

Policy Title	Extension and Suspension Policy
Policy Code	SMPO-6
Version	V3
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.
- Fair and reasonable guidelines for granting course suspensions.
- 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**.

Extension requests must be sent to [training.brisbane@ymcabrisbane.org](mailto: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.

## Suspension Requests

Students who wish to suspend their course for a period of time due to personal circumstance may do so. However, suspensions are only available for a 3-6 month duration. All suspensions must be applied for in writing and submitted to the YMCA by completing the **Suspension Request Form**.

Due to the nature of vocational training and updates with qualifications and training packages, a maximum suspension of 6 months is applicable. If a student wishes to suspend for longer than 6 months, the student will be advised to cancel their enrolment and look to re-enrol. Enrolment and course fees apply.

## 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
- Suspension 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](mailto: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
V3	04/10/18	Todd Jeanes	Added suspension information	Yes