



Extensions and Special Consideration Policy

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Purpose

To provide students with an opportunity to request additional time for completion of a qualification and provide students with consideration where completion has been adversely affected by exceptional circumstances beyond their control.

Scope

This policy applies to all qualifications and assessments managed by The Moreland Group, this includes single Unit of Competency (UoC) assessments.

An 'extension' in this policy is defined as provision of more time to complete assessment requirements beyond the timeframe set at the time of enrolment

References

- National Vocational Education and Training Regulator Act 2011
- Australian Skills Quality Authority VET Quality Framework (VQF)

Related Documents

- The Moreland Group Student Handbook
- The Moreland Group Fees & Refunds Policy
- The Moreland Group Certification & Issuance of qualifications Policy
- The Moreland Group Complaints and Appeals Policy



Responsibilities

The RTO Administration Manager is responsible for ensuring updates and distribution of policy. The RTO Administration Manager is responsible for ensuring the policy is understood and followed by all staff.

Eligibility for extension

The RTO Administration Manager may grant only one extension on an assessment due date when circumstances impact the student completing their assessment during the time allocated.

The RTO Administration Manager may grant an extension of up to 6 months from the original completion date as per the below schedule:

Duration	Fee incurred
3 months	\$150
6 months	\$300
6 months +	Not available - student will need to re-enrol into the qualification

Only one extension may be granted on each qualification. Special consideration on exemption of extension fees or extensions beyond 6 months may be considered due to extenuating circumstances.

Eligibility for special consideration

Students who are impacted by extenuating circumstances beyond their control, may be granted a special consideration extension free of charge.

Extenuating circumstances include, but are not limited to the following:

- Illness of self or other- Must be supported by a medical certificate. This does not include minor illness such as a mild cold. This does include illness of a child/parent/spouse where the student is the primary caregiver (to be supported by documentary evidence).
- Loss/bereavement – death of a close family member, family relationship breakdown
- Hardship/trauma - Unforeseen events that impacts on the preparation of the assessment (bankruptcy, loss of employment, victim of crime).

The RTO Administration Manager will not grant a special consideration for circumstances that include, but are not limited to the following:

- Employment responsibilities
- Other educational commitments

Procedure

Students seeking a revised assessment due date must consult with their assessor and submit an extension application to the RTO Administration Manager at least 30 days prior to the original completion date of the qualification.



Students will be required to complete the Extension Request Form and include the following information in their request:

- Name of qualification
- A status on their assessment as well as an estimated time as to when they expect to complete their assessment
- Reasons for the extension request, including a statement of the impact of the circumstances on the student's ability to complete their work
- Supporting documentation of extenuating circumstances.

Students seeking a revised assessment due date that is beyond the above schedule, will only be approved in able to submit evidence of extenuating circumstances.

Consideration and Notification of Extension Requests

The RTO Administration Manager will contact the student within 5 working days upon receipt of the request and will seek additional information if required and provide notice of the outcome of their applications for extension.

Students who have been granted an extension on their assessment will be advised of a revised completion date in writing (email). The assessor will be included in this communique to advise them of the new completion date.

If there are online components to the qualification access to these may not be extended to the same date, this is reliant on the decision by the RTO Administration Manager.

Complaints & Appeals

Should a student believe that the outcome of the request for extension was unfair they will need to submit a complaint or appeal regarding the in accordance with the Complaints and Appeals policy.

Form

Should a student wish to apply for an extension they can do so by filling out the following [Extension Form](#). The form must be returned to the Training Manager at training@moreland-grp.com.au.