



Chartered
Institute of
Housing
Approved centre

Extensions, Non-Submissions, Interruptions, Withdrawals and Abandonments

The following options are available to support learners whilst studying towards a qualification with the CIH Housing Academy. Any of the above options will only be considered if there are mitigating circumstances – these are any serious circumstances beyond your control and may include:

- Ill health/Accident
- Death/illness of a close relative or friend
- A significant change in your job role ie: Redundancy/significant role change

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.

Extensions:

An extension is up to an additional 7 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.

Learners must contact their tutor via Moodle **at least 2 working days before** the assignment submission deadline and provide details of mitigating circumstances 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 Pastoral Officer will consider the request using the factors outlined above to decide whether the extension will be granted, 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.

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

For each unit learners have three opportunities to submit work and each time a learner receives a refer (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 an 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 6 months** and allows the 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.

To be considered for an interruption, learners must submit the Change of Circumstance form, including third party supportive mitigating evidence to housing.academy@cih.org. The Housing Academy will review the request and evidence provided and respond to the learner with the decision within 5 working days of the request being received. If the request for an interruption is 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 period expires to arrange a plan to return to study. 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 - see 'Abandonment') 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. 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

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 Internal Verifier that a learner has withdrawn from their studies. The Awarding Organisation and the CIH Membership Team will also be notified. 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 these requests to contact, the Housing Academy will send a communication with a final date for response and if no response is received, the assumption will be made that the course has been abandoned by the learner.

The Awarding Organisation and CIH Membership Team will be notified, and 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, Non-Submissions, Interruptions, Withdrawals and Abandonments	Internal/external	External
Section	Housing Academy	Teams	CIH Housing Academy Learning and Training
Policy owner and job title	Denise Taylor-Trotman Qualifications Manager	Approved:	Kirsty Cooper Head of the Housing Academy
Date effective from:	November 2024	Next review date:	November 2026
Associated policies and procedures	Change of Circumstances form	Version	HA NOV2024v2



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