

Bereavement and Losing Someone Close to you

Where to get help

Grief is a natural process, but it can be devastating. The [NHS Moodzone webpage](#) discusses some of the feelings that can arise from losing someone you are close to.

Talking and sharing your feelings with someone can help. Don't go through this alone. For some people, relying on family and friends is the best way to cope.

If you are experiencing severe low moods, feeling anxious or worried then it may be a good first step to contact your GP. They may recommend treatment or counselling.

The [University Counselling Service](#) is a free, confidential service open to both students and staff. They offer drop-in services Monday to Friday 10:00-11:00am. Men can also drop-in on Wednesdays 3:00-4:00pm.

The University's [Mental Health Advisory Service](#) can offer mental health support to students. They offer an opportunity to discuss your mental health needs in relation to your studies and involvement at University.

[Cruse Bereavement Care](#) provides a helpline Monday-Friday 9.30-5pm (excluding bank holidays), with extended hours on Tuesday, Wednesday and Thursday evenings, when they're open until 8pm. You can free phone them on 0808 808 1677.

Bereavement comes under the extenuating circumstances

Students sometimes perform more poorly in assessments (whether examinations or other types of assessments) than their previous performance or achievements would have predicted. Sometimes this poor performance can be attributed, or partially attributed, to particular circumstances beyond the control of the student. These circumstances are described as 'extenuating circumstances' (formerly known as 'mitigating circumstances') if they are accepted as a valid explanation of the poorer than expected performance. When a Board of Examiners accepts that there have been extenuating circumstances, it will usually not regard the student's poorer than expected performance *at its face value* in making decisions about the student's progress in studies or final degree classification.

The Extenuating circumstances includes bereavement. Student guidelines on how to report extenuating circumstances, how cases are considered, and what action might be taken should your circumstances be accepted can be found [here](#).

Independent documentary evidence, such as medical certificates, must be provided in all cases to verify extenuating circumstances.

To access support for these experiences and advice on the Extenuating Circumstances policies you can come and speak with a guild advisor.

The Service is open from 9am-5pm Monday to Friday so you can email guildadv@liverpool.ac.uk and adviser will respond to your enquiry during this time.

We run a weekly drop in and times can be found by emailing guildadv@liverpool.ac.uk.

To attend drop-in you simply need to go to Guild reception during these times and ask to speak to an adviser. You can also call reception on 0151 794 6868 during these times.