

# EXTENSION TO A MAXIMUM PERIOD OF REGISTRATION PROCEDURE

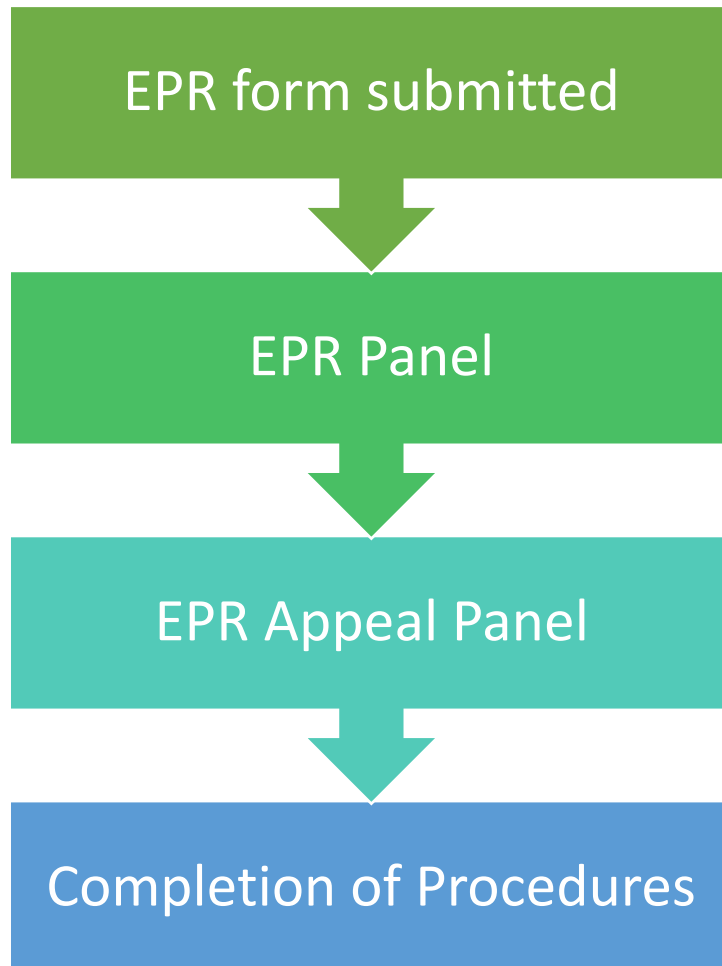
Approved by Senate in July 2024

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Figure 1. Extension to a maximum period of registration (EPR)



## 1. Introduction and scope

- 1.1 This procedure is prescribed by Senate in accordance with paragraph 4.14 of the General Regulations for Students and Programmes of Study.
- 1.2 This procedure covers consideration for an extension to a maximum period of study ("registration period"), where this is provided for in the Programme Regulations.
- 1.3 The Academic Registrar or their nominee (normally the Student Conduct and Compliance Team (SCC)) is responsible for providing guidance to students and others on the operation of this procedure, including guidelines on the criteria which are taken into account by the Extension of Period of Registration (EPR) Panel.
- 1.4 In this procedure, any named officer may delegate their responsibilities to another member of St George's, University of London (SGUL) staff; similarly, the procedure shall not be invalidated by an officer of SGUL acting in the place of another named in these regulations where circumstances make this expedient.
- 1.5 This procedure applies to students of St George's, University of London. The term 'student' includes those registered or enrolled on a programme. It includes those on an interruption of study or suspension.
- 1.6 An extension to maximum period of study is considered exceptional, rather than the norm. An extension is not a right and therefore it may be refused depending upon the circumstances.
- 1.7 Where a student has not completed their studies within the maximum period and has not been granted an extension by the EPR Panel, their registration will be terminated. In such a case the relevant Board of Examiners will offer a student who has accrued the necessary credits the intermediate exit award to which they are entitled if they are not otherwise in breach of University regulations.
- 1.8 If at any stage of the EPR process the evidence put forward to support the application can be shown to have been dishonestly acquired or is itself dishonest and/or can be shown to be vexatious (malicious, or represent a way of harassing the University by consuming the time and resources of its staff or a way of harassing members of staff or other students), the application will be refused and the evidence submitted to either the Student Disciplinary Procedure or the Fitness to Study/Practise Procedure.
- 1.9 International students (who require immigration permissions to study in the UK) intending to stay in the UK for the duration of the requested extension must ensure that they have appropriate leave to enable them to continue their studies. SGUL has been granted a Home



Office Student Sponsor Licence (previously Tier 4) and must ensure that it complies with the conditions of the Student Sponsor Licence.

