



Chartered
Institute of
Housing
Approved centre

Extensions, Deferrals, Non-Submissions, Interruptions, Withdrawals and Abandonments.

The following options are available to support learners whilst studying towards a qualification with the CIH Housing Academy. For learners completing Bitesize learning we offer the opportunity to request an Extension or a deferral to a submission deadline but the option of an interruption is not available.

Extensions:

An extension is up to an additional 14 days that can be granted to a learner by their tutor where mitigating circumstances have affected the learner's ability to complete their work on time and they require additional time to complete their assignment. The Housing Academy will only agree to one extension per submission for a learner and the mitigating circumstances that may be considered include:

- Ill health/Accident
- Death/illness of a close relative of friend
- A significant change in responsibilities at work
- Other circumstances as agreed by the tutor

To be fair and equitable to everyone, normal work-related issues, IT problems, holidays and social activities will not count as extenuating circumstances; learners are expected to plan their studies around these. The Housing Academy may ask for additional information, such as a supporting letter from work or a copy of a medical certificate.

Learners must contact their tutor via Moodle **at least 2 working days before** the assignment submission deadline and provide details of mitigating circumstance along with third-party evidence if requested. If a request for an extension is received after the submission deadline a refer grade for non-submission will be applied and one attempt will be lost.

The tutor will respond to the extension request within 2 working days of the request being received, if a learner has not received a response they must contact housing.academy@cih.org and the administrator will consider the request using the factors outlined above to decide whether the extension will be granted and record the outcome on Moodle and notify the tutor of their decision.

If the tutor agrees the extension a new submission date will be set on Moodle, if a learner fails to submit their assignment by the agreed deadline a refer grade for non-submission will be applied and one attempt will be lost.

Tutors will monitor submissions following extensions and mark the assignments within the usual timescales (7- or 14-days dependent on level). Work submitted following an extension may be subject to Internal verification later than the rest of the cohort - all results are subject to verification and additional work may be required to achieve the unit.

Deferrals:

A deferral is an agreed delay in submitting an assignment where either:

- a learner has applied for an extension but, due to continuing mitigating circumstances, requires extra time to complete the assignment; or
- a learner is aware that, due to the nature of their mitigating circumstances, an extension of 14 days will not be sufficient to complete their assignment. This means they can apply for a deferral without first requesting an extension.

The Housing Academy will only agree to **one deferral** for each unit of study for a learner, a learner can however defer more than one unit if required.

Learners must submit a Change of Circumstance form to the Housing Academy **at least 2 working days** before the end of an agreed extension period or before the official submission deadline for the unit.

The request is processed by the Housing Academy and should be supported by third party evidence, such as a medical certificate or letter from an employer. Learners will be notified by email within **10 working days** to confirm if their request has been approved or declined.

If agreed, a deferral will usually mean that the submission is moved to the end of the qualification for the learner to complete, however in certain circumstances a learner can request a specific date on which they would like to submit their assignment.

Learners must state on the Change of Circumstance form the date on which they would like to submit their work, this could be at any time during their qualification, or not more than 8 weeks after their final submission date. If approved a new submission date will be agreed between the Housing Academy and the Learner.

If a learner has received a refer grade(s) (academic or due to non-submission) against the unit they are requesting to defer, these referrals remain in place.

The Housing Academy will inform the tutor of the agreed deadline(s) for submission. If a learner fails to submit their assignment by the agreed deadline a refer grade for non-submission will be applied and one attempt will be lost.

Tutors will monitor submissions following extensions and mark the assignments within the usual timescales (7- or 14-days dependent on level). Work submitted following a deferral may be subject to Internal verification later than the rest of the cohort - all results are subject to verification and additional work may be required to achieve the unit.

In exceptional circumstances a Deferral may be approved for a learner studying a unit via the Bitesize offer at the Housing Academy. Evidence of mitigating circumstances must be provided and the new submission deadline must be within 8 weeks from the original submission deadline for the unit.

If a learner contacts the Housing Academy as they do not think they will be able to meet a deferral deadline, the option of an interruption may be considered at this stage as there cannot be any further extensions offered to the deferral deadline.

