



UCP-EXT001 Higher Education Extension Request Procedure

1 INTRODUCTION

- 1.1 This procedure outlines the procedures for students to request an extension to an assignment submission deadline, and the procedure for University Centre Peterborough (UCP) Staff to follow to either approve or reject the request.
- 1.2 The purpose is to have a clear procedure that will:
- apply a uniformity and consistency of treatment across UCP
 - provide clear guidance on the process to be followed when a student requests a course transfer
 - enable up-to-date student assessment information to be available
 - serve as a UCP procedure statement to interested third parties
 - 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 UCP. 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-ASS001 Higher Education Examination Non-Examination Assessment Policy • UCP-ASS007 Higher Education HNC-D Assessment 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/policiesand-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 two 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 five working day extension;

- submitting students claim for 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 submit a formal Application for an extension request

7.2 Students may need to make an appointment with a Student Advisor by:

- Peterborough: emailing support@ucp.ac.uk or via Canvas. Alternatively, you can attend a drop-in session depending on availability.
- Stamford: emailing support@ucp.ac.uk

8. Timescales and Deadlines

8.1 Short-Term Extensions must be requested and approved before an assessment deadline. A student can submit a request up to two working days before the deadline.

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. If evidence is received before the deadline and within five working days of the application, Student Support should inform the student within two working days of the definite outcome unless it is still classed as an early application.

8.3 A student will be informed of the outcome by Student Support two working days from application. Possible outcomes are as follows:

- Approved
- Rejected
- Pending

An application could be deemed as pending should the further evidence be required in support of the application or if it is an early application that would be reviewed again at an agreed time closer to the deadline.

8.4 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 Exceptionally, and only in very serious circumstances, it is possible for a student to seek an extension which is longer than the period granted by a Short-Term Extension. Long-Term Extensions are designed to help students deal with extreme situations and are only granted in very rare circumstances. The same process for requesting such an extension applies but the Student Adviser is required to consult the HE Manager. As with Short Term extensions, academic staff are not permitted to agree to Long-Term Extensions.

8.6 Students are permitted to submit the work earlier than the expiry date of the extension period but this may not be marked until the deadline date.

8.7 If a student's circumstances require additional time beyond the expiry date of the original extension, there are two options:

- they can apply for Extenuating Circumstances (see separate guidance)
- in exceptional circumstances it may be possible to apply for a Long-Term Extension, after receiving a Short-Term Extension, providing it is before the approved Short-Term Extension deadline.

Beyond this no further extensions can be granted.

9. Criteria for requesting and assignment extension

9.1 An extension claim should be used to support students whose 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 process) 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);
- 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).

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) may 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 must assess a request based on whether 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 an 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.

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

12.1 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 include specific detail. The record is kept confidential to the Student Support team and is only used to track specific student's claims. Brief details of all extensions are provided to the Exam

Board. The information provided is the SID, the assignment, the new submission deadline and the reason for the extension e.g., short-term illness.

- 12.3 The student will be notified of the outcome of each application and ProMonitor will be updated accordingly.
- 12.4 Approved Extension Forms are sent to the Academic Officer and Course Leader.

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 <https://ucp.ac.uk/supporting-you/ucp-policies/>