

## Zinc – Physics Students Guide

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## 1 What are Mitigating Circumstances Requests?

**Mitigating circumstances requests are related to unforeseeable** (you would not have anticipated the event) **and unavoidable** (it would not be possible for you to have reasonably avoided or prevented the circumstances) **circumstances affecting exams, assignments, and coursework.**

Please note that if you are absent from college for more than 3 days, you should inform the senior tutor via the Absence Report form: [here](#)

For absences of more than a week, you would need to provide medical evidence.

If you miss an assessment (coursework or exam) due to illness or other unforeseeable and unavoidable circumstance, you should submit a mitigating circumstances request via Zinc. (see Section 2 [How to submit mitigation requests?](#))

Examples of mitigation circumstances include:

- Serious short term illness or injury
- Death or significant illness of a close family member or friend
- Significant personal or family crises
- A technical problem which has affected the ability to access teaching or assessment
- Accommodation crisis

The request must be made within **10 working days** of the assessment deadline. You must provide evidence to support your claim and clearly state which assessments have been affected by the circumstances.

If you are unable to provide evidence within the time period, you should state this in the request and provide the evidence as soon as you have it.

Your Physics department will consider the request and evidence during regular Mitigating Circumstances Boards. They will either accept or reject your request. If your request has been rejected, you will have one more chance to re-submit based on new evidence within 5 working days of the decision. If your request has been accepted, you may be offered a deferral (a chance to retake the assessment at a later date) or be allowed a late submission.

## 2 How to submit mitigation requests?

**The Department of Physics is adopting a new system, Zinc, to process mitigating circumstances requests for undergraduates. Please submit all requests via this system.**

We have adopted the Zinc system to improve the robustness of our processes and our response to your requests. Zinc provides a centralised space for all the requests, allowing the senior tutor office and the mitigating circumstances board to have oversight of all requests, intervene with students if deemed necessary, and have an analytics dashboard to monitor requests across courses and time.

Zinc has been running in the Department of Chemistry with good feedback. A new version has been created and customised for use in the Department of Physics.

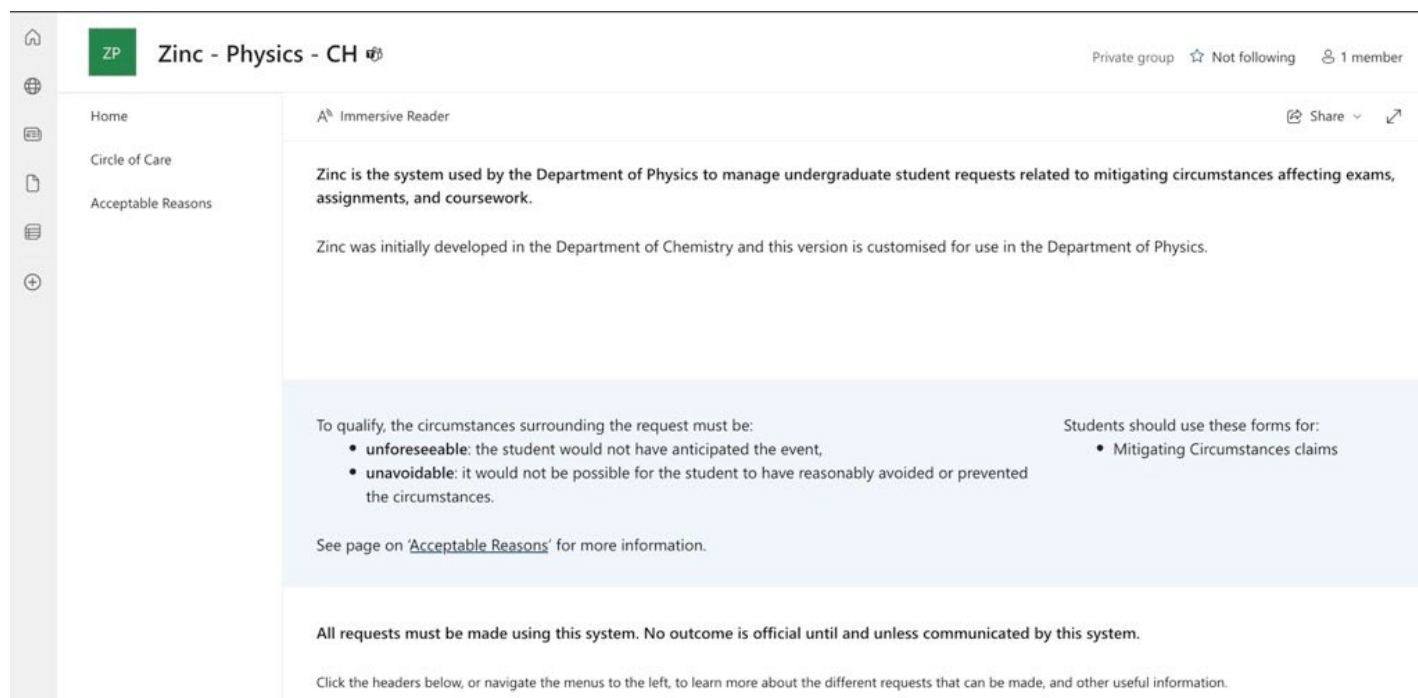
The following pages are a step-by-step guide to show you how to use Zinc portal.

