UCP-EXT001 Higher Education Extension Request Procedure

1   INTRODUCTION

1.1   This procedure outlines the procedures for students to request a long-term extension to an assignment submission deadline, and the procedure for UCP Staff to follow to either approve or reject the request.

1.2   The purpose is to have a clear procedure that will:
a)   apply a uniformity and consistency of treatment across UCP
b)   provide clear guidance on the process to be followed when a student requests a course transfer
c)   enable up-to-date student assessment information to be available
d)   serve as a UCP procedure statement to interested third parties
e)   enable accurate data to be provided for statistical and audit purposes

2.   SCOPE

2.1   This policy applies exclusively to all Higher Education provision offered by University Centre Peterborough. This also applies to sub contractual provision.

3.   RELATED DOCUMENTS

- IEG-GDPR01 Data Protection Policy
- UCP-EXM001 Higher Education Examination Policy
- UCP-ASS006 Higher Education Extenuating Circumstance Procedure
- UCP-EXM001 Higher Education Examination Policy
- Awarding Body Regulation:
    - Anglia Ruskin University:
      https://web.anglia.ac.uk/anet/academic/academic_regulations.phtml
      UCP Rules, Regulations and Procedures for students (ARU students)
    - The Open university: Regulation for validated Awards
    - Bishop Grosseteste University: https://www.bishopg.ac.uk/about-bgu/policies-and-procedures

4.   RESPONSIBILITIES

4.1   The Academic Director has overall responsibility for the procedure, but has delegated day-to-day responsibility for overseeing its implementation to the staff identified:
Students
- are responsible for submitting a claim for an extension 5 working days in advance of an assessment due date (and for providing valid evidence to support a claim when required).

UCP Student Adviser/ Support Officer
- is responsible for providing advice and guidance to students about the process of claiming an extension;
- is responsible for reviewing and deciding on a short-term extension;

- submitting students claim for long term extensions to a HE Manager for review and a decision.
- Tracking receipt of students claims and evidence;
- Keeping students claims and evidence secure;
- Updating student records and communicating the outcome of a claim to student.

5.   RISK ANALYSIS

5.1   This policy is required to ensure that correct procedures are in place and are followed.
Analyse risks of non-adherence to this policy

5.2   Failure to adhere to this policy could lead to academic failure of students, complaints and in extreme cases, legal action.

Staff training needed

5.3   All staff involved in this procedure are required to undertake annual training delivered by the Student Support Team to outline the process by which they need to adhere. This training will be enhanced by annual updates provided on procedural requirements.

6.   DATA PROTECTION

6.1   UCP complies with the provisions of the General Data Protection Regulation Data Protection Act, 2018. As such, applicants' and student data are treated as confidential by all staff involved in this process and is not divulged unnecessarily or inappropriately. However, the aforementioned Act requires UCP to release certain information to UK authorities upon request in order to assist those authorities with the prevention and detection of fraud or other crimes. We will release the requested information on receipt of an appropriate request from UK authorities such as (but not limited to) the police, Home Office (for immigration and related matters), local authorities, and the Department for Work and Pensions. We may use anonymised data collected as part of an individual's application for an extension for the purpose of fulfilling statistical and reporting requirements.

PROCEDURE

7.   Support for Students

7.1   Students wishing to request an extension to a summative assignment submission deadline must meet with a Student Advisor or submit a Long-Term Extension Request Application Form to Student Support.

7.2   Telephone appointments can be arranged if required, but the student will be required to sign request paperwork. A student can make an appointment with a Student Advisor by:
- Peterborough: Visiting the UCP Support Centre, emailing support@ucp.ac.uk or telephoning 01733 214466
- Stamford: emailing XXXX@ucp.ac.uk or telephoning XXXXX (NOTE that THIS will be in place for September 2021)

8.   Timescales and Deadlines

8.1   A student can only submit a request for an extension no later than 5 working days before the original assignment summative assessment due date. .

8.2   If requested by Student Support, the student must provide evidence to support their claim within five working days of submitting the request to Student Support and before the original assessment deadline.

8.3 The student would normally be informed the outcome Advisor within five working days of the request submission. However, should there be a delay, for example, where evidence is not submitted at the time of the request, the decision should be communicated to the student within ten working days of the form being submitted.

8.4 The student should be informed of the consequence of the request being rejected at the point of submitting their form. Extension requests will not automatically be granted. A student should continue to work towards the original deadline until they receive a response, in the form of a signed approved extension form, from the Student Advisor.

8.5 Long term extensions can be applied for up to a maximum of one year. Students are permitted to submit the work earlier than the expiry date of the extension period. The proposed new deadline date will be negotiated between the student and Student Support, and will be based on how far they have progressed with the assessment(s) in question.

8.6 If a student's circumstances require additional time beyond the expiry date of the original extension, they can apply for mitigation (see separate guidance) as no further extensions can be granted.

9. Criteria for requesting and assignment extension

9.1 An extension claim should be used to support students who academic performance has been impacted by their circumstances. Long term extensions are however considered if the student is experiencing personal or professional difficulties and use of other measures (for example the mitigation progress) would:
- result in significant disadvantage to the student's academic performance and/or ability to complete scheduled (re)assessment tasks;
- result in the exacerbation an existing health problem or result in additional stress related problems;
- fail to address the underlying problem or issue which is unpredictable in nature.

