

ISSUE: I need an extension for my course(s)

Step 1: Determine whether you are eligible for a course extension by reviewing the *Course Extension Policy* below.

**Typically, students are eligible to extend their course up to 2 months if a valid reason is provided. Provided below is a list of valid reason. If your reason for requesting an extension is not listed, it is still possible to receive an extension, so please submit the request regardless.*

Step 2: If you believe you are eligible for an extension, please submit a request an extension for your course by submitting a ticket through Student Support system:

[Click here to submit extension request](#)

COURSE EXTENSION POLICY

A course extension—a change to the student’s end of enrollment date—may be granted after a request from the student, student’s parent, or designated mentor is submitted via the extension process. Once a final grade report for a course is issued, students may not submit additional work for that course. Furthermore, no course enrollment period can extend beyond the original end date without an extension request. Each course includes a pacing guide with target due dates to help students manage their pacing. In addition, weekly reports and communication help ensure that students meet their target dates. If any coursework is not completed by the end of the semester, and no extension has been requested, the student shall receive a zero for each incomplete item, and those zeroes are included in the student’s average when final grades are calculated.

Extensions may continue up to eight weeks beyond the original end date. Such extensions are granted for extenuating circumstances only and at the discretion of the school.

The definition of “extenuating circumstances” is strictly limited to the following:

- Bereavement (due to the death of a close relative or significant other);
- Serious short-term illness or accident;
- Worsening of a long-term chronic health problem;
- Other exceptional circumstances (such as a natural disaster, severe weather, military service of a family member or civil unrest).

The following situations are not considered extenuating circumstances that qualify for an extension:

- A student claims to have a medical problem but has no evidence or documentation, such as a doctor’s note;
- The student’s deadline has already been adjusted once already;
- Events or circumstances which a reasonable person would have been able to foresee and plan to avoid or workaround;
- Minor illnesses for which someone would not normally take sick leave;

- Holidays, festivals, or private celebrations (including weddings);
- A student's failure to back up work or manage his or her time effectively.

When an extension is granted, the following rules apply:

- At least 50% of a student's work must be completed before requesting an extension. Students are expected to work consistently and to make adequate progress with regular logins and progression during enrollment;
- No more than one extension will be considered per course per student;
- Extension requests must be submitted at least two weeks before the student's enrollment end date;
- If the course requirements are not met by the end of the extension, a final grade will be issued based on work completed, with zeroes for incomplete work;
- Fees may be charged for approved extensions.