

Extensions

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Purpose

Goodstart Institute of Early Learning recognises that at times students may require additional time to complete assessments and/or their course. As such a procedure has been put in place to ensure student's extension applications are treated consistently and are assessed fairly based on the nature of the student's reason for extension.

Scope

This procedure will apply to all student applications for extensions to their assessment due dates as well as their overall course extensions.

Responsibilities

The Student Services Manager is responsible for ensuring the policy is understood and followed by all staff and students.

Extension to assessment due date

All students are provided with a training plan at the commencement of their program. Their training plan contains their study schedule with their assessment due dates for their entire course.

Where valid reasons are provided by the student an extension to their assessment due date may be approved for up to a period of two (2) weeks (further time periods may be considered based on evidence provided by the student and will be approved at the discretion of the student's Lead Trainer).

Students must submit their Extension Application - Assessment form (located on the Institute website) prior to their assessment due date in order to be assessed for eligibility. Failure to apply for an extension prior to the assessment due date will automatically make the extension application void and their extension will be rejected.

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Additional assessment due date extensions

Students may be able to apply for a second extension to their assessment due date. A second extension period will only be approved if the student provides an extremely compelling reason for a second extension period (such as hospitalisation for a significant amount of time).

Valid reasons for extension

As students will have a number of weeks to complete clusters they will have sufficient time to review the learning materials and complete the assessments by the assigned due date. Therefore, extensions will only be approved for students who can provide a valid reason for extension where they were incapable of completing studies for a number of consecutive weeks within that study period. Valid reasons for assessment due date extensions include:

- Hospitalisation for a period of one week or more (requires medical certificate)
- Illness for a period of one week or more where the student was confined to bed rest (requires medical certificate)
- Holidays or travel for more than two weeks (evidence to be supplied to verify i.e. airline tickets)
- Caring for ill family member for more than two weeks (evidence to be supplied)
- Death in your immediate family (evidence to be supplied)

Procedure (Extension to assessment due date)

Step No	Overview	Details
STEP 1	Student identifies they require extension	<p>Student has identified they will not be able to complete their assessments by the submission date.</p> <p>Student to complete Extension Application – Assessment (located on Institute website)</p>
STEP 2	Student submits application and supporting evidence	<p>Student submits the complete Extension Application – Assessment form to their Lead Trainer via email.</p> <p>Must be submitted prior to the assessment due date.</p>
STEP 3	Processing of application	<p>Lead Trainer reviews the completed application within 48 hours of receipt and assess the validity of the reason for an extension (and the supporting evidence) that was provided by the student.</p> <p>Application is saved to the student's file and an event is added to VETtrak noting the application is received.</p>

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Step No	Overview	Details
STEP 4	Outcome of application communicated to student	<p>Lead Trainer notifies the student via email the outcome of their application – Student Services are CC'd into the response.</p> <p>If approved the student's assessment due date will be updated (two weeks from original due date) directly in VETtrak (via "Edit Training Plan") by Lead Trainer.</p> <p>Unit due dates will be approved through VETtrak Quality Assurance by Student Services.</p> <p>If declined, an email will be sent to the student outlining the reason their application was declined.</p>
STEP 5	Student submits completed assessment for marking	<p>Student completes the assessment and uploads the file for marking within the new assessment due date.</p>

Declined applications (assessment)

Where an extension application for an assessment due date is rejected or declined this will result in the original assessment due date remaining in place. Failure to submit all assessment items by this date will result in the student's first assessment attempt being deemed 'Not Satisfactory'. Students will then only have two remaining attempts to gain competency in that unit.

Should the student fail to submit their completed assessment within 7 days after the original assessment due date they will be contacted by the Lead Trainer as per the Student Progression Policy and Procedure.

Extensions to course dates (non-apprentices/trainees)

Where students are approaching their course end date and still have a number of units to complete they may require an extension to complete their course. Students are able to apply for extensions to their course where valid reasons are provided and only if the student has been satisfactorily progressing in their course.

Students are may apply for a maximum of two (2) extensions per course, with a maximum extension period of three (3) months per extension (total extension for course six (6) months) where valid reason for extension has been provided. If a student cannot provide a valid reason for extension their application will be declined and their enrolment will be cancelled and a Statement of Attainment will be issued for the units of competency they have complete in their course.

No more than two extensions will be granted. If a student has not completed their course by this date their enrolment will be cancelled and a Statement of Attainment will be issued for the units of competency they have completed in their course.

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Valid reasons for extension

As students have the opportunity to apply for extensions to their assessment due dates there are only few reasons why they should be granted an extension to their course end date. Therefore, extensions will only be approved for students who can provide a valid reason for extension where they were incapable of completing studies for a month or more during their course enrolment. Valid reasons for course extensions include:

- Hospitalisation for a significant period of time (requires medical certificate)
- Long term illness or disability (requires medical certificate)
- Caring for ill family member for a significant period of time (evidence to be supplied)
- Maternity leave (evidence to be supplied such as workplace maternity leave request forms)

Procedure (Extension to course dates)

Step No	Overview	Details
STEP 1	Student identifies they require extension	<p>Student has identified they will not be able to complete their course by the nominated end date.</p> <p>Student to complete Extension Application – Course (located on Institute website)</p>
STEP 2	Student submits application and supporting evidence	<p>Student submits the complete Extension Application – Course form to Student Services for processing.</p> <p>Must be submitted prior to the course end date.</p>
STEP 3	Processing of application	<p>Student Services review the completed application within 48 hours of receipt and assess the validity of the reason for an extension (and the supporting evidence) that was provided by the student.</p> <p>Application is saved to the student's file.</p>
STEP 4	Outcome of application communicated to student	<p>Student Services notify the student via email the outcome of their application.</p> <p>If approved the student's course end date will be updated (up to three (3) months from original course end date) and clearly shown within the email and/or letter.</p> <p>If declined, an email will be sent to the student outlining the reason their application was rejected.</p>

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Step No	Overview	Details
STEP 5	Student submits remaining assessments and completes course	Student completes the remaining assessments in their course by the end date.

Rejected and/or declined applications (course)

Where an extension application to the course end date is declined this will result in the original course end date remaining in place. Should the student fail to complete their course by their end date the student will be withdrawn from the course and issued a Statement of Attainment for any completed units in their course.

Extension to course dates (apprentices/trainees)

Apprenticeship and Traineeship extensions must be applied for prior to the course end date and are approved by the relevant state training department. Failure to apply for an extension prior to the course end date will result in the relevant state training department rejecting the extension application and the student will be withdrawn from the apprenticeship or traineeship.

Please contact Student Services to be provided the correct documents, application process, and lodgement procedure when an extension may be required.

Appealing declined applications

If a student wishes to appeal their declined extension application they will need to lodge an appeal in writing and submit to Student Services for review. The Student Services Manager will review the application and provide a response to the student in writing.

If the student is still not satisfied with the decision they should refer to the Complaints and Appeals policy.