

Portal FAQs 2016-17 For Notifications of Extenuating Circumstances

How do I create an NEC?

Log in to the portal and select the **Notification of Extenuating Circumstances** tab. Click "Raise a new Notification of Extenuating Circumstances (NEC)."

How do I fill in the dates of the period when my work was affected?

Click on the calendar icon and select the correct date.

How do I fill in the Notification of Extenuating Circumstances details fields?

Describe your circumstances: This box is a required field. Please describe the situation which has affected your academic work. The maximum entry for this box is 4000 characters (*not 4000 words*), and the form may not submit properly if you exceed this length.

Request an outcome: This field is required, so you must pick one from the options available: Extension, Next assessment point, or Other.

Describe the outcome you are seeking: This box is a required field. Please note that extensions can be granted only for five or ten working days, and that there is a maximum of two extensions per assessment. If you selected "other," please provide further details. The maximum entry for this box is 4000 characters (*not 4000 words*), and the form may not submit properly if you exceed this length.

How do I fill in the Circumstances fields?

Are your circumstances due to a disability or a long term health condition which has occurred for 12 months or more? This question is required so you must select yes or no.

Have you approached (or do you intend to approach) Student Support Services for additional support? This question is required so you must select yes or no. If you would like to know more about the kind of support offered by Student Support Services, click here:

http://www.ntu.ac.uk/student_services/health_wellbeing/index.html

Is there any more information that you have previously submitted to us, or which is missing, that you would like us to consider alongside this NEC? This field is not required so you do not need to type anything in it.

How do I select affected assessments?

You will see a table of your assessments. Select the box next to each assessment which has been affected by your situation.

How do I add details to affected assessments?

Did you submit the work or complete the exam? This question is required so you must select yes or no.

Further details: This field is not required but you can add more information about your assessment here if necessary.

How do I upload evidence?

To upload a document, select *Browse*. A dialogue box will open. Select your file from the box and click *Open*. The document's location will appear in the address bar. Click

Upload file. Please note that the maximum file size is 10MB per document. If you attempt to upload a document that exceeds 10MB, the form may not submit properly.

How do I withdraw my NEC application?

Log in to the portal and select the **Notification of Extenuating Circumstances** tab. You will see a table of the NEC applications you have created. Select "View" next to the NEC you want to withdraw. In the bottom right corner you will see a panel with the NEC details, and below that an option for "Withdraw this Notification of Extenuating Circumstances." Click the link. You will be prompted to withdraw your NEC: "Are you sure you want to withdraw this Notification of Extenuating Circumstances?" Select Yes. You should then see a confirmation message in green and you should also receive confirmation by email of the withdrawal.