

EXTENSION OF STUDY POLICY

PROPERTYMARK QUALIFICATIONS FORMERLY KNOWN AS NFOPP AWARDING BODY

This document sets out Propertymark Qualifications' procedures for addressing extension requests.

Propertymark Qualifications understands that during a candidate's studies, there may be exceptional personal, medical or family issues that are outside the control of the candidate which disrupts their studies for a limited period. These are referred to as 'extenuating circumstances'.

An extension of study allows a candidate to continue their studies once the disruption of study has been overcome.

1. Definition of extenuating circumstances

Propertymark Qualifications considers the following to be extenuating circumstances:

- Major accidents or injury
- Severe illness
- Death or severe illness of close relative or partner
- Maternity (a candidate must request an extension before going on maternity leave)
- Being a victim of a crime
- Other comparable circumstances

The extenuating circumstances must have happened or be related to the time of the examinations concerned and the candidate must be able to clearly demonstrate the adverse effect it has had on them and their studies.

Propertymark Qualifications does **not** consider the following to be extenuating circumstances:

- Minor accidents or injuries
- Pressures of work
- Conditions normally able to be controlled i.e. headaches
- Failure to manage time effectively
- Own negligence or carelessness i.e. attending examination on wrong day, failure to realise the qualification deadline date

2. Submitting an extension request

Candidates must email Propertymark Qualifications (qualifications@propertymark.co.uk) outlining their extenuating circumstance(s) and request an extension of study.

Propertymark Qualifications will then issue an **Extension of Study Form** for the candidate to complete alongside evidence to support the request. If evidence is not provided, the request will not be considered. Supporting evidence can be found under Point 3.

PLEASE BE AWARE

Candidates must notify Propertymark Qualifications of any extension of study requests within at least 5 working days of their qualification deadline date and evidence must be submitted within at least 10 working days after a candidate's deadline date. Any requests made and evidence submitted after these stipulated timeframes will be rejected.

3. Supporting evidence

Any request must be accompanied by supporting evidence from an independent third party. Examples of acceptable evidence includes:

- Professional medical letter or report detailing the illness and how this has affected the candidate's studies
- Police crime number or report
- Death certificate
- MAT B1 Form
- Other evidence that may be requested by Propertymark Qualifications in relation to the request

The extenuating circumstances must have happened or be related to the time of the examinations concerned and must clearly demonstrate the adverse effect it has had on the candidate and their studies. Recuperation and recovery time may also be considered.

4. Guidance on what constitutes sufficient medical evidence

A professional medical letter or report must outline the professional's own opinion and not the candidate's "the patient has told me that..."

- (i) The evidence must state the dates and duration the candidate has suffered poor health which has prevented the candidate from studying
- (ii) The evidence must state the dates and duration the candidate has suffered poor health which has prevented the candidate from studying

Evidence of prescriptions or the box of medication will not be deemed as sufficient evidence.

Under no circumstances will Propertymark Qualifications pay for a medical certificate on behalf of a candidate.

5. Extension requests for long-term medical conditions and disability

Propertymark Qualifications acknowledges the practical difficulties related to individual circumstances resulting from long-term medical condition and disability.

Candidates must make Propertymark Qualifications aware of their circumstances prior to taking any examinations so that any adjustments required, are put in place from the outset.

Candidates must email Propertymark Qualifications (qualifications@propertymark.co.uk) with evidence to support their medical condition and disability, outlining the appropriate support required so that Propertymark Qualifications can facilitate these needs.

6. Responding to a request

Propertymark Qualifications will acknowledge receipt of the extension request email within 3 working days. A detailed response with an outcome will follow within 10 working days after all required evidence has been submitted to Propertymark Qualifications.

7. Outcome of a request

If Propertymark Qualifications find the extension request and evidence submitted to be sufficient, an extension will be granted.

Propertymark Qualifications may ask for further evidence to help support the request. This evidence must be submitted within 10 working days.

If Propertymark Qualifications do not find the extension request and evidence submitted to be sufficient, an extension will not be granted and a candidate is not able to appeal this decision.