

1. Making an aegrotat or compassionate application for your tests or final exams



You can make an aegrotat application for aegrotat or compassionate consideration for **written tests or final exams** from your 'Landing Page':

- Open aegrotat.auckland.ac.nz/apply
- Access more **information and guidance** if required
- View and update **your contact details**
- Click **Start New Application**.

Kia ora



You can apply for [aegrotat](#) or [compassionate](#) consideration if you feel that unforeseen circumstances beyond your control have **significantly** affected one or more of your tests or exams. By submitting an application, you agree that all information you have provided as part of the application process is true and correct.

The aegrotat and compassionate consideration process is bound by University regulations that must be adhered to.

The University encourages all students to sit their tests or exams where possible.

Qualifying criteria for end of semester exams

- You must have been prevented from sitting the exam or consider that your preparation for and/or performance in the exam was seriously impaired. You will need to show as part of your application how your circumstances have seriously impacted your test or exam.
- Your circumstances must be **temporary** (2 weeks prior to exam date), **unforeseen**, **exceptional** and **beyond your control**.
- You must provide a statement to support your application, outlining how your exam was significantly affected by your circumstances. You will be asked to upload supporting documentation or evidence to support your circumstances where such evidence can be reasonably obtained.
- Your total coursework for the relevant course needs to be at a minimum of C- (pass grade) standard.
- You must submit your application with the evidence no later than **seven days** (inclusive) after the exam date. If you are applying for multiple exams, you must submit your application no later than seven days after the last affected exam date. For example, if your exam is on the 20th of the month, your application must be received by end of day on the 26th.

Important note: an aegrotat or compassionate consideration grade is not an additional mark added because of illness or misfortune or a 'grade bump.' The University cannot award a result for a course where it does not have reasonable academic evidence that the appropriate level of understanding of course material has been exhibited throughout the course.

Qualifying criteria for tests

- You must have been prevented from sitting the test or consider that your preparation for and/or performance in the test was seriously impaired
- Your circumstances must be **temporary** (2 weeks prior to test date), **unforeseen**, **exceptional** and **beyond your control**.
- You must provide a statement to support your application, outlining how your test was significantly affected by your circumstances. You will be asked to upload supporting documentation or evidence to support your circumstances where such evidence can be reasonably obtained.
- The test must count for a percentage of the marks awarded for the course.
- You must submit the application with the evidence no later than **seven days** (inclusive) after the test date. For example, if your test is on the 20th of the month, your application must be received by end of day on the 26th.

D Aegrotat - Evidence Requirements

Compassionate - Evidence Requirements

If your circumstances are related to a medical issue, please apply for an aegrotat. You will need to provide a statement with your application explaining your circumstances and how such circumstances significantly impacted your preparation, performance and or ability to sit your test or exam. You must provide evidence in support of your application where such evidence can be reasonably obtained. We understand it is more difficult in the current outbreak to obtain the evidence you would normally be able to provide and are flexible on what evidence will be accepted. If we need further information to progress your application, we will contact you.

E Aegrotat - Evidence Requirements



Compassionate - Evidence Requirements

If your circumstance is not related to a medical or health issue, please apply for compassionate consideration. This may include technical issues, or other personal misfortune (such as family illness, bereavement, serious relationship or family issues). Such circumstances must be unforeseen, beyond your control and have significantly impaired your preparation and/or performance or ability to sit your test or exam. You will need to provide a statement with your application explaining your circumstances and how such circumstances significantly impacted your preparation, performance and or ability to sit your test or exam. You must provide evidence in support of your application where such evidence can be reasonably obtained. We understand it is more difficult in the current outbreak to obtain the evidence you would normally be able to provide and are flexible on what evidence will be accepted. If we need further information to progress your application, we will contact you.

If you are applying for compassionate consideration for technical issues during your exam, please provide a detailed explanation and include copies of email communication to the University at the time of the exam. Evidence may include screenshots of error messages or official notice of a power outage from your power provider, for example. For more detailed information regarding appropriate supporting document, see [Required evidence for aegrotat and compassionate consideration applications](#).

- Information and guidance:** click to understand the important difference between the two application types i.e. Aegrotat and Compassionate.
- End of Semester Examination Qualifying Criteria:** read to understand the qualifying criteria for an Exam aegrotat
- In Semester Tests Qualifying Criteria:** read to understand the qualifying criteria for a Test aegrotat
- Aegrotat Evidence Requirements:** read to understand the evidence required to support an Aegrotat application
- Compassionate Consideration Evidence Requirements:** read to understand the evidence required to support an Aegrotat application

The details we have for you are as below. You can [update your details here](#).

