



POLICY NAME:	COURSE EXTENSION POLICY	POLICY NO.	11
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DOCUMENT HISTORY:	EFFECTIVE DATE:	DATE OF LAST REVISION:
	11/17/2021	8/30/2024
	CREATED BY:	LAST REVISED BY:
	Dr. Deborah Bergeron, Deputy Director Community Engagement and Innovation	Jayne Caron, Academy Coordinator
	APPROVED BY:	DATE OF APPROVAL
Dr. Deborah Bergeron, Deputy Director Community Engagement and Innovation	11/17/2021	

PURPOSE:
This section outlines the purpose of the policy.

The purpose of this Course Extension Policy is to provide a clear framework for learners at The Academy at NHSA regarding the conditions under which course extensions may be granted. The policy aims to ensure that learners meet course deadlines while also allowing for flexibility in cases of genuine need.

SCOPE:
This section outlines the scope of the policy, including the areas, departments, or sectors to which it applies

This policy applies to all learners enrolled in online courses at The Academy at NHSA. It outlines the eligibility criteria, request procedures, and the handling of noncompliance regarding course extensions.

COURSE EXTENSION POLICY:

Deadline Adherence:
All learners must complete their online courses by the deadline of each given term. Extensions are not automatically granted and must be requested under specific conditions. Delays in enrollment, perceived difficulty of the course, not earning the desired grade, or not using effective time management skills will not be considered the basis for an extension. The learner's active engagement must be coupled with a circumstance that would have prevented the student from completing the course in the traditional time frame.

Eligibility for Extension:
To be considered for a course extension, the following conditions must be met:

- The learner must demonstrate active engagement in the course through:



- Weekly participation
- Completion of modules, homework, quizzes, or tests in the last week
- Regular communication with the instructor
- Extensions cannot be granted for Essentials or Credential courses due to their unique term structure. However, accommodations may be arranged to assist learners in completing work within the designated time frame.
- Extension requests must be submitted on organization letterhead and must be signed by both the student and their supervisor/mentor. A course completion plan detailing the strategy for completing the course must be included.
- Prior approval of an extension does not guarantee future approvals.
- Extensions may be granted for a maximum of one month. In exceptionally rare circumstances, requests for extensions beyond one month, termed Extenuating Circumstance Extensions (detailed below), may be considered on an individual basis.

Request Submission:

Learners must submit their extension requests by uploading a PDF to [The Academy HelpDesk](#).

Review Process:

Upon receipt, the Academy team will review extension requests and respond within two business days. If approved, an “extension hard due date” will be set for both the instructor and the student.

Denial of Requests:

Reasons for denial of an extension request may include:

- Failure to meet any of the specified conditions
- Evidence indicating that an extension would not be in the student's best interest

Denied extension requests may be appealed by providing additional rationale. Final decisions on appeals will be made by the Academy manager.

Extenuating Circumstance Extensions:

These extensions may be granted for significant life-altering events, including but not limited to:

- Severe unforeseen medical issues
- Death of an immediate family member
- Significant changes in living arrangements that could not have been predicted

NONCOMPLIANCE STATEMENT:

Failure to adhere to this policy may result in academic penalties, including the possibility of receiving an incomplete or failing grade for the course. Noncompliance includes, but is not limited to:

- Not meeting engagement criteria
- Submitting incomplete or improperly formatted extension requests
- Failing to comply with the extension agreement

The Academy at NHSA is committed to supporting its learners while maintaining the integrity and timeliness of its academic programs.



RELATED POLICIES AND OTHER REFERENCES:
This sections provides links to related policies and other references.

<https://nhsa.org/the-academy/help-desk/>

REVISION HISTORY:
This section records changes made to the document, including the date, summary of changes, and names of approvers

VERSION	APPROVER Name/Position	REVISION DATE	SUMMARY OF CHANGES
2	Dr. Deborah Bergeron, Deputy Director Community Engagement and Innovation	8/30/2024	Reformatted document to align with other policies