9.2 The following are acceptable reasons for such a request:
- personal short-term illness;
- short term illness of person for whom the student has responsibility of care ;
- bereavement - death of close relative/significant other (which in an employment context would have led to a period of compassionate leave);authorised absence from UCP during teaching weeks;
- other reasons considered acceptable by the Student Advisor.

9.3 The following are not acceptable reasons for such a request:
- academic workload;
- misreading the instructions on submission deadlines in the MDF, on the Learning Management System or on the timetable;
- computer, USB memory stick, disk, printer or any other technical failure for which the student is responsible (students should ensure that they keep a back-up copy of their work);
- unauthorised absence from UCP (e.g. holiday taken during teaching weeks and assessment periods).

10. Request for supporting evidence

10.1 Student Support will request, at their discretion, evidence from a student to support extension requests, especially if they are regularly seeking multiple extensions (i.e. for many different elements of assessment on numerous occasions).

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10.2 Medical evidence (e.g., a note from a doctor or other healthcare professional confirming the illness or incident during the period in which it was apparent) will be sought for extension requests made on medical grounds.

10.3 If supporting evidence is required but not available at the time the student submits their request, Student Support must inform the student that they have five working days to provide it. It should be noted that evidence must also be submitted before the original assessment deadline. If the supporting evidence is not received by this deadline the request is automatically rejected.

11. Decision making

11.1 A Student Advisor and the HE Faculty Manager must assess a request based on if circumstances outside a student's control have arisen which prevents submission or are likely to result in significant underperformance if the original deadline is enforced.

11.2 Extension requests are considered against two criteria by the Student Support team:
• the basis of the claim is an acceptable ground for a long-term extension; and
• the claim is supported by documentary evidence, which must accompany the claim wherever practicable. If evidence to support the claim is requested but does not confirm the reasons outlined for such a request to be valid, the claim will be rejected.

11.3 If the reason for the request is not assessed as valid, the request will be rejected.

11.4 If evidence to support the claim is requested but does not confirm the reasons outlined for such a request to be valid, the claim will be rejected.

12. Recording of coursework extension requests, decision and updating of assessment records

12.1 Long Term Extension Request Application Forms, supporting evidence and Extension Forms are retained by the Student Support team and held confidentially and securely on individual student files.

12.2 Student Support will also record the engagement with the student, the date, the reason for the request and the outcome on a data tracker. The record of reason for the request does not includes specific detail. The record is kept confidential to the Student Support team and is only used to track specific student's claims.

12.3 If approved, Student Support will record the new extended submission deadline on ProMonitor along with the announcement. Notice of the approval, or rejection is entered on to ProMonitor.

12.4 Approved Extension Forms are sent to the Academic Officer and HE Manager. Students are requested to attach the extension form to the assessment coversheet when submitting their work, noting the new deadline date.

13. Appeals Procedure

13.1 If a claim for an extension is declined and the student feels that the decision has not been reached fairly, they are able to submit an appeal under the UCP-ASS005 Higher Education Academic Appeal Policy found at http://www.ucp.ac.uk/policies/

SHORT TERM EXTENSION TIMELINE

STAGE	TASK	RESPONSIBILITY	TIME FRAME
1	Students to complete a Short-Term Extension Request Application Form to Student Support.	• Student	At least 5 working days before the before the original assessment deadline.
2	Students to provide evidence to support their claim within five working days of submitting the request to Student Support and before the original assessment deadline.	• Student	No later than five working days of submitting the request and before the before the original assessment deadline.
3	Student Support to review request.	• Student Support	Within two working days from receiving the request (and evidence)
4	*If at this point the short term extension is rejected, the Student is notified of the outcome.*	• *Student Support*	*Within two working days from receiving the request (and evidence)*
5	An Extension form is completed if the short term extension is approved.	• Student Support	Within two working days from receiving the request (and evidence)
6	The Academic Officer is sent the approved Extension form.	• Student Support	Within two working days from receiving the request (and evidence)
7	ProMonitor is updated with the new extended submission deadline.	• Academic Officer	Within 10 working days

LONG TERM EXTENSION TIMELINE

STAGE	TASK	RESPONSIBILITY	TIME FRAME
1	Students to complete a Long-Term Extension Request Application Form to Student Support.	• Student	Before the before the original assessment deadline.
2	Students to provide evidence to support their claim within five working days of submitting the request to Student Support and before the original assessment deadline.	• Student	No later than five working days of submitting the request and before the before the original assessment deadline.
3	Student Support to review request.	• Student Support	Within five working days from receiving the request (and evidence)

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4	*If at this point the long-term extension is rejected, the Student is notified of the outcome.*	• *Student Support*	*Within five working days from receiving the request (and evidence)*
5	An Extension form is completed if the long-term extension is approved.	• Student Support	Within five working days from receiving the request (and evidence)
6	The Academic Officer and HE Manager is sent the approved Extension form.	• Student Support	Within five working days from receiving the request (and evidence)
7	ProMonitor is updated with the new extended submission deadline.	• Academic Officer	Within 10 working days

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