

# Extensions, Deferral, Break in Learning and Withdrawals Policy

## Document history

Version history				
Version	Date	Reason for release / version update	Amendments	Issued by
1.0	25.08.2022	First release		Emmanuelle Masquelier-James
2.0	17.08.2022	Annual review	N/A	Emmanuelle Masquelier-James

Document approval		
Job Role	Name	Date approved
Head of Serco Education	Anne Thomas	17 <sup>th</sup> August 2022

## Introduction

Studying and working places additional demands on learners and we recognise that at times, learners are faced with competing demands on their time from the day job, the programme and family life, which might mean that you are unable to meet an assignment deadline.

This document outlines the different options which are available if you think that you will not be able to meet a deadline. Your tutor/facilitator or coach will be happy to discuss this with you. The process for applying for extensions, a deferral or a Break in Learning is confidential and they would not need to know the specific details, but will be able to discuss the different options available to you.

## Extensions

An extension gives learners formal permission to hand in the assessment task(s) after the published deadline for the module, without incurring a penalty. An extension may be granted depending on the reason for the request. Acceptance is at the discretion of Serco Education and any partner organisation involved with your course; you do not have an automatic right to an extension (unless you have additional needs which grant an automatic extension) and you must provide evidence to support the claim.

Reasons to request an extension might include:

- Short illness
- Work related pressures beyond what is typical
- Unexpected family event such as illness of a child

Confirmation of acceptance, including the length of extension will be emailed to you using the email address from which the request came. Applications must be submitted before the assessment task deadline and cannot be accepted once the deadline has passed.

To request an extension, complete the form (at the end of the document) and email it to the Programme Manager.

## **Deferral**

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Sometimes an extension does not give you long enough to complete the assignment and related tasks. Deferrals allow learners to defer submission of their assignments until the next submission opportunity, which is usually the deadline set for modules in the next semester. All requests for deferral must be supported by evidence, which might be a letter from a GP, your head teacher or mentor or evidence illustrating the challenges faced. It is important to discuss this option with your tutor/facilitator and coach, so that you can evaluate what work is due and plan how you meet the deadline with additional assignments. To request an extension, complete the form (at the end of the document) and email it to the Programme Manager.

## **Break in Learning (BiL)**

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If something significant happens in your life you can take a longer break from your studies. If this happens, you have the option to apply for a 'pause' of up to a one year during which time you will not be expected to engage with any learning on your programme, referred to as a Break in Learning.

All requests will be considered on an individual basis and the programme team will ask for evidence to support the claim. The following circumstances are reasons which are likely to result in a successful claim:

- You are seriously ill
- Family bereavement
- Significant family illness, particularly for people with caring responsibilities
- Change of role

Please note that the demands and pressure of work are not normally sufficient grounds for claiming a BiL.

### **Effects of a Break in Learning**

Should you wish to take a BiL, the following conditions will apply:

- Programme materials are subject to change and the onus is placed upon the learner to refresh their knowledge if they have previously begun a unit which has been updated.
- You will be unenrolled from the e-learning platform until you resume your studies.
- The expected end state for your programme will be extended.

### **Requesting a Break in Learning**

Should a BiL be requested, the following procedure will apply:

- You will be required to have a conversation with your coach before completing the formal BiL form (guidance will be provided).
- All requests must be completed within **7 days**.
- Your employer will need to suspend your account on the DAS (this will halt the draw-down of funding while you are on the BiL).
- Serco Education will contact you to confirm the acceptance and the deadline for you to return to study. Please note that there will usually be two or three opportunities to return to study during your agreed 12-month BiL period, but this cannot be guaranteed. When you are ready to re-join the programme, you will need to sign the 'Return' box on the request form and email it to the programme team. We will inform you of the next available start date on receipt of the return form.
- Your employer will need to re-activate your account on the DAS (this will restart the draw-down of funding).

***Requests cannot normally be completed retrospectively.***

### **Re-joining the programme**

**Learners have a maximum of 12 months** to re-join the programme. In the event that this period is exceeded, learners will be automatically withdrawn and will need to reapply should they wish to complete the programme.

### **Withdrawing from the programme**

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Sometimes a programme is not suitable for a learner, for a wide range of reasons. At the same time, all programmes have certain expectations which learners must meet to demonstrate progress and ongoing engagement with learning. The following section outlines how learners go about withdrawing from a programme and when students might be forced to withdraw by the provider (enforced withdrawals).

#### **Before Acceptance of a Place (Application Withdrawal)**

Should you wish to withdraw before your application has been accepted and registered, your application will be deleted. If you wish to apply again at a later date, a new application will need to be completed.

#### **After Acceptance (Withdrawal from Programme)**

Before the start of your programme, you and your line manager must sign and return a Commitment Statement and Apprenticeship Agreement to accept and confirm your place on the programme.

If you then wish to withdraw from the programme, then you will need to complete a withdrawal form following a conversation with your coach. Your line manager will be advised of your withdrawal from the programme and they will need to close your account on the DAS to stop your funding. Access to Serco's Learning Centre will be withdrawn.

If you fail to follow the deferral/withdrawal policy Serco Education has the right to contact your line manager for further information.

## Enforced Withdrawals

Students can be forced to withdraw from the any programme under the following circumstances:

- Serco Education can enforce the withdrawal of a student if the individual:
  - Is intoxicated at workshops, displays disruptive, aggressive or other inappropriate behaviour towards other students on the programme or other programmes.
  - Uses disruptive, aggressive or other inappropriate language or comments towards other students, tutor/facilitators/Coach, within online forums (or within any other forms of electronic communications).
- Serco Education may also withdraw a student if the student fails to submit required work by the agreed deadlines on more than one occasion.
- If the student has requested a withdrawal and we do not receive the completed withdrawal form within 7 days, Serco Education will assume that the student does not wish to be continue on the programme and the student will automatically be withdrawn.
- If students have agreed to infill following previous BiL and either do not attend workshops or submit work by the required deadlines.

Note: should Serco Education make an enforced withdrawal the line manager will be informed of this action and the reason for doing so.

**Application for an Extension**

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Name: \_\_\_\_\_ Student number: \_\_\_\_\_  
 Module Code(s)/Unit Name: \_\_\_\_\_  
 Module/Unit deadline (submission date): \_\_\_\_\_

Reason for the request	State the number of extra days required (no more than 10 working days can be requested and must be approved by the module leader or Programme Manager (Academic)).

Please email your completed form to:

SBP Apprenticeship	<a href="mailto:sbpa@serco.com">sbpa@serco.com</a>
CDMA for Schools	<a href="mailto:cmdaschools@serco.com">cmdaschools@serco.com</a>
Teaching Assistant Apprenticeship	<a href="mailto:taa@serco.com">taa@serco.com</a>
SLMDA for SBPs	<a href="mailto:cmdaschools@serco.com">cmdaschools@serco.com</a>

## Application for a Deferral

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Name	
Student number	
Modules/units which you wish to defer	
Briefly outline the reason for requesting a deferral and attach the supporting evidence.	
Signature and date: By signing this, you are confirming that the details provided above are an accurate and true statement of your current situation.	
Contact email:	

Please email your completed form to:

SBP Apprenticeship

[sbpa@serco.com](mailto:sbpa@serco.com)

CDMA for Schools

[cmdaschools@serco.com](mailto:cmdaschools@serco.com)

Teaching Assistant Apprenticeship

[taa@serco.com](mailto:taa@serco.com)

SLMDA for SBPs

[cmdaschools@serco.com](mailto:cmdaschools@serco.com)