

## Extension Policy

Special consideration for unexpected or extenuating circumstances.

LEARNING ONLINE PTY LTD acknowledges that students may be disadvantaged when unexpected or extenuating circumstances impact their ability to complete their studies on, or by, the specified date. In such circumstances a student may be eligible for a modified arrangement.

Course extensions will provide a reasonable timeframe, given the nature of the circumstances, for the student to complete the course, without giving the student an unfair disadvantage. All applications will be referred to the manager for a decision.

To inform the decision a manager will review the course progression of a student. To maintain your enrollment, you need to participate and engage in your assessments and studies on a regular basis. Students who are at the end of the course expiry date and have not demonstrated progression in their course of study may not be granted an extension unless there were extenuating circumstances.

Once an extension has been granted the student will be provided with clear goals to assist them in completing their course within the specified date. The student will be required to sign a document stating that they agree to the terms and conditions of the new course expiry date.

Extension applications must be submitted at least one (1) working day prior to the course expiry date, unless the evidence of unexpected or extenuating circumstances provided indicates this would not have been possible.

Unexpected or extenuating circumstances are those which were outside the control of the student and/or for which there was no opportunity to prepare in advance.

Unexpected or extenuating circumstances include:

- Medical circumstances: an unexpected illness, a recurrence of a chronic illness or an accident.
- Compassionate circumstances: hardship or trauma, such as the death or serious illness of a close family member (inclusive of legal and chosen family), severe disruption to domestic arrangements, being a victim of crime or an accident.
- Special circumstances: religious observance or obligations, formal legal commitments, jury service, military service, service with a recognised emergency management service, a state or home nation at a significant sporting or cultural event, or unforeseen and significant employment-related circumstances, such as a move interstate at short notice.

With your extension application you may be asked to provide evidence in the form of a medical certificate, police report, letter from employer, counsellor/psychologist evaluation, court or legal document or other supporting documentation.

To apply for an extension please complete the form via our online support desk here

Please note:

- A course extension is provided free of charge.
- A proof of enrollment with the new course expiry date will NOT be provided.