Preferred name: 
UoA ID number:
UoA e-mail: @aucklanduni.ac.nz 
Mobile number:

Need further assistance? View our [webpage](#), or email aegrotats@auckland.ac.nz

START NEW APPLICATION




F. Your details: click to update your contact details.

G. Further assistance: click the 'webpage' link or email the Exams Office for further information and guidance.

H. Start New Application: click to start a new Aegrotat or Compassionate application for either Exams or Tests.

Application History

Application no.	Application type	Assessment method	Term	Submit date	Application Status	Workflow Status
384142	 Compassionate	TEST	2023 Semester One	06/03/2023	SUBMITTED	WITH MODERATOR
384140	Aegrotat	TEST	2023 Semester One	06/03/2023	SUBMITTED	WITH MODERATOR
314309	Aegrotat	EXAM	2022 Summer School	16/02/2022	UNDER REVIEW	WITH EXAMS OFFICE

I. Application History: this section provides an overview of previously started, saved or submitted applications. It displays the application number, application type, assessment method (exam or test), term, submission date, application status and Workflow Status.

Application Status

This indicates where your application currently sits as one of the following:

- **Not Submitted** Your application has yet to be submitted. Select your application and click on the edit button to submit and pay. It may also have been submitted but then cancelled at your request.
- **Submitted** Your application has been submitted and payment received.
- **Under Review** Your application is being assessed.
- **Evidence Incomplete** You will receive an email from Assessment Services to provide more evidence. To submit more evidence, go to the application portal and scroll down to the bottom of the page until you see your Application History. Select the application line which says Evidence Incomplete. An Edit button will display. Click on this and it will take you to your application to upload the evidence and resubmit. Do not start a new application.
- **Complete** Your application has been declined by the independent moderator due to insufficient evidence to support your application (Workflow Status = With Moderator) or Your application has been assessed and the outcome sent to your student email (workflow status = With Exams Office or With Faculty).

Workflow Status

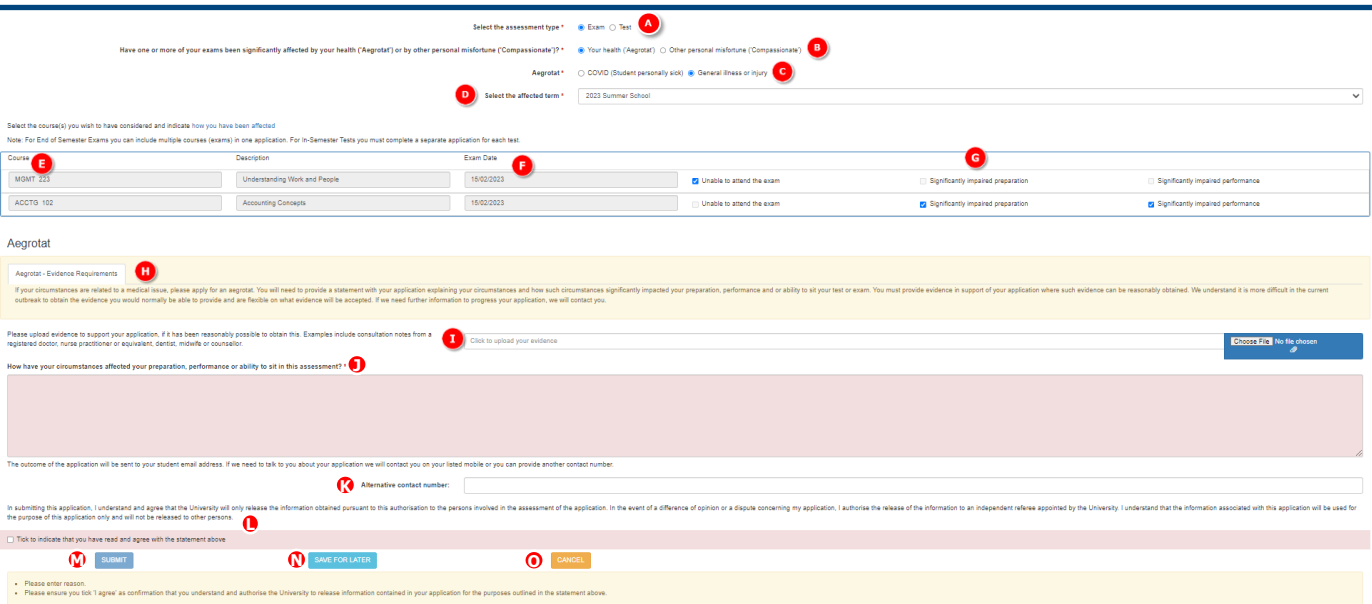
This indicates where your application currently sits as one of the following:

