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# Request for Concessions and Extension Regulation



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## 1. Aim

The Request for Concessions and Extension Regulation is intended to support the student if s/he experiences circumstances which affect their ability to study, to attend/participate sessions or take assessments.

The purpose of this document is to provide details related to Request for Concessions and Extensions under normal or extenuating circumstances and regulations affiliated with them. It provides information for staff and students to ensure that adequate support is provided to meet student needs, regardless of their place or mode of study, race, age, or gender and to provide the best opportunity for student success.

## 2. Scope

These regulations are intended for all IDEA Academy students.

### 3. Definition

Assessment	The term 'Assessment' includes all forms of assessment used to award a mark and/or grade that contributes towards the final award of any IDEA Academy qualification.
Attendance /Participation	This includes both the physical class attendance and the participation of online sessions.
Attendance Concession	In cases when this concession is given, the student is excused from attending sessions.
Concession	A concession is an exception or relaxation to one of the Academy's regulations or policies.
Coursework	Written or practical work done by a student in partial fulfilment for a course of study. The coursework is usually assessed and contributes towards a final mark or grade. For the purpose of this document, coursework does not include the student's dissertation.
Extension	A stipulated timeframe beyond the stipulated study/assessment deadline consented to a student upon request. This may include cases when a student is transferred to another cohort.
Extenuating circumstances	Extenuating circumstances are significant factors which are beyond the student's control, which they could not have reasonably foreseen or prevented, and which would substantially impact on their ability to attend lectures, contribute to the online discussions and/or complete or submit an assessment on time.
Faculty members	Faculty Members refer to all the educators involved in the teaching and learning of the IDEA Academy students which includes teaching and learning face-to-face and online. Thus, these may also be referred to as Teaching Staff / Lecturers / Supervisors / Mentors / Tutors and other terms as applicable to the study programme.
Interruption of Studies	A temporary suspension of studies.
Programme Coordinator/Programme Operations Executive/Programme Operations Executive	The responsible person in charge of the day-to-day logistics and operations of particular study programme(s).
Student	An applicant who has gone through the enrolment process, has been registered in a chosen programme of study and is active on the Learning Management System.

## 4. General Regulations

### 4.1 Introduction

- 4.1.1 The student has an individual responsibility to manage their learning by attending lectures and meeting course and assessment submission deadlines.
- 4.1.2 If a student is unable to complete assessments to the best of their ability, unable to attend lectures or unable to meet a submission deadline due to particular circumstances beyond their control, it is possible to make a request to the Programme Coordinator/Programme Operations Executive for attendance concessions, coursework / dissertation extension or an extenuating circumstance extension.
- 4.1.3 IDEA Academy reserves the right to recommend an interruption of study and the joining with another cohort when the requested extension is such that it puts at risk the successful completion of studies.
- 4.1.4 In cases where study programmes may not allow the option for a concession or extension e.g., Placement, the Academy shall try and find suitable arrangements. However, if suitable arrangements cannot be made, the student may be required to withdraw.

### 4.2 Requesting an Attendance Concession

- 4.2.1 Students are expected to attend all teaching sessions (both class and online sessions) ensuring a minimum of 80% participation.
- 4.2.2 To validate absences from attendance and participation the student shall submit a formal request using the Concession-Extension Form within 5 working days before the actual lecture(s).
- 4.2.3 Absences which have been officially approved are recognised as excused absences and are noted as 'Excused' in the student's records.

### 4.3 Requesting a Coursework Extension

- 4.3.1 Students are expected to manage their time and work and are aware of their study workload and how it fits in their everyday life commitments, hence requests for extensions are to be forwarded to the Programme Coordinator/Programme Operations Executive at least 15 working days before the stipulated deadline.
- 4.3.2 A coursework extension can be requested when a student requires a short extension of up to 7 calendar days. The actual number of days conceded to the student for an extension is at the discretion of the Directors of Studies and is decided on a case-by-case basis.
- 4.3.3 Once the request is approved, the student is charged an extension fee, in accordance with *Doc 098\_22 Extension Payment Fees Guidelines*, if the request for extension is more than 7 calendar days.
- 4.3.4 The Directors of Studies may choose not to permit extensions on particular components of an assessment or may allow less than the full seven days.

#### 4.4 Requesting a Dissertation Extension

- 4.4.1 Students are expected to submit their dissertation by the deadline assigned.
- 4.4.2 Requests for an extension are to be forwarded to the Programme Coordinator/Programme Operations Executive at least 15 working days before the stipulated deadline.
- 4.4.3 A dissertation extension can be requested free of charge, when a student requires a short extension of up to 7 calendar days.
- 4.4.4 If the request for extension is more than 7 calendar days, once the request is approved, the student is charged an extension fee, in accordance with *Doc 098\_22 Extension Payment Fees Guidelines*.
- 4.4.5 The extension for the submission of a dissertation is usually 3 months from the deadline assigned. The actual extension period conceded to the student for an extension is at the discretion of the Directors of Studies and is decided on a case-by-case basis.
- 4.4.6 The Director of Studies may choose
  - a) To concede an extension longer than 3 months with a fee as per Doc 098\_22 Extension Payment Fees Guidelines; or
  - b) To allow less than the full 3 months period; or
  - c) Not to permit extensions.

#### 4.5 Requesting an Extenuating Circumstance Extension

- 4.5.1 Students may request an extenuating circumstance extension when an exceptional situation outside of the student's control has an adverse impact on the student's studies. This circumstance may result in underperformance in an assessment or non-attendance/non-submission for a scheduled assessment.
- 4.5.2 An extenuating circumstance extension may vary in duration from 1 day up to 1 month and the Directors of Studies decide on a case-by-case basis.
- 4.5.3 Once the request is approved, the student is charged an extension fee, in accordance with *Doc 098\_22 Extension Payment Fees Guidelines*, if the request for extension is more than one month.
- 4.5.4 If the extenuating circumstance is such that more than one month is required, the Directors of Studies may choose not to permit an extension and advise the student to request an interruption of studies.