## The Office of the Independent Adjudicator

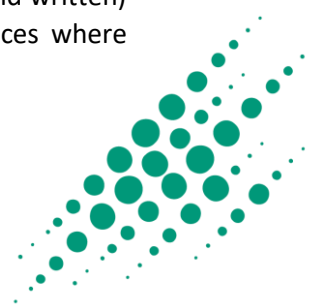
1.10 The Office of the Independent Adjudicator for Higher Education (OIA) runs an independent scheme to review student complaints. SGUL is a member of this scheme. Students who are unhappy with the outcome may be able to ask the OIA to review their case. Students can find more information about making a complaint to the OIA, what it can and cannot look at and what it can do to put things right here: <https://www.oiahe.org.uk/students>. Normally, students need to follow the process set out in this procedure before they complain to the OIA. SGUL will send a letter called a “Completion of Procedures (COP) Letter” when students have reached the end of the complaints processes and there are no further steps they can take internally. Students can find more information about COP Letters and when they should expect to receive one here: <https://www.oiahe.org.uk/providers/completion-of-procedures-letters>. It is expected that students, their representatives and staff act reasonably and fairly towards each other and treat this process with respect. A failure to respect this process may result in a disciplinary/fitness to practise investigation.

## Support Services

- 1.11 Support is available from a variety of services on campus. These include:
- Students’ Union: <https://www.sgul.ac.uk/for-students/students-union>  
Students subject to this procedure may wish to obtain guidance and support from the President of Education and the President of Welfare of the Students’ Union
  - Personal tutor(s)
  - Disability Service: <https://www.sgul.ac.uk/for-students/student-support/disability-service>
  - University’s Counselling Service: <https://www.sgul.ac.uk/for-students/student-support/health-and-wellbeing/mental-health/counselling-service>. who can provide comprehensive and confidential support to anyone experiencing difficult circumstances (counselling@sgul.ac.uk):
  - Occupational Health: <https://www.sgul.ac.uk/for-students/student-support/health-and-wellbeing/occupational-health>

## Third Party requests

- 1.12 Students are advised to respond to all communication from the University (verbal and written) directly and not normally through a third party except in exceptional circumstances where diagnosed disability reasonably prevents them from being able to do so.



## Reasonable adjustments

- 1.13 Reasonable adjustments to the processes within these procedures, including the extending of deadlines for student responses, may be made upon the production of relevant third-party evidence by the student which demonstrates the need for those adjustments. Students who believe they may require reasonable adjustments due to disability/long-term condition/accessibility needs should also contact the [Disability Service](#) for additional support.

## Procedural exemptions

- 1.14 In exceptional circumstances it may be appropriate to amend this procedure, for example, where strict application of this would result in substantial unfairness to the student, or the student is in some way at risk because of health or disability. Such cases will be rare, and each will be treated on their own merits.

## 2 Confidentiality and General Data Protection Regulations

- 2.1 In the EPR process, the University limits access to sensitive personal information to those who require it to enable the issue to be investigated and/or who need it to support the student. The University collects and processes a variety of personal data in order to fulfil relevant student regulations and policies (see the [Regulations](#) web page for a list of all Student Regulations). This personal data may be provided by the student or collected from other departments within the University or taken from publicly available sources such as social media. The University processes personal data for this purpose in its legitimate interests. Some Regulations will require the sharing of sensitive personal data (defined as “special category” data by data protection legislation). The University processes and shares special category data in the substantial public interest and only where it is necessary to enable the University to fulfil its duties of care to the student, other students, or to safeguard third parties. More detail on the types of data collected and how it is used to meet this need can be found in the [Student Privacy Notice](#).

## 3 Burden of proof

- 3.1 When making a request to extend the maximum period of registration, the burden of proof is on the student to show how the [criteria](#) for granting extensions applies to them.

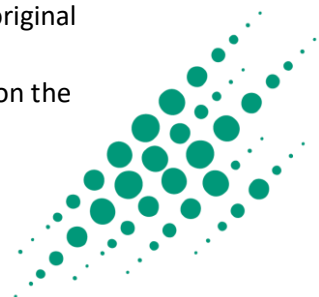
## 4 Standard of proof

- 4.1 The standard of proof applied is that of the balance of probability; that on the evidence put forward, it is more likely than not that something was or was not the case.



