

5. HELP AND SUPPORT

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5.1 Disability Support

The University of Warwick's Disability Service provides advice, information and support to disabled students, including those with a specific learning difficulty or a long-term health condition (including mental health conditions). If you would like to discuss your disability or long-term health condition with one of the University's disability advisers, please see further information here: <https://warwick.ac.uk/services/wss/students/disability/> Students that require reasonable adjustments, due to their disability, should contact the Disability Services team so that any appropriate adjustments can be put in place.

5.2 Changes to Module Schedule

For part-time students, the major part of your company commitment to support your programme is in providing time and resources to enable you to attend modules and complete coursework and your project. Should you have a problem you must first attempt to resolve the difficulties internally with your line manager and training officer so that you can continue with your course as planned.

Whilst it is important to stay on track with your degree, should you find you are unable to attend a module, you should contact your local Programme office. In addition to the issue of availability there are two further considerations when making changes to your module schedule.

Cancellation Charges. Late cancellation of a booked module may incur a charge of up to 50% of the module fee. See Section 2 of this Handbook for details.

Future module availability. It is important to ensure that there is an alternative running of any core modules within your registration period before cancelling.

5.3 Extension to an Assessment Deadlines

Please note that there are strict criteria for extensions to an assessment deadline and we would encourage you to always try to meet these in order to avoid getting behind with your course. Please also note that certain assessment components are ineligible for an extension.

If you do experience personal difficulties however there are 2 options for an extension:

- **Self-certification:** For short-term minor issues where you may not have evidence (such as a short-term illness) you can instead self-certify for an extension of 5 working days. You may do this a maximum of two times per academic year during your registration, and again please be aware that certain assessment components are not eligible for extensions.

- Evidenced Extensions: In the event of exceptional mitigating circumstances you can apply for an evidenced extension to the deadlines for certain assessments. Please contact the Hong Kong PolyU IGDS office to do so well BEFORE the deadline.
- A maximum period of two weeks is permitted for any extension, which includes any self-certifications used e.g. if you self-certify for 1 week, and then submit evidence for a further 2 weeks, a total period of 2 weeks will be permitted.

Before you consider applying it should be noted that the normal deadlines include allowance for attendance on multiple modules, holidays and minor short term illness.

For part-time students, as the length of your course is designed to allow sufficient time whilst in employment, normal pressure of work is not an eligible reason. You would need clearly demonstrate higher than normal workload (e.g. >55 hours per week) for an extended period (e.g. > 3 weeks) or unexpected, or long business trips (e.g. > 3 weeks) scheduled since you committed to attending the module.

In the above cases you should:

1. Gain written support from your line manager and training officer (an endorsing signature on your letter of application will normally be acceptable). A letter from your doctor is required if you are citing a medical reason. These should be addressed to the Director of Studies, IGDS.
2. Send an email to the Director of Studies, IGDS, requesting a rescheduling of your work. Clearly state the reasons for your request and enclose letters of support/endorsement.
3. The Director of Studies, IGDS, will determine if your case is valid and note any agreed rescheduled date and contact you with his/her decision.

5.4 Rescheduling Submission of Project Proposal

Part-time participants are required to identify a project and submit a proposal at the beginning of the second year of registration. If you are unable to do so you must write to the Director of Studies, the IGDS Administration Unit detailing your reasons with a proposed plan to meet this requirement before the submission deadline of your project proposal.

Please note if you have not proposed and had approved a project synopsis **before** your end of registration period, it is very unlikely that requests for an extension to that period will be approved.

5.5 Mitigating Circumstances

Mitigating circumstances are significant personal difficulties that have a negative impact on a student's ability to study for or complete academic assessment. They are acute, severe, exceptional, and are outside the student's control. Circumstances eligible for mitigating circumstances will usually be unforeseen. If you experience mitigating circumstances during your course that affects your performance, you may submit an explanation along with evidence, to be considered by a mitigation panel.

Potential outcomes from a mitigation panel might include:

- The waiving of late penalties
- Further time provided for deadlines
- An uncapped resit

To do so open [Tabula](#), go to 'My student profile' and then 'Personal Circumstances'.

