**How will the University account for any technical issues during my exam?**

To compensate for any potential technical or connection issues that may occur, a 1-hour submission window will be in place for the time period after each exam, in addition to the 2-3 hours that are already allotted for each exam.

This additional hour is in place to give sufficient time for you to complete the required steps to submit your assignment, including any scanning and upload of documents or solutions, and to have time to resolve any technical issues you might encounter during upload.

While you will not be penalised for continuing to work on your exam during this additional hour, all of your work must be fully submitted by the end of the additional 1-hour submission window, and no further extension of time will be permitted if you do not submit by the deadline.

**What should I do if I experience a technical issue?**

Please alert the course-owning School as a matter of urgency, as soon as you realise there is a problem. The School will have made it clear to you in advance how to make contact in the event of any issues.

**If I experience a technical issue, can I submit my exam late?**

If you are in a position to submit the exam once you have resolved the issue you have experienced, you can submit it – the course owning school will advise you on the best way to do this.

**However**, no further action will be taken on your exam unless you apply for Special Circumstances, and your Special Circumstances application is assessed as valid.

**What sort of technical issues are considered ‘valid’ for a Special Circumstances application?**

Technical issues which may be eligible for special circumstances include:

* Internet or power outage that impacts your ability to complete the online exam.
* Sustained drop-outs of software (e.g. Learn, Gradescope) being used to complete your online exam.
* Equipment failure: equipment breaking during the exam where no adequate alternative device was available.
* Other technical issues not explicitly covered above which prevented you from accessing, continuing or completing your exam.

Technical issues which are not eligible for Special Circumstances include:

* Any minor system delay experienced if you submit in the last few minutes of the exam submission window, which results in your exam being late. Normal system delays often occur at the point of submission, which is why an additional hour is allocated for submission purposes. It is your responsibility to account for this and to avoid submitting your exam at the last minute.
* Human error. E.g. Submitting the wrong document, corrupt file or submitting a blank document.

**What evidence do I need to provide for my Special Circumstances application?**

Valid evidence in cases of late exam submission **must** include **ALL** of the following:

* Evidence of the technical issue. E.g. Screenshots or photographs showing evidence of technical issues, or service provider reports evidencing technical issues
* Evidence that you were in touch with the School prior to the deadline to explain the issues you were facing in submitting (e.g. an e-mail exchange with the school)
* Evidence that your work was not altered after the submission deadline. For example, this might include a screenshot of the document properties showing the ‘last modified’ time date and time.

**Applications that do not include all three pieces of evidence (of technical issue, of communication with schools, and with work not being altered after the deadline) are very unlikely to be accepted.**

**What happens after I have submitted my application?**

Once the application is complete, the ESC team will make an initial decision of whether the application is accepted or not within 5 working days. If accepted, the application will then be passed to the School for consideration by the relevant Board of Examiners. A final outcome will be communicated to you once the Board of Examiners has met to discuss your case.