Student User Guide for Extension Requests
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Introduction to Extensions
Managing your assessment deadlines

It is important that, as a student, you learn how to manage your assessment deadlines, as you are expected to hand in your assessments on time. However, unforeseeable and unpreventable circumstances may occasionally happen which prevent you from submitting your assessments by the published deadline. If this happens you may be able to request an extension.

Needing an extension should be a rare occurrence, so if you find that you are having difficulty meeting submission requirements across your programme of study you should talk to your Personal Tutor, or staff in the Departmental Administrative Office who can advise you on the relevant support available to avoid this having a negative impact on your programme of study.

There are a number of areas that provide help and advice to support you through your studies:-

The Student Advisory and Wellbeing Services aim to provide advice and guidance to help you maintain the wellbeing that is integral to maximising your academic potential.

The Centre for the Development of Academic Skills (CeDAS) offer a range of self-study resources, drop in sessions and 1:1 consultations that can help with the challenges of academic work.

The SU Advice Centre provides advice on a range of areas and can also provide further information on the Personal Tutor System.

The Disability and Dyslexia Services provides support and advice if you need additional support completing your studies. They support dyslexic and disabled students & those with mental health or chronic medical conditions to demonstrate their academic abilities. They can arrange support packages, dyslexia assessments and study skills sessions.

What can I submit an extension request for?
An extension will only be granted where there are clear personal or medical circumstances which prevent you from meeting the original deadline. Appendix B of the Extenuating Circumstances – Guidance for Students provides examples of circumstances that we would accept or not. The same rules that constitute grounds for extenuating circumstances apply to extensions.


You must submit appropriate evidence with your application. Evidence that we will and will not accept is shown in appendix B as detailed above.

For eligible assessments departments may grant an extension of 48 hours, 5 working days or 10 working days.

Requests can be made up to three hours before the submission deadline. Those made less than 24 hours in advance are not guaranteed to be approved ahead of the submission deadline. You should therefore submit your assessment by the original deadline – if an extension is granted then you can resubmit the assessment to the revised deadline.

Can I submit my assessment late?
You cannot submit an extension request after the original submission deadline has passed.
If you submit your assessment after the original submission deadline the standard penalties for late submission will be applied. See Section 13 of the Undergraduate Regulations for more details.

Accessing the system

Find the link via campus connect:

Alternatively the URL for the tool is: https://extensions.royalholloway.ac.uk

Log in using your usual username and password i.e. UCYU000

Student homepage

You will be presented with the landing page below:

You have three options from this screen:

1. **Create an extension application**: This will link you through to a web based form where you can apply for your extension.
2. **View saved applications**: This will link you through to any saved extension applications that have not been submitted to your department for approval.
3. **View submitted applications**: This will link you through to any extension applications that have been submitted to your department for approval.

Create an Extension application

Here you can open a new extension application.
Some of the information on the form will be pre-populated with your personal and course information.

These auto populated fields are:

- Application number
- Candidate number
- Student number
- Student ID
- Name
- Programme of Study
- Course code- this will be populated when you have selected the course title from the drop down menu.

You will need to complete the following fields on the Extensions application.

- **Course Title** – you will need to select the relevant course that from personalised list based on your programme of study.
- **Type of assessment**- you will need to select the relevant assessment type the drop down list the options are:
  - Essay
  - Lab report
  - Presentation
  - Course work
  - Dissertation
  - Podcast
  - Portfolio
  - Project
  - Other
- **Assessment name/title**- you will need to enter the assessment name that you require an extension for.
- **Original date of deadline**- you will need to select the original date of the deadline from the pop out calendar.
- **Original time of deadline**- you will need to select the original time of the deadline from the drop down list.
- Extension length applied for - you will need to select the extension length applied for from the following options:
  - 48 hours
  - 5 days
  - 10 days
- Individual/group - you will need to select whether the extension is for an individual or group assessment activity.
- Reason for request - you will need to explain the reason for your extension request.

Fields that need to be completed manually
You will then need to upload supporting documentation. Note there is a maximum of three files allowed—so multiple documents need to be consolidated into a single word/pdf before uploading.

You will then need to add your electronic signature, tick to confirm that you have completed the application accurately and save or submit the application.
View saved applications

Here you can see any saved extension applications. You will only see saved applications in this view not submitted extension applications.

You have two options from this screen:

1. **View a saved extension application**: This will reopen a saved application and allow you to add further details and save or submit the existing application.

2. **Copy a saved extension application**: This will reopen and copy an existing saved application creating a new application ID. All completed fields from the original applications will be copied into the new application form allowing you to add further details and save or submit as a new application.
View submitted applications

Here you can see any submitted extension applications. You will only see submitted applications in this view not saved extension applications.

You have two options from this screen:

1. **View a submitted extension application**: This will reopen a submitted application and allow you to view the application progress and decision outcome made by your Department.

   **Explanation of Application progress fields**:

   **Outcome of application**:
   
   - Submitted- the application has been successfully submitted to your department.
   - In progress- the application is under review with your Department.
   - Referred- the application is in progress and been referred to another Department for further consultation and review.
   - Approved- the application has been approved. Note new submission date and time.
   - Rejected- the application has been rejected. Refer to decision reason for further information.

   **Decision reason**: Your Department will leave a comment here, if appropriate, explaining the reason for the application outcome.

   **New submission date**: If your extension request is approved a new submission deadline will be listed here.

   **New submission time**: If your extension request is approved a new submission time will be listed here.

2. **Copy a submitted extension application**: This will reopen and copy an existing submitted application creating a new application ID. All completed fields from the original applications will be copied into the new application form allowing you to add further details and save or submit as a new application.