Engagement Policy - Extension Requests

During the course of your degree programme you might be faced with personal, professional, medical or family problems that are outside your control and may have a negative effect on your academic performance. If you find yourself in a situation that is affecting your ability to study, please let the School know as soon as possible.

If you have an assignment deadline and you fear you will not be ready to submit, you may request to extend your assignment submission date. There are three kinds of extension requests:

- A 14 day extension to be reviewed by the local Programme Area Manager or local Senior Tutor. Students are not required to provide any supporting documentary evidence.
- A 30 day extension to be reviewed by the local Programme Area Manager or local Senior Tutor. Students must provide supporting documentary evidence for this request.
- A 90 day extension to be reviewed by the Greenlands based Senior Tutor. Students must provide supporting evidence for this request.

Requests for extensions must be made no later than the day the assignment submission is due i.e. assessment due 1 August 2018 by 23:59 (UK time). Once the submission date has passed i.e. 2 August 2018 at 00.00 (UK time), you are no longer able to request an extension and will be subject to penalties if you have not submitted your assignment.

Please consider the need for extension requests carefully. Delaying your assignment submission can compromise preparation for the next module. Falling behind with your studies can be demotivating. If you decide that you do need an extension, please submit your request as soon as possible. It may also be helpful to discuss issues affecting your progress with your Academic Tutor, or Apprenticeship Tutor where relevant.

Students will be notified of the outcome of their extension requests by email to their Henley Business School email account only. There are three possible outcomes:

1. The request is approved
2. The request is declined – Director of Academic Tutoring/Programme Area Managers will explain why the request has been declined.
3. The student is asked for additional information/evidence as required.

Once an extension request has been reviewed and approved by the Director of Academic Tutoring or PAM, a second extension may be sought for the same assignment. Students will be required to submit a new extension request with the appropriate evidence should they need more time. You are entitled to request a previously granted extension be upgraded to a longer period, though each request will be based on your original due date, e.g. a previously agreed 14-day extension can be upgraded to a 30-day extension, though the new due date will be 30 days after the original deadline, not the extended deadline. Additionally, you are only able to request each extension period once per module i.e. a second 30-day extension cannot be added to a previously granted 30-day extension.

Extension requests cannot be transferred from module to module. A new extension request must be submitted if
required for the next assessment.

A. Reasons for approving or declining an extension request

Acceptable reasons for a request are circumstances which are outside of students’ control and negatively affect their ability to submit on time (and which can be supported by appropriate evidence for a 30 or 90 calendar day extensions).

What will be considered as acceptable circumstances when reviewing an extension request:

- Bereavement due to the death of a close family member or friend or if a close family member or friend becomes seriously ill or has a serious accident such that in employment would lead a reasonable employer to grant compassionate leave;
- Serious short term illness or an accident of a nature that, in employment, would lead a reasonable employer to agree to absence on sick leave;
- A recurrence or worsening of a long-term physical or mental health condition;
- Health problems of a close family member or friend which involves the programme member caring at home or substantial time visiting the hospital;
- Where students have experienced an increase in their workload due to circumstances beyond their control, or have been required by their employer or a client to work through normal periods available for study and/or assessment. This only applies to part-time and distance learning students in full-time employment;
- Court attendance (either as witness, jury member, plaintiff or defendant);
- A family crisis directly affecting the student;
- A crime which has had a substantial impact on the student’s ability to undertake their academic work;
- Exceptional and unforeseen financial hardship;
- Statutory parental leave.

This list is not exhaustive and other circumstances are considered appropriate so long as they meet the definition above.

What will not be considered as acceptable circumstances when reviewing an extension request:

