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| UniofGlasgow_CMYK | Disability Service  Level 1, Fraser Building  Glasgow G12 8QF  0141 330 5497/ 5121  [support@disability.gla.ac.uk](mailto:support@disability.gla.ac.uk)  [gla.ac.uk/disability](http://gla.ac.uk/disability) |

<add date>

Dear colleagues

The Disability Service confirms that <add name> <add GUID> is registered with our service and has provided evidence that they are disabled as per the Equality Act 2010.

<add name> has a relapsing and remitting condition. Their ability to engage in their studies, complete assignments, and prepare for or take examinations will be impaired when they experience a flare up or exacerbation of their condition. More information can be found in their Disability Entries Report (DER) on MyCampus.

If the student makes a Good Cause claim, stating that they have experienced a flare up or exacerbation, please accept this letter as supporting evidence for that claim, rather than seeking a bespoke letter from a Disability Adviser. The Good Cause claim may concern:

* an extension request for an assessment deadline; or
* an examination or other assessment that they were unable to take; or
* an examination or other assessment in which they consider that their performance was significantly impaired; or
* late submission of an online exam.

It has been agreed with the Clerk of Senate that this letter should be accepted as **sufficient supporting evidence** for such a Good Cause claim. The Clerk of Senate has provided the following guidance for staff on this point:

“It is not necessary for the student to provide a date-specific letter in relation to the claim. However, in assessing the Good Cause claim, it is appropriate to verify that the dates of the flare up as reported by the student coincide with the date(s) of the named assessment(s). Please note that allowance must also be made for conditions where an episode requires recovery time and for conditions where effects of treatment may be variable.

It should be noted, however, that accepting a Good Cause claim would not be appropriate if the student’s *learning* is likely to have been compromised by the nature and duration of the circumstances described. Where a Good Cause claim indicates difficulties that suggest the student’s learning is likely to have been compromised, it would be appropriate for their Adviser of Studies (or other relevant colleague) to contact the student and discuss how their learning can best be supported.”

**Please do not ask <add name> for evidence that they are disabled or have a relapsing and remitting condition, as this has already been provided to the Disability Service. The information in their DER already provides sufficient evidence and the University of Glasgow must not ask disabled students repeatedly to evidence disability.**

Further information is available in <add name>’s DER. If this report is not sufficiently informative, please email: [support@disability.gla.ac.uk](mailto:support@disability.gla.ac.uk) so that we can advise you further.

([Additional guidance for staff](https://www.gla.ac.uk/myglasgow/apg/staffguidanceontemplateletters) is also available concerning the context and rationale for this letter and how it should be interpreted and used.)

With best wishes

**University of Glasgow Disability Service**

[support@disability.gla.ac.uk](mailto:support@disability.gla.ac.uk)