

# EC Advisor Review

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## Overview

This document outlines the advisor review process for Extenuating Circumstances (ECs) that was introduced for the 2025/26 academic year.

This is a new process designed to ensure students that submit multiple self certification requests in an academic year are given a welfare check and any concerns are highlighted and Queen Mary services are signposted where relevant. It is **not** a review of the claim itself.

Please note that for ECs the academic year is classed as September through to August.

## Policy

Students are able to submit up to three self certification requests in an academic year. However, the following scenarios will trigger an advisor review:

1. The student submits their third self certification request in the academic year
2. The student submits their second self certification request relating to exams during an exam period
3. If the student's third self certification request is also their second exam request then this would just trigger one advisor review. However if they are separate (i.e. submits two exam requests and then submits their third EC request) then it will trigger two separate advisor reviews.

Please be aware that exam requests are only counted if:

- The assessment is an exam one (which can include class-based exams)
- The date of the exam falls within one of the exam periods (please see the [Queen Mary Calendar](#))

Students may only submit **one** exam self certification request per exam period, although this can include multiple different assessments. MySIS will prevent them from submitting any subsequent ones.

## What the Student Sees

On the student's EC page on MySIS they see details of the policy as well as their current usage:

### Self-Certification Policy

The 2025/26 academic year for extenuating circumstances is classed as 1st September 2025 through to 31st August 2026.

An extenuating circumstances request that has been approved or is currently being considered will count towards your allowance. However, if it is refused then this does not count towards your allowance.

Students are able to submit self-certified extenuating circumstances requests. However, please be aware of the following restrictions:

- You may only submit **three** requests in an academic year
- You may only submit **one exam request per examination period**, although that one request may cover multiple exams. Examination periods can be found on the Queen Mary Calendar.
- Your second exam request during any examination period in each academic year will require you to have a meeting with your Advisor
- Your third request in an academic year will also require you to have a meeting with your Advisor

### Self-Certification Requests in 2025/26

There are restrictions relating to how many **Self-Certification** Extenuating Circumstances claims you may submit in each year. There are no restrictions for Standard Extenuation Circumstances claims.

Within 2025/26 you currently have the following Self-Certification claims:

- 3** total request(s) in 2025/26 - you have 3 remaining
- 3** exam request(s) in 2025/26 of which...
  - 1** exam request(s) in Semester 1 Examination Period of 2025/26  
This starts on 08/Jan/2026 and finishes on 23/Jan/2026 (inclusive)
  - 1** exam request(s) in Semester 3 Examination Period of 2025/26  
This starts on 07/May/2026 and finishes on 05/Jun/2026 (inclusive)
  - 1** exam request(s) in Late Summer Resit Period of 2025/26  
This starts on 03/Aug/2026 and finishes on 14/Aug/2026 (inclusive)

Examination periods can be found in the Queen Mary Calendar. Any Self-Certification requests covering an examination **outside** of these periods will not count towards your examination requests listed above, but will still count as one of your three requests permitted in 2025/26.

The total count for the year above will include any unsubmitted requests.

Unsubmitted requests will not appear in the exam-specific counts until you have selected assessments affected.

This information is then updated as the student begins to submit requests:

### Self-Certification Requests in 2025/26

There are restrictions relating to how many **Self-Certification** Extenuating Circumstances claims you may submit in each year. There are no restrictions for Standard Extenuation Circumstances claims.

Within 2025/26 you currently have the following Self-Certification claims:

- 1** total request(s) in 2025/26 - you have 2 remaining
- 1** exam request(s) in 2025/26 of which...
  - 1** exam request(s) in Semester 1 Examination Period of 2025/26  
This starts on 08/Jan/2026 and finishes on 23/Jan/2026 (inclusive)
  - 0** exam request(s) in Semester 3 Examination Period of 2025/26  
This starts on 07/May/2026 and finishes on 05/Jun/2026 (inclusive)
  - 0** exam request(s) in Late Summer Resit Period of 2025/26  
This starts on 03/Aug/2026 and finishes on 14/Aug/2026 (inclusive)

Examination periods can be found in the Queen Mary Calendar. Any Self-Certification requests covering an examination **outside** of these periods will not count towards your examination requests listed above, but will still count as one of your three requests permitted in 2025/26.

