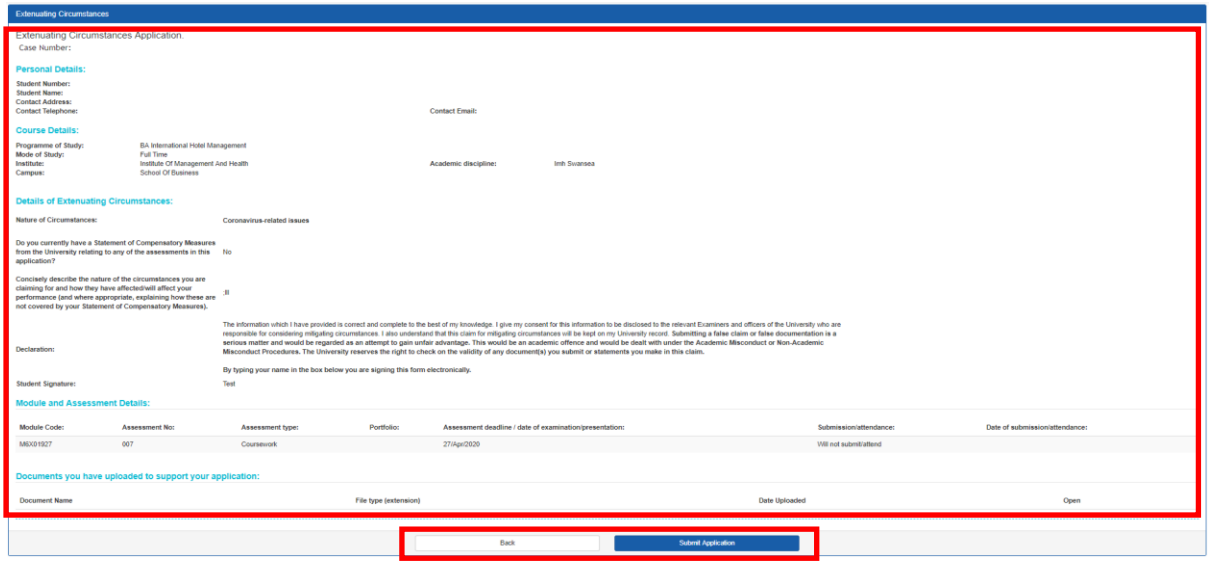
Before you can review your application, you must first agree to the declaration. You are required to digitally sign the declaration by entering your name in the text box provided and clicking on **'Review Application'**.



When you click on **'Review Application'**, you will see a Loading… message and then will be taken to a page where you can review your application and any supporting documentation you have uploaded.



You will have the opportunity to review and amend your application. If you need to amend the application, then select **'Back'** and return to the section of the application that needs amending. If you are content with the application and supporting documentation, then you can submit the application by clicking on **'Submit Application'**.

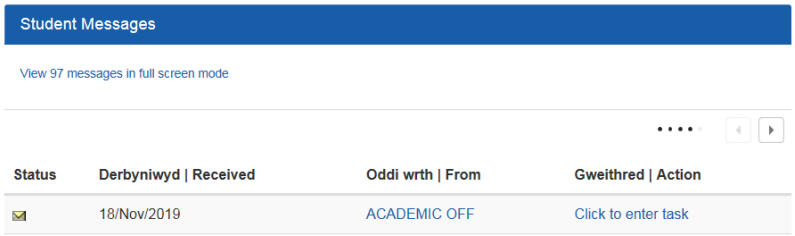


When you click on **'Submit Application'** a pop up message will be displayed informing you that your application is being processed and is being submitted.

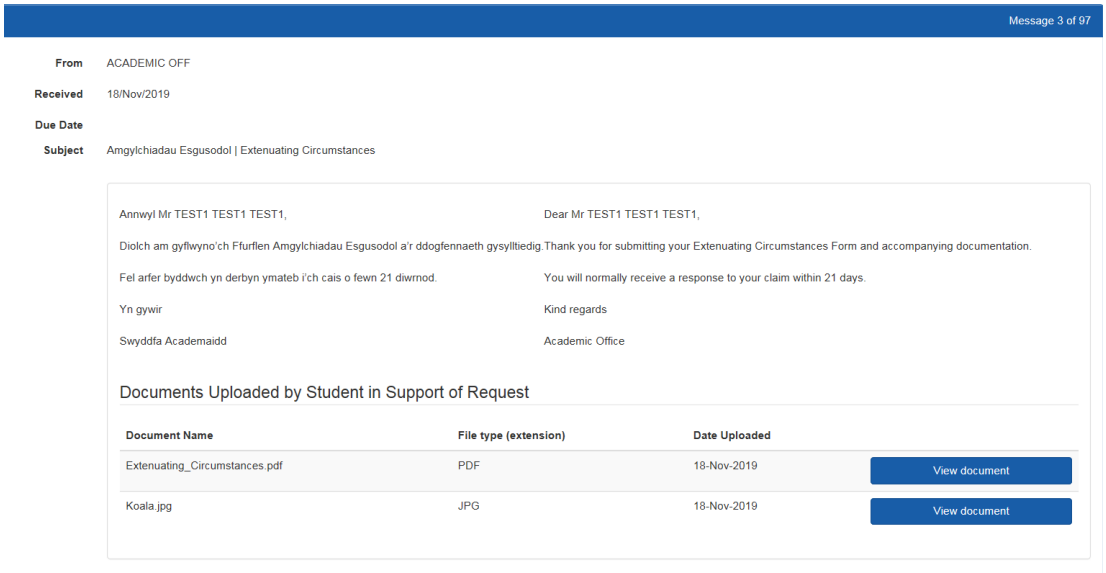
Intray Message and Email

You will receive an intray message and email confirming that your application has been sent to the Academic Office. The intray message and email will include copies of the documents you have provided as part of your application, and a copy of the application.

