

Policy Title	Extension Policy
Policy Code	QPO.004
Version	V2
Effective Date	01.07.2017

Scope

This policy is applicable to the students enrolled with YMCA Education and Training (QLD) under the following arrangements: Fee-For-Service, Certificate 3 Guarantee and Higher Level Skills. It does **NOT** apply to any student under a contract completing a traineeship or apprenticeship.

Purpose

The purpose of this policy is to provide:

- Fair and reasonable guidelines for granting extensions of study and assessment.
- It applies to students enrolled with YMCA Education and Training (QLD).

Policy

YMCA Education and Training recognises that on occasion, students may require additional time in order to complete their study and any related assessments. YMCA Education and Training understands that from time to time, certain situations may impact a student's ability to study. This could occur for a range of circumstances, and may involve reference to the YMCA Education and Training Access and Equity Policy. In order to meet the varying needs of students, a range of extension options are available. These options may vary depending on the particular course of study and the student's circumstances.

Course extensions are granted at YMCA Education and Training's discretion. Academic progress, attendance and the amount of communication are taken in to consideration when assessing a student's eligibility.

Course extensions are granted for compassionate and compelling reasons or for students where an intervention strategy has been implemented. A satisfactory case/evidence must be provided to YMCA Education and Training that clearly outlines how their personal circumstances has impacted the ability to complete the course within the duration required i.e. medical certificate(s). Any situation that will impact the students ability to continue their course, or require further time to complete, must be communicated to YMCA Education and Training as soon as possible. A delay in communication and inability to provide satisfactory evidence can impact the decision to receive an extension.

Notification requirements

All extensions must be made in writing to the YMCA Education and Training by filling out the required **Extension Request Form (Appendix A)**.

Extension requests must be sent to training.brisbane@ymcabrisbane.org.

Prior to contacting YMCA Education and Training, students should:

- Refer to their training plan to familiarise themselves with enrolment timeframe and relevant course and assessment dates/requirements.
- Familiarise themselves with the below extension schedule and the details in this policy.

Receiving an extension

Below are the requirements for receiving an extension:

- The student must apply for an extension prior to the end date of their course. If the request is received after the end date, a course re-enrolment fee may apply.
- Only one extension can be applied at any time.
- The Extension Request Form must be completed for all formal extensions
- For formal extension requests, the extension fee is required to be paid prior to the extension being applied.
- When an extension is applied, the extension time period will always commence from the most recent course end date.
- Students are notified in writing once an extension has been granted and applied
- A maximum duration applies to all formal extensions, and is dependent upon the course being studied and student progression to date.
- Any requests for the extension fee to be waived, is at the discretion of YMCA management.
- Extensions may be granted at the discretion of YMCA Education and Training, and students will be notified within 5 business days of the outcome of their request for an extension.

Extension schedule

Table 1: All qualifications

Extension Type	Time	Cost
Informal Extension	1 week	\$0
Formal Extension	1 month	\$120 per month

Extension type

Formal Extension:

A formal extension is available to be purchased if additional time beyond the initial enrolment period is required. A maximum extension duration applies to all courses.

Informal Extension:

An informal extension is characterised by the student seeking the minimum extension time period at no additional cost in order to complete any required assessments or re-submission.

Appeals

Please see Complaints and Appeals Policy for details on appeals.

Related policies and documents

This policy should be read in conjunction with the following policies:

- Extension Request Form
- Cancellation and Refund Request policy
- Access and equity policy
- Complaints and Appeals policy
- Student Handbook

Enquiries

If you have any enquiries about this policy please contact YMCA Education and Training on (07)3852 2443 or training.brisbane@ymcabrisbane.org

Further Information:

Policy Category	Academic
Policy Owner	YMCA Education and Training Manager
Effective Date	01.07.17
Review Date	01.12.18
Approved by	YMCA Operations Manager

Version Control				
Version	Date	Author	Details	Approved
V2	30.06.17	Todd Jeanes	Update to policy content - refund activities and payment of refund	Yes

Appendix A: Extension Request Form

Before lodging a formal extension request and completing the Extension Request Form, please ensure you have read our [Extension Policy](#). Please call (07) 3852 2443 if you have any questions.