- **With Student** Either you haven't submitted the application or you have been asked (via email) to provide more evidence. It may also have been cancelled at your request.
- **With Moderator** Your application is with the Independent Moderator being assessed.
- **With Faculty** Your application is with the Faculty being assessed, or for Test Aegrotat has been completed and a final outcome letter email has been sent to you.
- **With Exams Office** Your application with the Exams Office awaiting final processing, or has been completed and a final outcome letter email has been sent to you.

J. Edit applications: click to highlight your application in your 'Application History', then click the 'Edit' button to open, view and update previously **saved, not submitted or evidence incomplete** applications. Once an application has been submitted, it cannot be edited. Ensure you scroll down to the bottom of the screen for the 'Edit' button to appear.

2. Creating an Aegrotat request

- **NOTE:** Please ensure you use **Chrome, Firefox or Internet Explorer 11 and above** to start applications. IE8 and below are not supported browsers.
- Click **'Start New Application'** on your student landing page
- Select **Exam** or **Test**
- Select **'Aegrotat'** if your exams or tests have been significantly affected by your **health**
- Select **term**
- For **Tests** enter **test date**, and **test name** (if known). For **Exams** the exam date will automatically display.
- Select level of **impairment** per course (for Tests you can only select one course)
- Attach **evidence**
- Add **alternative contact** details
- Accept **terms and conditions**
- Click **Save for Later** to save your application then return and submit at a later stage
- **Submit** the application.



The screenshot shows the Aegrotat application form with several red callout letters (A through S) pointing to specific fields and instructions:

- A:** Select the assessment type (Exam or Test)
- B:** Select the application type (Aegrotat, COVID, or Other personal misfortune)
- C:** Select the reason for Aegrotat (General illness or injury)
- D:** Select the affected term (2022 Summer School)
- E:** Select the course(s) to be considered
- F:** Enter the exam date
- G:** Select the level of impairment (Unable to attend the exam, Significantly impaired preparation, Significantly impaired performance)
- H:** Aegrotat - Evidence Requirements
- I:** Click to upload your evidence
- J:** How have your circumstances affected your preparation, performance or ability to sit in this assessment?
- K:** Alternative contact number
- L:** Tick to indicate that you have read and agree with the statement above
- M:** SUBMIT button
- N:** SAVE FOR LATER button
- O:** CANCEL button
- P:** Please enter reason
- Q:** Please ensure you tick 'I agree' as confirmation that you understand and authorise the University to release information contained in your application for the purposes outlined in the statement above.

- A. Assessment type:** select Exam or Test – once you select an option it cannot be changed. If you need to select a different assessment type, refresh the screen and start a new application.
- B. Application type:** select Aegrotat if your exams or tests have been significantly affected by your health.
- C. Term:** select the term that has been affected from the drop-down box.
- D. Course:** courses for consideration will automatically display based on the term selected.
- E. Exam/Test Date:** For exams this field will be automatically populated. For tests you need to enter the date of the test (once you have ticked the relevant course check box).
- F. Level of impairment:** *Unable to attend, Preparation impaired, Performance impaired.*
Select the check box for your relevant level of impairment. Note, if 'Unable to attend' is chosen then 'Preparation or Performance impaired' cannot be chosen. You can choose 'Preparation impaired' or 'Performance impaired only, or both.
For tests, you must complete a separate application for each test therefore can only select one course.
For exams you can complete one application for all exams you wish to apply for i.e. select multiple courses.
- G. Aegrotat Evidence Requirements:** read to understand the evidence required to support an Aegrotat application

2. Creating an Aegrotat request



- H. **Medical evidence:** you must attach medical evidence and a copy of the consultation notes. Click the [paper clip] icon to upload evidence and the remove button to delete attachments as required. You can upload ten attachments (maximum) per application, maximum file size 15mb each. File types supported are png, jpeg and pdf. All evidence submitted as part of your application will be treated in strict confidence by University Health and Counselling Services. Nobody else, including your lecturers and the Examinations Office, will have access to your evidence.
- I. **Personal Statement:** please provide statement confirming the dates you were affected, and how and to what extent your circumstances have impacted your performance in and/or preparation for the exam.
- J. **Alternate Contact Details:** You can provide these if you wish
- K. **Terms and conditions:** read the terms and conditions and click the 'I agree' to confirm. You cannot submit your application without doing this.
- L. **Submit:** click to submit the application. Confirm Workflow Status = **With Moderator** in the Application History queue.
- M. **Save for Later:** click to return your application to your application history queue, displaying a status of 'Not Submitted'. To edit your application, please refer to 'K. Edit applications' on page 3 of this document.
- N. **Cancel:** click to cancel your application submission.

