

Guidance for Students on Reporting Good Cause

It is **your** responsibility to bring any factors that may have affected your academic performance to the attention of the University.

Submission of a Good Cause Claim is the mechanism which allows your circumstances to be considered by the Board of Examiners. Please note all Good Cause Claims must be submitted within **five working days**¹ of the date of the affected assessment.

1. How to submit a Good Cause Claim

1. Using **MyCampus** go to the 'Student Center' and select *My Good Cause* from the Academics menu.
2. Select the course(s) where assessments have been affected.
3. Complete the report in MyCampus (there is provision for particularly sensitive information to be provided separately, outwith the system, but a claim report must still be entered into MyCampus).
4. Add available supporting evidence by uploading documents.

2. What Counts as Good Cause?

The Code of Assessment which is published in [Regulation 16](#) of the Fees and General Information section of the *University Calendar* covers incomplete assessment and good cause (paragraphs 16.45 – 16.53). 'Good Cause' means illness or other adverse personal circumstances affecting you and resulting in you missing an examination, **or** failing to submit coursework on time, **or** your performance in the assessment being clearly prejudiced. [Chronic illness is not covered unless there has been a short term worsening of the condition which specifically affects an assessment. If you have a long term chronic medical or mental health condition you are encouraged to register with the Disability Service if you haven't already done so. Further information is available at <https://www.gla.ac.uk/myglasgow/disability/>].

If you were present for the examination, or submitted the assessment, but believe that illness or other personal circumstances affected your performance this must be reported as a Good Cause Claim on MyCampus.

Evidence of Good Cause

Where possible, a Good Cause claim should be supported by evidence, such as a report that describes the medical condition or other adverse personal circumstances. The report should include a supporting statement from an 'appropriate person' as defined in the [University's Student Absence Policy](#). (In the event of a short-term worsening of a long-term condition, it is possible for your Disability Advisor to provide such a supporting statement if you consulted the Disability Service during the period when the difficulties were occurring.)

In view of the particular difficulties of obtaining supporting evidence during the Covid-19 pandemic, students should make reasonable efforts to support their claims with evidence but a lack of evidence will not be a barrier to bringing adverse circumstances to the University's attention. (More information about appropriate supporting evidence is available [here](#).)

¹ Occasionally there is scheduled downtime of MyCampus, for example for system upgrades. Accordingly, the deadline for Good Cause Claims will take into account any periods when the system has not been available to students.

3. What will happen to your Good Cause Claim?

The Course Administrator, Course Co-ordinator and/or Good Cause Co-ordinator will ensure that your claim is considered and this will be in accordance with the section of the Code of Assessment which covers incomplete assessment and good cause (paragraphs 16.45 to 16.53). The outcome of your claim will be posted into the Approval Information section on your Good Cause Claim in MyCampus.

- If it is accepted that your assessment was affected by good cause, the work in question will be set aside and you will (as far as is practicable) be given another opportunity to take the assessment with the affected attempt discounted. **Please note that Boards of Examiners are not permitted to award marks on the basis of undemonstrated performance and therefore your grade(s) will not be increased because your performance was impaired by medical or other personal circumstances.**

- If you request **an extension to a coursework submission date** you are expected to have submitted your Good Cause Claim as soon as you become aware of the relevant circumstances. If you submitted a Claim shortly before the submission deadline it may not be possible to advise of the outcome before the deadline.

If your request for an extension is declined the published deadline will apply **and** if you fail to submit by that deadline late penalties will be imposed.

- If you apply for the waiver of a late submission penalty, the penalty for late submission of coursework will not be applied if it is judged that the adverse circumstances justify the lateness of the submission and the failure in advance to seek an extension of the deadline.

If it is judged that that the circumstances do not justify the lateness of the submission, the standard late penalties will be applied.

Senate Office
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