

# Extenuating Circumstances (ECs) – Wellbeing Service Policy

The Wellbeing Service recognises that on occasion, a student may experience something major which is unforeseeable, beyond their control, and which may significantly disrupt their ability to sit an exam or submit a piece of coursework.

## If you are currently in receipt of mentoring, mental health support or counselling services

If you are applying for ECs under the above circumstances and are receiving support from our team - the Wellbeing Service may be able to provide supporting evidence.

We ask all students requesting supporting evidence from the Wellbeing Service to have a face-to-face or telephone discussion with their counsellor, specialist mentor or senior wellbeing practitioner to discuss this.

To arrange an appointment to discuss an EC application whilst receiving support, please contact us on: +44 (0)117 328 6268 or [wellbeing@uwe.ac.uk](mailto:wellbeing@uwe.ac.uk).

Waiting periods for appointments may occur during busy periods of the year so we recommend you contact us as soon as possible.

Please note we do not provide confirmation of attendance letters, as these are not accepted as medical evidence by the University.

## If you have not been accessing support from the Wellbeing Service

If you are applying for ECs but have not been accessing support from our team - we are not able to provide evidence for your EC application.

You can request this through external support providers you may be accessing, such as your GP.

However, if you feel Wellbeing Services would be of benefit to you at any difficult time, please apply online through our webpage:

<http://www1.uwe.ac.uk/students/healthandwellbeing/wellbeingservice.aspx>

Or contact us on: +44 (0)117 328 6268 or [wellbeing@uwe.ac.uk](mailto:wellbeing@uwe.ac.uk)

## For more information

To learn more about the University's Extenuating Circumstance application process and policy, please visit: <http://www1.uwe.ac.uk/students/academicadvice/assessments/extenuatingcircumstances.aspx>



University of the  
West of England