

# Our Extension Policy

## Course Extensions and Special Consideration

We understand that sometimes unexpected or difficult circumstances can affect your ability to complete your course on time. If this happens, you may be eligible to apply for a course extension.

Our goal is to support you in completing your studies, while also ensuring fairness and consistency for all students.

### What is a course extension?

A course extension provides you with additional time to complete your course beyond your original expiry date. The length of the extension will depend on your individual circumstances and your progress in the course.

All extension applications are reviewed by a manager, who will consider your course progress and overall engagement before making a decision.

To remain eligible for an extension, you are expected to actively participate in your course and make consistent progress. If you have not been engaging with your studies, your application may not be approved unless there are significant extenuating circumstances.

### Extension conditions

Extensions must be applied for and can only be requested within 24 months of your course start or census date.

Your first extension may be granted for up to 6 months at no cost.

If you require additional time beyond your first extension, further extensions may be approved at a cost of \$50 per month. In some cases, this fee may be waived, such as for medical or compassionate reasons, where supporting documentation is provided.

If you are not actively progressing in your course, this may affect your eligibility for future extensions or continued access to your course.

Extensions will not be granted beyond 24 months from your original course start date.

### Your responsibilities

If your extension is approved, you are responsible for continuing your studies and completing your course within the new timeframe.

Support is available if you need help, but it is provided on a reactive basis. This means you will need to contact the Help Desk if you require assistance.

What are extenuating circumstances?

Extenuating circumstances are situations that are outside of your control and could not have been reasonably planned for.

These may include:

Medical reasons, such as illness, injury, or a worsening of an existing condition.

Compassionate reasons, such as the death or serious illness of a close family member, major personal disruption, or being affected by a serious incident such as a crime or accident.

This list is not exhaustive, and each application will be considered on a case-by-case basis.

Applying for an extension

When you apply for an extension, you may be asked to provide supporting documentation. This could include a medical certificate, police report, employer letter, police reports or other relevant evidence.

To apply, please submit a request through our online support desk.