### 3 Accessing the portal

You can access the Zinc system here: <https://imperiallondon.sharepoint.com/sites/Zinc-Physics-CH/>

You will only have access to the items that you have the appropriate permissions for.

Each of these appears in the left-hand menu. These items are Home, Circle of Care and Acceptable Reasons. Please read these sections carefully if it is the first time you are submitting a claim.



### 4 Claim form

If you scroll down this Welcome page you can now click either on **Submit a claim now** or **Evidence Submission form**:

All requests must be made using this system. No outcome is official until and unless communicated by this system.

Click the headers below, or navigate the menus to the left, to learn more about the different requests that can be made, and other useful information.

## ^ Mitigating Circumstances



Microsoft Forms

Submit a claim now



Evidence Submission Form

Grounds for mitigation are unforeseeable and unavoidable circumstances that could have, or did have, a significant impact on the academic performance of a student. This may occur at the time of the assessment or period immediately preceding it (e.g. revision period).

- These claims require submission of supporting evidence. This can be provided after the Mitigating Circumstances claim, but a timescale must be provided.
- Mitigating Circumstances can be claimed up to 10 working days after an assessment.
- Claims submitted after this time will need to provide a credible and compelling explanation as to why the circumstances were not known or could not have been shown/notified before the published deadline for the submission of claims. Failure to submit due to a lack of understanding of the procedure or the timeframe is not normally be considered acceptable. Submissions made without supporting evidence will not be considered.


You should submit any written work (e.g. reports, essays) in its latest form by the original deadline, even if it is unfinished. If this request is approved, you will be able to submit this work with a new deadline, and have that submission marked instead. There is no guarantee that Mitigating Circumstances claim will be upheld, or that deadlines will not have passed prior to the result being communicated.

You should also submit supporting evidence for your claims using the form linked to the left.

If you click on **Submit a claim now**, a screen appears detailing procedure and policies on mitigation circumstances. If you agree with these, you click on next.

You are now given the choice to submit mitigation circumstances for Examination or Coursework:

### Type of claim

1. What type of assessment are you claiming Mitigating Circumstances for? \* 


☐ Examination

☐ Coursework

You should click on one of these two items and click on next.

For examination, you get the following choices:

### Examination

2. Year \* 

☐ Year 1

☐ Year 2

☐ Year 3

☐ Year 4

Let's assume you choose Year 1; You then get the following choices:

### Examination - Year 1

3. Year 1 - Which exam(s) are you claiming Mitigating Circumstances for? \* 

You may select more than one option.

☐ Practical Physics: Laboratory, Computing and Problem Solving

☐ Mechanics and Relativity

☐ Oscillations and Waves

☐ Vector Fields, Electricity and Magnetism

☐ Statistics of Measurement and the Summer Project

☐ Advanced Electronics

☐ Mathematical Analysis

☐ Horizons

☐ Other

Once you've made your choice and have clicked on Next, you must answer the following questions:

#### 4. What is the general reason for claiming Mitigating Circumstances?

You select one option from a dropdown menu.