The panel meet at set intervals throughout the year so you may not receive the outcome of mitigation appeals straight away.

5.6 Extension to Registration

Your course should normally be completed within your initial registration period, however in the event of significant mitigating circumstances, you may request an extension to your registration period. This is usually to complete your project.

Extensions should be requested at least one month before your end of registration date and should be supported by evidence such as a medical note which must be translated in to English. You should request this extension via your [online Student Record](#).

Please note the following:

- There is a maximum period of study permitted for students at PGT level for students enrolling at Warwick: maximum study period of 3 years for full time students or 5 years for part time. **This period includes any time in extension or temporary withdrawal.**
- If you have already been considered by a board of examiners you will need to wait for the next board for a decision on whether further time is permitted.
- For part-time students, as the length of your course is designed to allow sufficient time

whilst in employment, **normal pressure of work** is not an eligible reason. If you can *clearly demonstrate* higher than normal workload (e.g. >55 hours per week) for an extended period (e.g. >3 weeks during the affected period) and you want to request an extension, you must provide robust evidence to support this.

- If you require an extension of 6 months or longer you will also need to submit a timing plan for the completion of your dissertation.
- If the reason for the request is to complete your project then written support is also required from both your project supervisors. This should indicate the amount of work that you have completed on your project to date and their views on the feasibility of your completion within the timescale you have proposed. If the reason for the request is to complete your programme of modules, then a letter of support from the local IGDS Director of Studies may be required supporting your reasons for not having completed the programme earlier (e.g. cancellation of necessary modules).
- Once an extension has been granted, there must be exceptional circumstances for a second period of extension.
- Extensions for longer than 6 months are unusual and the University will not normally consider extension requests for more than a total of 12 months. Note that extension period requests that exceed 6 months are referred to the Board of Graduate Studies for a decision.

Further information on extensions to registration can be found on the Student Portal: <https://warwick.ac.uk/fac/sci/wmg/overseas/support/>

5.7 Temporary and Permanent Withdrawal

Temporary Withdrawal

In exceptional personal circumstances you may need to take temporary withdrawal from your course. This is usually for a period of 12 months and effectively "stops the clock" on your period of registration until you are able to resume your studies at the same point the following year. If you are granted a temporary withdrawal, you are deemed to be withdrawn from the University and no work undertaken during this period will count towards your qualification.

Although your registration period will be paused, periods of temporary withdrawal **ARE** however included in the maximum length of study (3 years for full-time study and 5 years for part-time.)

You cannot temporarily withdraw from your course once you are in a period of extension.

If you wish to apply for a period of temporary withdrawal, you should first discuss this with relevant staff before proceeding. Once you are sure you are eligible and wish to go ahead, submit your request via your Online Student Record: <https://warwick.ac.uk/evision>.

For more information on Temporary Withdrawal including eligible reasons, please see the Student Portal: <https://warwick.ac.uk/fac/sci/wmg/overseas/support/>

Permanent Withdrawal

If you or your company decide you will be unable to complete your course of study, please notify the University via your Online Student Record: <https://warwick.ac.uk/evision>.

You must also complete PolyU's "Application for Withdrawal of Study" online (<https://www38.polyu.edu.hk/eStudent>) for Joint Award participants.

When you withdraw, the Board of Examiners will consider your completed work to determine whether you are eligible for a lower award. If you have not completed sufficient work you will be recorded as an academic fail.

5.8 Appeals

If the Board of Examiners decides that you should:

- a) Withdraw from the course, or
- b) Not be awarded a qualification, or
- c) Be awarded a lower qualification than the one for which you are registered

You have the right to appeal.

The criteria and procedures for making an appeal can be found on the University website at: <https://warwick.ac.uk/services/academicoffice/examinations/students/appeals>. There are strict grounds for appeals and you cannot appeal against academic judgment.

5.9 Complaints

The University of Warwick has a range of procedures to handle complaints. Information on the various procedures can be found on the University website at <http://warwick.ac.uk/services/feedbackcomplaints/>.