- A claimed medical condition or medical circumstances where there is no medical evidence to support it;
- A claimed medical condition supported by “retrospective” medical evidence—that is, evidence that is not based on a contemporaneous consultation at the same time as the illness, e.g. a doctor’s note which states that the student was seen (after the illness occurred) and declared they had been ill previously;
- A medical condition that relies on evidence that does not relate to the time when the student claims they were affected or does not relate to the same illness the student claims they were affected by;
- A self-certified illness or medical circumstances;
- Any claimed circumstances for which appropriate adjustments have already been made by the University and where there is no evidence of a worsening of the condition which requires further consideration;
• An illness occurring after the deadline for submission of coursework;
• A minor illness such as a cough or cold that would not normally lead a responsible and reasonable employed person to take sick leave;
• Pregnancy unless there are unforeseen complications relating to the pregnancy which medical evidence can substantiate;
• Assessments and examinations scheduled within a short period;
• Poor working practice such as:
  • Failure to back up electronic documents regularly and securely;
  • Failure on the part of the student to acquaint themselves with the times, dates when assessments were to be submitted
  • Poor time management
• Problems with network facilities, personal computers or printers, except those maintained by the University specifically to support students;
• Financial matters;
• Where students are studying on a full-time basis, issues relating to paid employment except in cases of work placements which contribute to the programme of study;
• Job interviews;
• House moves, renovations or other routine accommodation difficulties;
• Holidays, including attendance at marriages, festivals and like events including religious festivals. For more information, please see the Code of practice for supporting students relating to religion, belief and teaching and learning
• Death or illness of a pet;
• Circumstances stated to be unforeseen that a reasonable person would view as foreseeable or preventable;

14 day requests can be ‘self-certified’ by you and do not require any supporting evidence (though you may attach some if you wish). However, 30 and 90 day requests do require supporting evidence. The tutor may return a request, or refuse it outright, if they do not feel the evidence provided is sufficient. Similarly, a tutor may grant a lesser extension period than the one requested.

What is considered as appropriate evidence?

• For illness, a signed and dated letter from a medical practitioner (GP, clinical specialist, or registered professional in psychiatric practice) that states the dates when the illness affected the student and how, without breaching confidence, the circumstances affected or are likely to affect the student’s ability to prepare for an assessment, submit or attend for an assessment or recognise and deal with their circumstances;
• For a student awaiting a diagnosis of an illness or condition, a signed and dated letter from a medical practitioner that states the dates when the student attended for treatment, when tests were undertaken, and when a diagnosis is expected;
For accident or injury, a copy of an accident report provided by a police officer, Magistrate, or Magistrate’s Clerk; or a signed and dated letter from a medical practitioner. In all cases where a letter is provided it must state the dates when the accident or injury occurred, how the student was affected, the position and qualification(s) of the person providing the letter and their contact details;

For bereavement, a death certificate or a signed and dated letter from a minister of religion, medical practitioner, police officer, solicitor, magistrate or other officer of the law or a person with equivalent professional standing, or an order of service;

For significant adverse personal or family circumstances encountered by a student, a signed and dated letter from one or more of the following: a medical practitioner, a social worker (stating their position with respect to the student), a registered psychological therapist, a registered professional in psychiatric practice, an officer of the law, or a minister of religion. The letter must provide the signatory’s position and qualifications(s) and their contact details and must provide information on the time when the circumstances occurred, whether they are continuing and an opinion on the severity and effect the circumstances are having on the student;

For part-time and distance learning students in full-time employment only, who have experienced an increase in their workload due to circumstances beyond their control, or have been required by their employer or a client to work through normal periods available for study and/or assessment:

i. Where they are in employment, a signed and dated letter from their employer, or their employer’s authorised representative, stating that the student has been required by them to undertake work in the interests of the employer and that this was in time that had previously been agreed would be available to the student to study, prepare for assessment or take an assessment;

ii. Where they are self-employed, evidence from their client or the client’s authorised representative stating that they have required the student to undertake unforeseen work that was necessary in the interests of the client’s business, together with the dates and times when the student had been required to attend the client or undertake the previously unforeseen work;

iii. For military service, the individual’s call-up papers (translated where necessary) together with evidence to show that the service cannot be deferred.

Police crime number/report
Solicitor’s/court letter/statement
Social Services’ letter/statement

Please note all supporting evidence must be in English or a professionally certified English translation provided.

While we stress that an extension will only be granted for good reason, it is recognised that where a properly evidenced reason exists, an extension will not be refused unreasonably.

B. Response Times

Decisions on assessment deadlines must not exceed 5 working days from receipt of the request and substantiating evidence. Students will be informed of the outcome via their University email address only.

Version Keeper Reviewed Approved by Approval date Effective from
1 HBS Every year UBTLS E 3 November 2020 (retrospective approval)

To be reviewed at end of 2020/21 academic session, pending the outcomes of the Extenuating Circumstances Redesign Project.