#### 4.6 Extension Fees

- 4.6.1 If the request for an extension is for longer periods than that stipulated in this regulation, once an extension is approved, the extension fee will reflect the additional expenses that become due as established by the Finance Office.
- 4.6.2 In cases when students request or are recommended a transfer to a new cohort, and this involves an extension period, the student is liable for an extension fee, in accordance with *Doc 098\_22 Extension Payment Fees Guidelines*, once the request is approved.



- 4.6.3 Upon receipt of the student's extension request, the Programme Coordinator/Programme Operations Executive informs the student of the extension fee involved once the request is approved.
- 4.6.4 In certain extenuating circumstances, IDEA Academy may consider waiving off the extension fees.
- 4.6.5 Failure to request an extension in due time, resulting in pending assignments/ dissertation/modules will automatically lead to:
- a) A failed first submission allowing a re-submission with a capping of the mark obtained to a pass mark.
  - b) A penalty charge in accordance with *Doc 098\_22 Extension Payment Fees Guidelines*.

## 5. What qualifies for an extension

### 5.1 Consideration for Coursework / Dissertation Extension

The lists below are non-exhaustive examples qualifying for consideration of coursework / dissertation extension:

- Recent short-term physical / mental illness or injury.
- A long-term or chronic physical / mental health condition, which has recently worsened temporarily or permanently.
- 
- The recent death or serious illness of a person with whom the student has a close relationship.
- The recent breakdown in a long-term relationship.
- Emergencies involving dependents;
- Job or internship interview at short notice that requires significant time, e.g. due to travel;
- Victim of a crime which is likely to have significant emotional impact;
- Exceptional and significant change in employment commitments, where this is beyond the student's control;
- Exceptional (i.e., non-routine) caring responsibilities.

### 5.2 Consideration for Extenuating Circumstances Extension

The lists below are non-exhaustive examples qualifying for consideration of extenuating circumstances extension:

- Personal accident or injury of a significant nature.
- Significant short-term physical / mental ill health.
- Unexpected pregnancy complications.
- Bereavement due to the loss of someone with whom you have a close relationship.
- A relationship breakdown.
- Victim of crime.
- Severe financial difficulties

- Exceptional and significant change in employment commitments, where this is beyond the student's control
- Unforeseen transport difficulties which could not have been avoided.
- Unforeseen work commitments, not applicable to full-time students.

### 5.3 Other Issues

If the student has other issues and is uncertain whether his/her request might be legitimate, they are requested to discuss this with the Programme Coordinator/Programme Operations Executive.

## 6. Applying for a Request: Attendance Concession or an Extension

- a) Students should submit the *FRM\_097\_22: Concession- Extension Request Form* together with the appropriate supporting evidence as follows:
  1. Attendance Concession - within 5 working days before the lecture(s).
  2. Coursework / Dissertation extension - not later than 15 working days before a stipulated deadline.
  3. Extenuating Circumstance - not later than 5 working days after the extenuating circumstance has taken place.
- b) If a student submits no documenting evidence within the requested timeframe, then the request may be rejected.
- c) If student submits some but not all of the evidence within the required timeframe, then the request will be considered on the evidence provided.
- d) Upon receipt by the Programme Coordinator/Programme Operations Executive, requests for concessions or extensions will be processed as attendance concessions or coursework / dissertation extensions or extenuating circumstances extensions and forwarded to the Directors of Studies who make final approval decisions.

## 7. Evidence supporting the Request

- a) It is the student's responsibility to complete and submit the Concession-Extension Form together with all relevant supporting evidence.
- b) The list shows examples of potential acceptable evidence:
  - Doctor's letter or certificate which confirms student's illness and clearly identifies that the time period for which student was unwell corresponds to the assessment period in which student is requesting;
  - Hospital admission and discharge letter, to confirm time spent in hospital;
  - Death certificate / Funeral Director's Letter;
  - An official supporting statement from IDEA Academy member of staff;
  - Police report, a crime reference number on its own will not be sufficient;
  - An official supporting statement from student's employer if the circumstances relate to an unexpected increase in workload or unexpected employment circumstances e.g., deployment;
  - An official supporting statement from a professional e.g., counsellor, consultant or other specialist; and
  - News report to confirm unforeseen transport difficulties.

This is not an exhaustive list, and the student may include other evidence.

- c) All evidence must be contemporaneous to the period in which the student is requesting the concession or the extension.

## 8. Decision

- a) The Directors of Studies will consider the request and the submitted supporting evidence and decide on one of the following:
  - Approve Excused from Attending Sessions (*n* days)
  - Approve Coursework / Dissertation Extension (*n* days)
  - Approve Extenuating Circumstance Extension (*n* days)
  - Reject
  - Approve on condition
  - Recommend the case for 'Interruption of Study'.
- b) The Directors of Studies inform the Programme Coordinator/Programme Operations Executive who shall communicate the decision to the student in writing within one week of receiving the request and the supporting evidence.
- c) If, after review, the student is not satisfied with the decision, s/he may appeal the decision under the regulations Document 008: Grievance Policy and Regulations.

## 9. Confidentiality

IDEA Academy is committed to ensure that all information is kept confidential as much as possible and is only shared when absolutely necessary to process the request.

## 10. Supporting Documents

- Document. 008\_22 Grievance Policy and Procedure
- Document 037\_22 General Programme Regulations
- Document 098\_22 Extension Payment Fees Guidelines
- FRM\_097\_22\_Concession-Extension Form



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