3. Creating a Compassionate request

- Click **'Start New Application'** on your student landing page
- Select **Exam** or **Test**
- Select **'Compassionate'** if your exams or tests have been significantly affected by personal misfortune
- Select **term**
- For **Tests** enter **test date**, and **test name** (if known). For **Exams** the exam date will automatically display.
- Select level of **impairment** per course (for Tests you can only select one course)
- Enter **application reason**
- Attach **additional information**
- Add **alternative contact** details
- Accept **terms and conditions**
- Click **Save for Later** to save your application then return and submit at a later stage
- **Submit** the application.

The screenshot shows the 'Start New Application' form. Key elements include:

- A:** 'Select the assessment type' with radio buttons for 'Exam' and 'Test'.
- B:** 'Compassionate' section with radio buttons for 'Your health (Agrotat)', 'Other personal misfortune (Compassionate)', 'COVID related (Student not sick)', 'Technical issues', and 'Other personal misfortune'.
- C:** 'Select the affected term' dropdown menu.
- D:** 'Select the course(s)' section with a table of courses.
- E:** 'Course' column in the table.
- F:** 'Exam Date' column in the table.
- G:** 'Level of impairment' checkboxes: 'Unable to attend the exam', 'Significantly impaired preparation', and 'Significantly impaired performance'.
- H:** 'Compassionate - Evidence Requirements' section with a text area and a 'Choose File' button.
- I:** 'How have your circumstances affected your preparation...' text area.
- J:** 'Click to upload your evidence' button.
- K:** 'Alternative contact number' text field.
- L:** 'Tick to indicate that you have read and agree with the statement above' checkbox.
- M:** 'SUBMIT' button.
- N:** 'SAVE FOR LATER' button.
- O:** 'CANCEL' button.

- Assessment Type:** select Exam or Test – once you select an option it cannot be changed. If you need to select a different assessment type, refresh the screen and start a new application.
- Application type:** select Compassionate if your exams or tests have been significantly affected by personal misfortune.
- Application Subtype:** tick Technical if there were technical issues (computer crash, internet down, power cut, etc), or other.
- Term:** select the term that has been affected from the drop-down box.
- Course:** courses for consideration will automatically display based on the term selected.
- Exam/Test Date:** For exams this field will be automatically populated. For tests you need to enter the date of the test (once you have ticked the relevant course check box).
- Level of impairment:** *Unable to attend, Preparation impaired, Performance impaired.* Select the check box for your relevant level of impairment. Note, if 'Unable to attend' is chosen then 'Preparation or Performance impaired' cannot be chosen. You can choose 'Preparation impaired' or 'Performance impaired only, or both. For **tests**, you must complete a separate application for each test therefore can only select one course. For **exams** you can complete one application for all exams you wish to apply for i.e. select multiple courses.
- Compassionate Evidence Requirements:** read to understand the evidence required to support a Compassionate application
- Application reason:** Please include a personal statement confirming the dates, and how and to what extent your performance in and/or preparation for your exam or test was impacted by your circumstances.
- Attach other information:** Attach evidence you feel will support your application. Click the [paper clip] icon to upload evidence and the remove button to delete attachments as required. You can upload ten attachments (maximum) per application, maximum file size 15mb each. File types supported are png, jpeg and pdf.

3. Creating a Compassionate request



- K. Alternative contact:** please provide an alternative contact number if appropriate.
- L. Terms and conditions:** read the terms and conditions and click the 'I agree' to confirm. You cannot submit your application without doing this.
- M. Submit:** click to submit the application and be directed to the payment page to pay. Confirm Workflow Status = **With Moderator** in the Application History queue.
- N. Save for Later:** click to return your application to your application history queue, displaying a status of 'Not Submitted'. To edit your application, please refer to 'K. Edit applications' on page 3 of this document.
- O. Cancel:** click to cancel your application submission.