

Policy Name	Course Extension Policy and Procedure
Date	01 May 2019
Responsible dept.	Learning and Development
Current Version	V3

PURPOSE

The College for Adult Learning recognises that, on occasion, students may require additional time to complete their study.

The purpose of this policy is to provide fair and reasonable guidelines for granting extensions of study to students undertaking studies with CAL.

SCOPE

This policy applies to currently enrolled CAL learners.

POLICY STATEMENT

Upon enrolment CAL students receive a twenty-four (24) month period to complete their course. CAL students can apply for a course extension of up to six months if additional time beyond the standard enrolment period is required.

The maximum extension allowed per student is six months. The provision to apply for an extension is only available to students within the last six months of their enrolment.

Extension requests made after the course expiry date will not be accepted and students will be directed to re-enrol if they want to continue their studies.

A request for extension must be made via the [extension request form](#) by a student in the event of extenuating circumstances such as illness, death of a family member or other unavoidable disruption that may have impacted the students ability to study for a period of time.

Students will not be automatically granted an extension of time by submitting this form. Student administration will respond to all requests via email with approval or rejection of the request clearly indicated.

An extension may be granted under the following circumstances:

- Illness (of the student or immediate family member for whom the student is the primary carer),
- Death of a close family member,
- An unavoidable disruption that did not make its impact known until after the commencement of the course (see definition below).

CAL reserves the right to reject any requests for an extension if the student cannot provide sufficient evidence to support the claims made.

CAL defines unavoidable disruption to studies as an event or set of circumstances which:

- Could not have reasonably been anticipated, avoided or guarded against by the student,
- Were beyond the student's control,
- Caused substantial disruption to the student's capacity for effective study.

Examples of such circumstances may include significant career-changing events such as an offshore or interstate posting, a short-term promotion and/or where the company is going through a major change event such as downsizing, merging and/or an amalgamation. It may also include significant personal events such as the birth of a child or moving interstate.

Students applying for an extension on the grounds of unavoidable disruption must supply evidence to support their claim.

Extensions beyond six months will normally be granted only on medical grounds for the period of time that was directly lost through the incident to the nearest week. In the event of a medical extension, this period affected needs to be specified in writing by a qualified medical practitioner. Where a student provides proof of extenuating circumstances, CAL will review the case and specifics and at its sole discretion make an offer to the student.

Please note that routine demands of employment, family commitments, holiday arrangements, other study commitments or poor time management will not be considered as reasonable grounds when granting extensions.

If a free extension request is rejected, additional time beyond the enrolment period is available to be purchased through re-enrolment.

SUPPORTING DOCUMENTS

- Student Handbook
- CAL Financial Management Policy
- Confirming Identity Policy
- Course Extension Request form
- Re-enrolment Policy
- Deferral Policy

PROCEDURE

PROCEDURE

Action	Responsibility
Student requests extension of studies	Student
Student Administration to send out the course extension request form via email	Student Administration
Student submits an extension request form	Student
<p>Student Administration to decide on the outcome of the application based on evidence provided and update the student file to reflect the outcome.</p> <ul style="list-style-type: none"> • Update Salesforce Student profile, • Save communication to InfoOrg, • Notify the student of the outcome, • Notify the engagement coach if the extension is granted. <p>If the extension is not granted the student will be asked to re-enrol.</p>	Student Administration
CAL updates the student's Individual learning plan (ILP) and sends out the amended ILP via email	Student Success Advisor
The student responds appealing for a review of the extension outcome with additional evidence within three business days of being notified of the initial outcome	Student

<p>Director of Learning and Development reviews the appeal for extension and notifies the student of the outcome via email within five business days and notifies Student Administration if the student file needs to be updated.</p> <p>The decision made by the Director of Learning and Development is final and there is no avenue for appeal.</p>	<p>Director of Learning and Development</p>
<p>Student Administration updates necessary records</p>	<p>Student Administration</p>

Policy Administration			
Version	Date Approved	Approved by	Next Review Due
1	15/06/2016	Helen Sabell	June 2017
2	29/06/2018	Sarah Sabell	June 2019
3	24/10/2019	Sarah Sabell	October 2020
Compliance References			
Statutory			
Industry	Vocational Education and Training (VET)		
Document Located	E:\Public Documents\03_CAL Operations\CAL Policies\02_CAL POLICIES STUDENTS		