Non-Submissions

A non-submission is where a learner has failed to meet a submission deadline, whether this is:

- the official, published deadline for the unit's assignment
- the deadline for submitting a referred piece of work (academic or non-submission referrals)
- at the end of an agreed extension period
- at the end of the agreed period of deferral

For each unit learners have three opportunities to submit work and each time a learner receives a referral (whether this is for academic reasons or due to non-submission) they lose one of these opportunities.

If there is a non-submission, the Housing Academy will record the non-submission on Moodle and the learner will be notified of the refer grade when the units' results are released and will be given a new date to submit their assignment, this will usually be 14 days after the results have been released (up to the three attempts).

The Housing Academy will inform learners each time they receive a referral for non-submission by email. This email will outline the next steps for the learners as well as informing them of alternative options available to them (for example a deferral or Interruption). All emails will make it clear how many opportunities a learner has left to submit a successful submission and what happens if the learner fails the unit by using up all the opportunities available to them.

If a learner receives a third referral (for academic reasons or non-submission) they will fail the unit and will have the opportunity to retake the unit subject to availability and the payment of a fee.

If a learner has failed more than one unit within the qualification, they are studying towards they will be advised of alternative programmes of study which may be more appropriate to them.

Interruption

A learner may request an interruption to their studies where they feel they will be unable to complete their qualification within the given timeframe. An interruption is a mechanism that puts everything on hold for up to 9 months and allows learner to re-join when their circumstances improve. Learners are allowed to request one interruption per qualification based on mitigating circumstances and the request must be received at least 2 working days before the submission deadline for a unit.

The Housing Academy cannot guarantee that a learner will be allocated the same tutor when they return or that they can return to the exact qualification they are currently registered against as it may not be available when they return (the Housing Academy will try to match the learner to the most appropriate alternative).

Learners studying through blended learning (a combination of face to face and online learning) who interrupt their studies will either join the next blended cohort subject to availability or join an online cohort to complete their qualifications.

Learners must submit the Change of Circumstance form which should be supported by third party evidence and submitted to housing.academy@cih.org. The Housing Academy will review the request and provide a response to the learner with the decision within 10 working days of the request being received by the Housing Academy. If agreed, the Housing Academy will inform the CIH Membership Team as the learners' membership will also be put on hold until the learner resumes their studies.

The Housing Academy will contact the learner before the interruption expires to arrange details to return to their studies. If there is no contact from the learner by midnight of the expiry date for the interruption the learner will be advised that they have been automatically withdrawn (abandoned due to no contact) from the qualification and that they will be certificated for any units achieved.

Where a learners' interruption request is agreed and they are part way through a unit without submitting work, or after submitting work which has been referred, at the time they re-join the qualification they will start the unit afresh (this also includes any units that had been deferred at the time of interruption). Only completed units which the learner has passed or failed are recorded and carried across.

Withdrawal

A withdrawal is where a learner does not want to continue with their studies and withdraws fully from their qualification. Learners must submit a request to withdraw by completing the Change of Circumstance Form to be sent to the housing.academy@cih.org.uk.

As per the Housing Academy's Terms and conditions, no refund will be provided if a learner withdraws at any point after two weeks from the course start date (the start date is the advertised closing date for applications).

The Housing Academy will process the request and inform the tutor and IV that a learner has withdrawn from their studies. The Awarding Organisation and the CIH Membership Team will also be notified. and the Housing Academy will request that any completed units are certificated.

Abandonment

The Housing Academy will make every attempt to contact a learner to inform them of re-submission dates or to advise them when they are due to return to their course after an interruption. If a learner fails to respond to all of these requests to contact, the Housing Academy will assume that the course has been abandoned by the learner and the Awarding Organisation and CIH Membership Team will be notified, the learner will be certificated for any units achieved. There will be no refund to the learner if they are withdrawn due to abandonment of a course.

Name of policy or Procedure:	Extensions, Deferrals, Non-Submissions, Interruptions, Withdrawals and Abandonments	Internal/external	External
Section	Housing Academy	Teams	CIH Learning, CIH Training, CIH Apprenticeship Training Provider
Policy owner and job title	Kirsty Cooper, CIH Housing Academy Learning and Development Manager	Approved:	CIH HA Manager Team/ Sarah Dunkerley
Date effective from:	March 2022	Review date:	March 2023
Associated policies and procedures	Change of Circumstance Form	Version	HA_IQAOct21v1



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Extensions, Deferrals, Non-Submissions, Interruptions, Withdrawals and Abandonments 2022