#### 5. Reason for claim

You use a Text box to briefly and clearly describe the reason for your claim. You must clearly explain:

- the circumstances of the claim - "what"
- the impact on your studies - "how"
- the period that you have been affected - "when"

#### 6. Is this claim being made 'on time' (i.e. before or within 10 days of the assessment date), or 'late' (submitted more than 10 days after the assessment date)

You should click either on item On-time or Late.

#### 7. Evidence / supporting documentation

List what evidence you are providing to support your claim using the available Text Box. This evidence should be provided using the [Evidence Submission form](#), quoting the ticket number for this claim.

Sometimes evidence may not be immediately available - you should indicate what evidence you expect to submit, as well as when you expect to submit it (e.g., within 1 week) using the available Text Box.

You click on next, and a page appears with some privacy statements and declaration (College's Privacy Notice).

#### 8. Submission

A page appears with Privacy statements and declaration.

If you have read, understood and agree to the above you click on this item and then on submit.

**Well done, your mitigation circumstances form has been submitted!**

**You receive an email confirming this submission.** This email reads as follows, and please note that a Ticket number is provided (in the email below Ticket #: MTC\_33 so the ticket number is 33 in this example)

Dear X,

Your mitigating circumstances claim has been **received**.

You should also submit evidence as part of this claim. Your claim will not be considered without this. Evidence can be submitted using the evidence submission form on the Zinc platform.

This will now be reviewed by the Mitigating Circumstances Board.

Best wishes,  
Physics Zinc

*This is an automated email from Physics Zinc - do not respond to this email, as the inbox is not checked. If you have any queries or need support, please contact your Personal Tutor, the Senior Tutors, the Student Liaison Officer, or the Disability Liaison Officer.*

#### Details:

Ticket #: MTC\_33  
Submitted: 2023-10-08

You still need to provide some evidence to support your claim, using the Ticket number.

## 5 Evidence

We encourage you to submit the claim form as soon as possible so that we are made aware of your situation as soon as possible. You can submit the evidence at a later date. (You should give an estimate of the time needed to provide the evidence.)

All requests must be made using this system. No outcome is official until and unless communicated by this system.

Click the headers below, or navigate the menus to the left, to learn more about the different requests that can be made, and other useful information.

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Submit a claim now



Evidence Submission Form

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You should also submit supporting evidence for your claims using the form linked to the left.



To do so, you scroll down the Welcome page and you now click on **Evidence Submission form**:

If you click on **Evidence Submission form**, a screen appears detailing the College's Privacy Notice.

### Evidence submission

You should use this form to submit supporting evidence for a previously made Mitigating Circumstances claim.

Please note that if the information provided in this form or the supporting evidence that indicates a serious risk to yourself or others that action may be taken by the College as part of its public duty to safeguard the health, wellbeing and security of all members of the College community.

Privacy statements - please see the College's Privacy Notice for Students and Prospective Students:

<https://www.imperial.ac.uk/media/imperial-college/administration-and-support-services/registry/academic-governance/public/academic-policy/admissions/Privacy-Notice-for-Students-and-Prospective-Students.pdf>

You click on next, and a screen appears where you need to answer the following questions:

**1.What year are you currently in?**

Click on item Year 1, 2, 3 or 4.

**2.What Mitigating Circumstances claim does this evidence submission refer to?**

Provide the ticket number (33 in this example) using the Text Box provided.

**3.Give a description of the evidence being submitted**

Use the Text Box provided.

**4.Upload file**

Upload a file in a PDF format. Click on next.

**5.Submission**

A page appears with Privacy statements and declaration.

If you have read, understood and agree to the above you click on this item and then on submit.

**Well done, your evidence form has been submitted!**

**You receive an email confirming this submission.**

This email reads as follows:

Dear Student X,

The evidence you have uploaded has been **received**, submitted and logged in the system.

Ticket #: EVI\_21

File Name: evidence\_whatsupdoc\_Student X

Description: whatsupdoc

This evidence will now be reviewed and considered as part of your Mitigating Circumstances claim, with an outcome communicated as soon as possible.

Best wishes,  
Physics Zinc

That's all folks!