## 5 EPR Panels

- 5.1 A student will be given consideration for an extension to a maximum period of study (“registration period”), where this is provided for in the relevant Programme Regulations. This shall be undertaken by an EPR, as convened by the SCC Team. The Panel shall normally complete its consideration and notify the student of the outcome within six weeks of the student making his/her application. Students are not invited to attend the panel and must submit all representations in writing.
- 5.2 The EPR Panel shall consist of:
- (a) The Dean or Associate Dean in the Chair or their nominee.
  - (b) A representative from the student’s course team;
  - (c) One member of staff with a remit that includes student welfare.
- 5.3 A member of the SCC Team will attend the Panel as facilitator.
- 5.4 Applications to the EPR Panel should normally be submitted by a student via the SCC Team at least 6 weeks prior to the expiry of their registration in writing via [scc@sgul.ac.uk](mailto:scc@sgul.ac.uk). The application should consist of a statement outlining the grounds on which an extension to the period of study should be granted and be accompanied by any supporting evidence. The factors which may be considered by the EPR Panel are set out in [section 7](#).
- 5.5 Unless the student demonstrates exceptional circumstances, the EPR Panel shall not normally consider a retrospective application for an extension to a maximum period of study following the expiry of the student’s registration period.
- 5.6 If the Panel decides to grant an extension to the maximum period of study (“registration period”), it has discretion to decide the length of that extension and thus the new period of study end date. Extensions are normally no longer than 1 year.
- 5.7 The decision of the Panel, with reasons, shall be sent to the student in writing by the facilitator within 10 working days of the Panel’s meeting.
- 5.8 A student is normally permitted to submit a request for an extension to the maximum period of study (“registration period”) **on one occasion only**.
- 5.9 Where the request for an extension to the maximum period of study is refused, the original completion date will stand. If the student is unable to complete by this date, a recommendation will be made at the next meeting of the Board of Examiners based on the marks for modules that the student has already completed.



- 5.10 Students should make themselves aware of any additional accreditation, professional, disciplinary or sponsor-related requirements that may impact on their extension request.

## 6 EPR Appeal Panels

- 6.1 A student not permitted an extension to a maximum period of study and whose registration will therefore be terminated, may appeal the decision in writing via [scc@sgul.ac.uk](mailto:scc@sgul.ac.uk) within 10 working days of being notified of the outcome of the panel;

- 6.2 Grounds for making an appeal:

- (a) there is new relevant and substantial evidence available which could not reasonably have been brought to the attention of the EPR Panel;
- (b) there has been a procedural irregularity during the operation of the earlier stages of the EPR Procedure with a material bearing on the case
- (c) the decision of the EPR Panel was manifestly unreasonable (for example decisions which are clearly irrational, excessively harsh, or grossly unfair)

- 6.3 The membership of an EPR Appeal Panel is the same as detailed under 5.3, but with members that had no prior involvement with the case.

- 6.4 A member of the SCC Team will attend as Facilitator to the Appeal Panel.

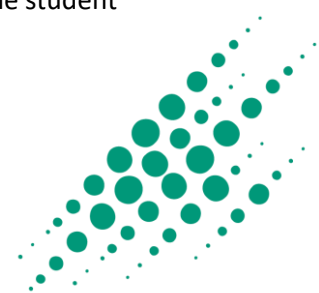
- 6.5 Students requesting an appeal under this procedure should write a short, focused statement setting out the grounds for the appeal and should only include any new evidence that has not been previously presented and which supports the written statement.

- 6.6 The decision of the EPR Appeal Panel shall be final and shall conclude St George's internal procedures. The Academic Registrar shall be notified of this decision and the Panel facilitator shall inform the student in writing of the decision and issue a Completion of Procedures (CoP) letter within 10 working days of this decision being taken.

## 7 EPR Criteria

- 7.1 When determining whether to grant an extension, the panel must determine the reasonable probability that the student would be able to successfully complete the course with an extension. If the panel determine, on the balance of probabilities, that it is unlikely the student would be able to graduate, they must not grant an extension.

- 7.2 Each case will be treated on its own merits.



7.3 The EPR Panel would be guided by the following (not all of the below points will be relevant to all cases):

- a) any legal requirement that impacts the student's ability to study as required or attend the University.
- b) the case made in writing by the student for granting an extension to the maximum period of study. This should include a **work and support plan** to demonstrate how the requested period will be used effectively in order to complete the outstanding work for the Award and any necessary support mechanisms that the student intends to put in place. **Extension requests without work plans, with incomplete work plans, work plans that do not provide sufficient detail or are considered unrealistic will not be approved.**
- c) the student's academic record.
- d) the student's attendance record.
- e) any specific comments from staff with regard to conduct on the programme and/or specific comments from examiners with regard to performance in examinations.
- f) overall pattern of performance during course (e.g. unexpected dramatic decline).
- g) documented extenuating circumstances with evidence e.g. health, family or social problems of relevant impact during the course of the programme.
- h) statements requested by the student from:
  - (i) normally not more than two members of academic staff of the University (one of whom should normally be the student's personal tutor. This member of staff should have seen the student's written submission to the Registration Extension Panel and should comment on it);
  - (ii) officers or members of the Student's Union (optional) – normally not more than two;
  - (iii) appropriate evidence of extenuating circumstances from professional authorities in the case of health, family or social problems e.g. GP, solicitor, counsellor or social worker.
- (h) (exceptionally) major extra-curricular contributions e.g. participation in Olympics;



(i) other significant factors which the Panel consider to be relevant to the applicant's continuing registration as a student including any Interruption of Study taken for pregnancy and maternity purposes obtained with prior approval under St George's Student Pregnancy, Maternity, and Paternity Policy & Guidance.

