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## Request for Extension Policy

### Policy

Murray House Resource Centre is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (SRTOs 2015). It is our intention to continuously improve our practices to provide our students with opportunities to maximise learning outcomes and completion rates.

You have been given, and asked to sign, your individualised Training and Assessment Plan. This details when you are required to submit your evidence for assessment, however we understand that there are times when it is difficult to submit by these due dates and special considerations will be given to students who are experiencing any of the circumstances listed below, that make it especially difficult to focus on your program of study.

### Special Considerations

- Students who experience unforeseen circumstances or have special needs that affect their performance in an assessment may be eligible to apply for a special consideration and reasonable adjustment to assessment.
- Special consideration may apply to students who during training or assessment experience one of the following circumstances:
  - Serious illness or psychological conditions for example, hospital admission, serious injury, severe anxiety or depression (requires doctor's certificate).
  - Bereavement.
  - Hardship/Trauma for example, victim of crime, sudden unemployment.
  - Other exceptional circumstances (to be assessed on application).
- Students wishing to apply for Special consideration in the above circumstances may do so by discussing their circumstances with the Student Support Coordinator or the RTO Manager.
- Approved applications for Special consideration may be subject to one of the following outcomes:
  - Extension of submission date (not beyond 6 months)
  - Deferred Assessment
  - Additional assessment
  - No action
  - Withdrawal from course without penalty
  - Resubmit/reassessment or
  - Opportunity to recommence course, dependent on availability on another date.

### Reasonable Adjustments to assessment

- Students have the right to apply for and receive adjustment to assessment activities to accommodate individual/special needs.
- Adjustments to assessment cannot compromise the integrity of assessment, elements and performance criteria of the unit of competency.
- Adjustments to assessment will not provide an unfair advantage / disadvantage to students or any financial hardship to the RTO.

- Examples of reasonable adjustment might include, but not be limited to, oral assessment instead of written assessment, the support of an Educational Assistant.
- It is essential that students discuss any special needs and requirements with their assessor prior to commencement of training and assessment, so that adjustments may be made.

**Please note that work obligations are not a reason for extension unless you have been required to work additional shifts or working under difficult extenuating circumstances. This will need to be confirmed in writing by your Supervisor.**

**At the beginning of your course you were encouraged to ensure that you had discussions with your employer to support your studies and this needs to continue throughout your program. Where you are not able to complete your studies by the due dates you will need to re-enroll for those units not completed.**

## PROCEDURE

Please complete a Request for Extension Form – this may be sent to you by the Student Support Coordinator or you can find this on our website under RTO Policies and Procedures:

<http://www.mhr.org.au/>

Return this to the Student Support Coordinator – ensure you complete all sections.

It is essential that you provide your reason for requesting an extension, your progress to date and your intended completion plans so that the RTO Manager can assess your case.

If your extension is approved, you will be provided with a revised Training and Assessment Plan and your due dates will be updated in the LMS to reflect these new dates.

Your extension approval and progress will be subject to the Assessment P&P and you will need to submit by your due dates, or you will be subject to a penalty payment for a further 2 week extension, after which time you will be required to reenrol. Please ensure that you are fully aware of these conditions. This policy is also available on the website and will be attached to the approval email.

If your extension is not approved, you may dispute this decision in writing to the RTO Manager.

- email to **RTO MANAGER** [elaine@mhr.org.au](mailto:elaine@mhr.org.au) and cc to **STUDENT SUPPORT COORDINATOR** [admin2@mhr.org.au](mailto:admin2@mhr.org.au)

See below for further information.

### Related Policies

- Assessment
- Enrolment
- Access and Equity
- Appeals
- Completion and Certification

### Documentation

- Extension Request Form


## Procedure

RESPONSIBLE	REQUEST FOR EXTENSION	
STUDENT	<b>Requests Extension</b>	<ul style="list-style-type: none"> <li>Completes request for extension and submits to the Student Support Coordinator (advised to download from website or sent to the student by email)</li> </ul>
STUDENT SUPPORT COORDINATOR	<ul style="list-style-type: none"> <li>Email received with Extension Request Form completed</li> </ul>	<ul style="list-style-type: none"> <li>Verifies student outcomes and forwards to RTO Manager</li> <li><b>Saves in Student 12-Completion Folder</b></li> <li>TASKS <b>RTO MANAGER</b> to advise of request in student folder</li> </ul>
RTO MANAGER	<ul style="list-style-type: none"> <li>Reviews and approves request</li> </ul>	<ul style="list-style-type: none"> <li><b>Approves</b> – completes approval section (selecting <b>YES</b>) and <b>saves as PDF</b>. May discuss with trainer and assessor and employer / funding provider.</li> <li>TASKS <b>STUDENT SUPPORT COORDINATOR</b> with decision – EXTENSION APPROVED: Name of student and date</li> </ul>
STUDENT SUPPORT COORDINATOR	<ul style="list-style-type: none"> <li>Accepts TASK</li> </ul>	<ul style="list-style-type: none"> <li>Advises student, attaches completed Request for Extension Form.</li> <li>Updates Training Plan with new dates in accordance with Enrolment P&amp;P and Assessment P&amp;P up to 6 months extension unless specified otherwise by RTO Manager.</li> <li>Updates due dates in LMS to reflect revised dates</li> <li>Updates Student Register - Deferred Completion Date</li> </ul>
RTO MANAGER	<ul style="list-style-type: none"> <li>Reviews and declines request</li> </ul>	<ul style="list-style-type: none"> <li><b>Declines</b> – completes approval section (selecting <b>NO</b>) – completes all sections including reason for not approving and <b>saves as PDF</b>. May discuss with trainer and assessor and employer / funding provider.</li> <li>TASKS <b>STUDENT SUPPORT COORDINATOR</b> with decision - EXTENSION DECLINED: Name of student and date</li> </ul>
STUDENT SUPPORT COORDINATOR	<ul style="list-style-type: none"> <li>Accepts TASK</li> </ul>	<ul style="list-style-type: none"> <li>Advises student of outcome and reason – attaches completed Request for Extension Form.</li> </ul>
STUDENT	<ul style="list-style-type: none"> <li>Disputes outcome</li> </ul>	<ul style="list-style-type: none"> <li><b>Puts reason for dispute in writing:</b> email to <b>RTO MANAGER</b> <a href="mailto:elaine@mhr.org.au">elaine@mhr.org.au</a> and cc to <b>STUDENT SUPPORT COORDINATOR</b> <a href="mailto:admin2@mhr.org.au">admin2@mhr.org.au</a></li> </ul>

**MODIFICATION HISTORY**


VERSION	DATE	MODIFICATIONS	WHO
V1.0	25/2/2021	NEW policy and procedure under new RTO management. New formal process for reviewing and recording requests for extensions.	DW

**APPROVED BY RTO MANAGER**

NAME	DATE	SIGNATURE
Elaine Edwards	03-03-2021	

**RTO TEAM**

*I have read and understood the above P&P and agree to follow the P&P until it is reviewed and replaced with a new and approved P&P. Any deviation from the P&P will result in a non-conformance.*

NAME	DATE	SIGNATURE
Cosima Bazzani	03/03/2021	
Deanna Ward	03/03/2021	