**You cannot submit any more EC Self-Certificate claims for examinations in Semester 1 Examination Period**

Your next self-certification request that relates to an examination within an exam period will need to be reviewed by your Advisor.  
If it only relates to coursework then your Advisor will not need to review it.

The total count for the year above will include any unsubmitted requests.

Unsubmitted requests will not appear in the exam-specific counts until you have selected assessments affected.

If their request is going to trigger an advisor review they are warned of this on the confirmation page.

Students are advised to input information as to when/how they would like to meet. Arranging the meeting will take place **outside of MySIS**. The only thing you will need to do in MySIS is to view and respond to the request (see below for more details).

**Advisor Signoff Required**

This request will first of all need sign off from your Advisor.  
Your Advisor is [REDACTED].  
This is for the following reason(s):

- this is your third self-certification claim for this academic year

You will need to meet with your Advisor. We recommend providing more information for your Advisor below regarding your availability and preferred way to discuss this.  
Your Advisor will be in touch to arrange the discussion. If your Advisor is unavailable then you may be contacted by your [school/institute's Student Support Officer](#).  
All automated communication will go to your Queen Mary email address, however your Advisor may also use your personal email address so please ensure you check both.

**Reason for Advisor Referral** Third Self-Certificate Claim in Academic Year

**Note for Advisor**

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**Confirmation**

By ticking the checkbox below I certify and confirm that

- The information I have entered on my claim form is correct to the best of my knowledge
- I understand I will need to discuss this request with my Advisor before it can be reviewed and have outlined my availability and communication preferences above
- I have read the [privacy notice](#) about how the information associated with my claim is used

I Agree (required)\*

## Email Notification

Where one of your students has submitted an EC that would require you to review it you will receive an email notification. This will go to your Queen Mary email address.



Dear [Advisor Name],

A new Extenuating Circumstances request has been submitted by [Student Name] ([Student ID]) that will require you to arrange a meeting with the student.

The reason for this is: [Reason eg: Third Self-Certificate Claim in Academic Year]

You can view the request on the Extenuating Circumstances page of [MySIS](#).

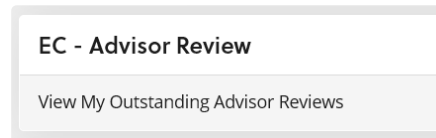
**Reference:** [Request ID]

If you have any questions about the process or policy please speak to the Student Support Team in your school/institute.

Registry Services  
Queen Mary University of London  
Mile End Road  
London E1 4NS

## Viewing Advisor Review List

On the Extenuating Circumstances page of MySIS you will see an option to view outstanding requests:



Access to this page will be automatic when you first get an advisor review. If you are already logged into MySIS at this point you may need to log out and back in again to see the EC page.

We do intend to add functionality to search for historic requests in the near future but at the moment the list will show all outstanding ones.

# Extenuating Circumstances - List of Outstanding Claims with an Advisor Review outstanding

Extenuating Circumstance Claims

[COLUMN VISIBILITY](#)
[COPY TO CLIPBOARD](#)
[EXPORT TO EXCEL](#)

Show  entries Search:

Student ID	Student Name	Claim ID	Assessment Type	Claim Submission Date	Claim Type	School	Programme	Modules and Assessments Affected	Scheme	Year of Programme	Individual Release	Screening Process Status	Select
[REDACTED]	[REDACTED]	[REDACTED]	EXN	01/Sep/2025	Self-Certification	School of Business and Management	BSc FT Business and Management (Business Management)	(BUS367) - In-class test (30 min) - Non Attendance	UG	3	1 / 1	Advisor Review: Outstanding:	<a href="#">SELECT</a>
[REDACTED]	[REDACTED]	[REDACTED]	EXN	01/Sep/2025	Self-Certification	School of Business and Management	BSc FT Business and Management (Business Management)	(BUS367) - In-class test (30 min) - Non Attendance	UG	3	1 / 1	Advisor Review: Outstanding:	<a href="#">SELECT</a>

## Responding to Advisor Review

Once you have opened an EC request you will see some details about the student and the request itself. Most of this is the same as what someone in your school/institute's Student Support Team will see when reviewing a request as well.