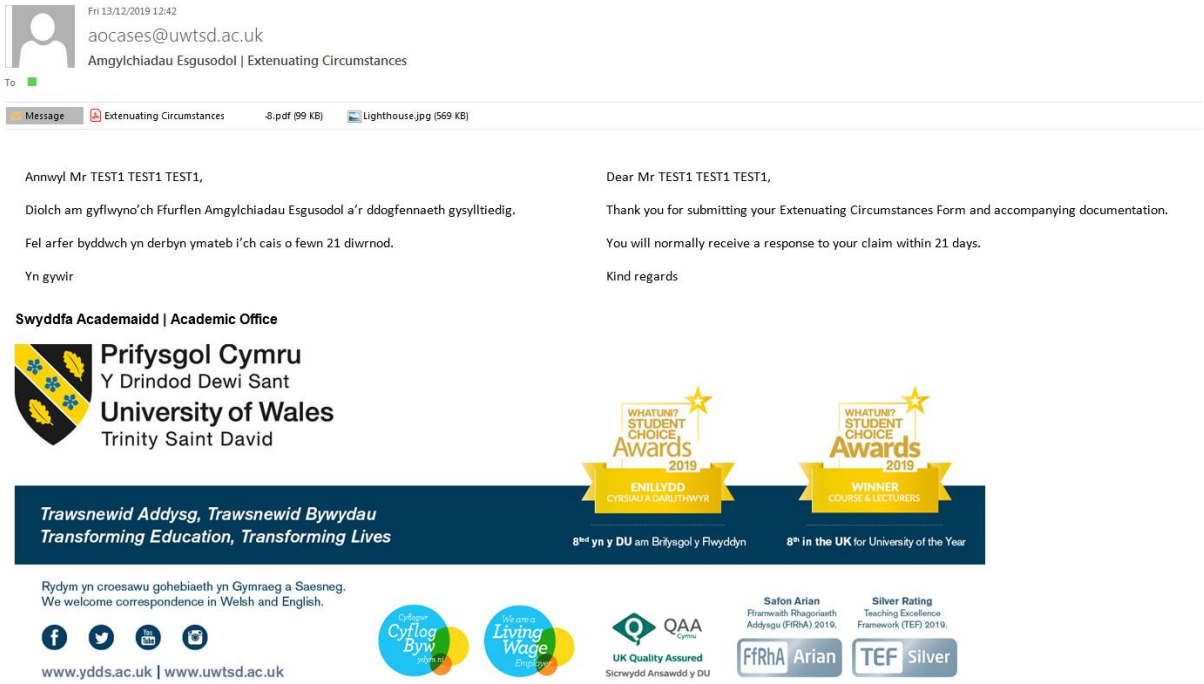
To view the intray message, you must click on **'Click to enter task'**.



Below is a copy of the message that will be sent to your intray.



Below is a copy of the email that will be sent to your contact email address.


Fri 13/12/2019 12:42
aocases@uwtsd.ac.uk
Amgylchiadau Esgusodol | Extenuating Circumstances
To
Message | Extenuating Circumstances -8.pdf (99 KB) | Lighthouse.jpg (569 KB)

Annwyl Mr TEST1 TEST1 TEST1,

Diolch am gyflwyno'ch Ffurflen Amgylchiadau Esgusodol a'r ddogfennaeth gysylltiedig.

Fel arfer byddwch yn derbyn ymateb i'ch cais o fewn 21 diwrnod.

Yn gywir

Dear Mr TEST1 TEST1 TEST1,

Thank you for submitting your Extenuating Circumstances Form and accompanying documentation.

You will normally receive a response to your claim within 21 days.

Kind regards

Swyddfa Academaidd | Academic Office

Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

WHATUNI? STUDENT CHOICE Awards 2019 ENILLYDD CYRSIAU A DARLITHWYR
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Rydym yn croesawu gohebiaeth yn Gymraeg a Saesneg.
We welcome correspondence in Welsh and English.

www.ydds.ac.uk | www.uwtsd.ac.uk

Cyflogwr Cyflog Byw ydym ni
We are a Living Wage Employer
QAA Cymru UK Quality Assured Sicrwydd Ansawdd y DU
Safon Arian Fframwaith Rhagoriaeth Addysgu (FfRhA) 2019. FfRhA Arian
Silver Rating Teaching Excellence Framework (TEF) 2019. TEF Silver

If you have any queries regarding your application, please contact the Academic Office via aocases@uwtsd.ac.uk.