**All Extension Request Forms should be emailed to
training.brisbane@ymcabrisbane.org**

Request for course extension form

Before lodging a formal extension request and completing the Extension Request Form, please ensure you have read our [Extension Policy](#). This form must be completed to request an extension of course duration to enable you to complete your studies. On completion of this form please submit to training.brisbane@ymcabrisbane.org. Complete this section and then the Customers authority section for payment of fees by **either** direct debit or credit card. You will be notified within 5 working days of the result of your request.

Student Details

Student name:						
Student email:						
Student phone:						
Course start and end dates: (see your Training Plan for dates)	□□ / □□ / □□		□□ / □□ / □□			
Qualification enrolled into:	<input type="checkbox"/> Certificate III in Fitness <input type="checkbox"/> Certificate IV in Fitness <input type="checkbox"/> Certificate II in Sport and Recreation <input type="checkbox"/> Certificate III in Sport and Recreation <input type="checkbox"/> Certificate III in Early Childhood Education and Care <input type="checkbox"/> Diploma of Early Childhood Education and Care					
How long do you wish to extend your course for?	<input type="checkbox"/> 1 month (\$120)	<input type="checkbox"/> 2 month (\$240)	<input type="checkbox"/> 3 month (\$360)	<input type="checkbox"/> 4 month (\$480)	<input type="checkbox"/> 5 month (\$600)	<input type="checkbox"/> 6 month (\$720)
	<input type="checkbox"/> 7 month (\$840)	<input type="checkbox"/> 8 month (\$960)	<input type="checkbox"/> 9 month (\$1080)	<input type="checkbox"/> 10 month (\$1200)	<input type="checkbox"/> 11 month (\$1320)	<input type="checkbox"/> 12 month (\$1440)
Reason for extending course:	<input type="checkbox"/> Medical/health <input type="checkbox"/> Lack of time <input type="checkbox"/> Travel <input type="checkbox"/> Family reasons			<input type="checkbox"/> Work commitments <input type="checkbox"/> Support difficulties <input type="checkbox"/> Academic difficulties <input type="checkbox"/> Other		
	Please provide a brief description:					
Evidence submitted to support your extension request:	<input type="checkbox"/> Medical certificate		<input type="checkbox"/> Letter from employer		<input type="checkbox"/> Other	
Student signature:					Date:	

EXTENSION FEE - payment

Payment of the extension fee can be paid by filling out the below sections, or by Credit/Debit Card over the phone by calling YMCA Education and Training on (07) 3852 2443.

CUSTOMERS AUTHORITY – please complete this section if paying by direct debit

Name of Customer(s) giving the DDR:	
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Customer address:	
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	State:		Postcode:	
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I/We authorise the YMCA (APCA User ID Number 051767) to arrange for funds to be debited from my/our account at the financial institution identified below and as prescribed below through the Bulk Electronic Clearing System (BECS). This authorisation is to remain in force in accordance with the terms described in the YMCA Direct Debit Agreement as stated below.

SIGNATURE OF ACCOUNT HOLDERS (if joint account, both signatures may be required)

Signature:		Date:	
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Signature:		Date:	
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Name of Financial Institution:	
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Address of Financial Institution:		State:		Postcode:	
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ACCOUNT NAME:	
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BSB Number:	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	Account Number:	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
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CUSTOMERS AUTHORITY – please complete this section if paying by credit card

Credit Card Details: (Select type)	Cardholders Name:	
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<input type="radio"/> Visa <input type="radio"/> MasterCard	Card Number:	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
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	Card Expiry Date:	
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Signature of student:	Signature of joint account holder:
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Privacy Policy: The YMCA Privacy Policy can be located on our website, www.brisbane.ymca.org.au, or a copy is available on request.

(Office use only)	Date transaction processed:	Extension granted: Y / N
	Date VETtrak and s/sheet updated:	Date email confirmation sent:
	Authorisation signature:	