



# OntarioLearn Procedure

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<b>PROCEDURE TYPE:</b>	Administrative
<b>PROCEDURE TITLE:</b>	Course Extensions Procedure
<b>PROCEDURE NO.:</b>	ADMIN-004.1
<b>RESPONSIBILITY:</b>	OntarioLearn Policy Committee
<b>APPROVED BY:</b>	OntarioLearn Board of Directors
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## Introduction

OntarioLearn places a strong emphasis on the student experience. The articulation of expectations and responsibilities help ensure a positive educational experience. This procedure outlines the protocols by which students, host colleges/registering colleges and faculty manage both in-course extension requests and past-end-date extension requests.

## Definitions

**Host college:** The College who owns/delivers the course.

**In-course extension** is an extension arrangement for an assessment that occurs between the course start and end date.

**Past-end-date extension** is an extension arrangement where a student is permitted to complete and/or submit course work after the course end date.

**Registering college:** The College where the student is registered.

## Procedures, Roles and Responsibilities

1. In-course extensions:
  - a. The student must contact their instructor prior to the assessment due date regarding any “in-course” extension request.
  - b. All “in-course” extension requests are up to the discretion of the instructor.
  - c. Late penalties may be applicable and supporting documentation may be required.
  - d. A student may contact the OL Coordinator at their registering college in the event they require assistance. The registering college coordinator will communicate with the host college coordinator.
2. Past-end-date extensions:
  - a. The student must initiate any “past-end-date” extension requests directly with their instructor, prior to the end date of the course.

- b. Only extenuating circumstances/reasons with the necessary supporting documentation will be considered for a “past-end-date” extension.

Reason	Explanation	Examples of Supporting Documentation
Medical	Medical condition or illness that has affected the timely completion of a course assignment/assessment.	Medical certificate Doctor’s note
Compassionate	Unforeseen significant event or circumstance that has affected the timely completion of a course assignment/assessment.	Death certificate/notice Travel arrangements Letter from counsellors
Employment	Unforeseen significant employment related event or circumstance that has affected the timely completion of a course assignment/assessment. Normal employment commitments do not constitute grounds for consideration.	Letter from employer

3. Protocols for handling “past-end-date” extension requests:

- a. The student must contact their instructor prior to the course end date regarding any “past-end-date” extension request and provide any necessary documentation to support their “past-end-date” extension request.
- i. Any required supporting documentation must be provided in a reasonable timeframe. Failure to provide the necessary supporting documentation could result in the refusal of the extension request.
  - ii. The student may engage the OL Coordinator at their registering college in the event they require assistance including but not limited to:
    - The distribution of required supporting documentation to the instructor/host college.
    - Communication regarding special instructions/deadlines related to the “past-end-date” extension.
- b. For “past-end-date” extensions where the student is requesting permission to submit course work directly to the instructor after the course end date:
- i. The student is required to download/save any course material that they will need to complete their course work prior to the course access removal deadline. Access to the learning management system is not extended.
  - ii. The instructor establishes a deadline and confirms alternate contact information and delivery instructions with the student (e.g. email, fax or regular mail).
  - iii. The instructor inputs an “incomplete” (Inc) as the final mark on the course grade form if the student’s final mark result is not finalized by the grade-posting deadline. The instructor must update the “Inc” final mark designation on the grade form once a final mark result is available or the extension deadline has passed. The instructor will notify their host college coordinator

when the final mark result is updated. The host college Coordinator will advise the registering college.

- c. For “past-end-date” extensions where it may be necessary to temporarily extend a student’s access to their course in order to facilitate the completion of an online assessment/activity:
  - i. The instructor must communicate the special requirement to their host college coordinator to assess implications.
  - ii. The host college coordinator must confirm any special requirements with the OL Administrator including student name, course and extended access deadline (which includes time allowance needed by the instructor to save/download the assessment results from the course).
  - iii. The instructor will confirm the extension deadline with the student and any other instructions pertaining to the online assessment/activity.
  - iv. The instructor inputs an “incomplete” (Inc) as the final mark on the course grade form if the student’s final mark result is not finalized by the grade-posting deadline. The instructor must update the final mark on the grade form once a final mark is available or the extension deadline has passed. The instructor will notify their host college coordinator when the final mark is updated. The host college Coordinator will advise the registering college.
  - v. The OL Administrator will remove the student’s access to the course after the extension deadline.

### **Accessibility and AODA considerations**

OntarioLearn’s commitment to accessibility and AODA standards has been considered in the development of this policy.

### **Related policies, procedures and directives**

Course Extensions Policy (ADMIN-004)