Claim ref: [REDACTED] / Claim Type: Self-Certification

### Student and Course Details

<b>Official Name</b> <a href="#">View Profile</a>	<b>Student ID</b> [REDACTED]	<b>Course &amp; Route</b> BSc FT Business and Management Business Management	<b>Faculty</b> Humanities and Social Sciences
<b>Enrolment Status/MOA</b> Enrolment - Fully Enrolled Full-time (minimum 24 weeks study per year)	<b>Initial Enrolment - Expected End</b> 12/Sep/2022 - 06/Jun/2025	<b>Current Level</b> 6	<b>Self-Certs This Year</b> 2

### Circumstances

<b>Nature of Circumstances</b> Crime	<b>Summary</b> test
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### Supporting Evidence

<b>Evidence Uploaded?</b> No	<b>Reason not uploaded</b> Self-certification claim
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### Assessments Affected

Module	Assessment Title	Assessment Type	Weighting %	EC Impact	Original Due Date	Extension/Late Date	Additional Info	Previous SC claim?
BUS367	In-class test (30 min)	EXN	30	Non-Attendance	05/Sep/2025	N/A		N/A

### Advisor Review

The Advisor reviewing this request is [REDACTED].

This request has been sent to the student's Advisor for the following reason: **Second Exam Request in Academic Year.**

<b>Advice Given</b> Not yet recorded	<b>Reason</b> Not yet recorded
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**Student's Comments**  
No comment supplied by student

**Staff Comments**  
Decision not yet recorded

Until the Advisor Review has been completed the outcome cannot be published.

### Self-Certification Usage

The student's Self-Certification EC claims for 2025/26 are as follows:

Code	Submitted Date	Current Status
EC-000001735800-001	01/Sep/2025	Incomplete
EC-000001735800-006	01/Sep/2025	In Progress

### Self-Certification Requests in 2025/26

The student sees the counts below as well as more detailed information specific to them and their self-certification policy usage for 2025/26 on their EC page of MySIS. They also see the policy itself on their EC page.

Within 2025/26 the student currently has the following Self-Certification claims:

- 2 total request(s) in 2025/26 - you have 1 remaining
- 2 exam request(s) in 2025/26 of which...
  - 1 exam request(s) in Semester 1 Examination Period of 2025/26  
This starts on 08/Jan/2026 and finishes on 23/Jan/2026 (inclusive)
  - 1 exam request(s) in Semester 3 Examination Period of 2025/26  
This starts on 07/May/2026 and finishes on 05/Jun/2026 (inclusive)
  - 0 exam request(s) in Late Summer Resit Period of 2025/26  
This starts on 03/Aug/2026 and finishes on 14/Aug/2026 (inclusive)

At the bottom you will then see a section where you can put in an outcome.

As the purpose of the advisor review is primarily a welfare check all you can do is accept.

As mentioned earlier, the actual arranging of a meeting - as well as the meeting itself - will take place outside of MySIS.

### Outcome

Decision Advisor Accept

Decision Comments

When an outcome is recorded you will see this.

### Advisor Review

The Advisor reviewing this request is **Ashley Jones**.

This request has been sent to the student's Advisor for the following reason: **Second Exam Request in Academic Year.**

Advice Given	Reason
Student Advised	Advisor Responded

**Student's Comments**  
No comment supplied by student

**Staff Comments**  
Spoke to the student

The 'Reason' field will make it clear why a Student Support Team member has responded instead (see below). In cases where the Advisor responds it will just read 'Advisor Responded' as you can see above.

### Limitations while Advisor Review is outstanding

While an advisor review is outstanding the Student Support Team cannot publish the final outcome. They are able to publish provisional outcomes however.

Where an advisor review is outstanding this will be made clear to the Student Support Team.

The Student Support Team is able to screen the request as normal but they cannot publish the final outcome.

## **What happens if you are unavailable**

The Student Support Team is able to see all outstanding advisor reviews within their school/institute and also search for outstanding reviews with a specific advisor. They are also able to respond on your behalf if you are unavailable.

When doing so the decision will be different (it will indicate they accepted) and they are asked to choose a reason why the advisor is not available.

When an advisor review is done on your behalf you **do not** get a notification about it.

## **Exceptions**

If the student has no advisor assigned to them it will go to the Student Support Team instead (although no email notification is sent but they can see it on the EC page of MySIS).

Schools/institutes can also choose to have all advisor review requests go to the Student Support Team. If you'd like to find out if this applies to your school/institute please speak to your Student Support Team. In these cases the student will see slightly different wording when submitting a request to make it clear it is not going to their advisor.