

Extension Policy

PURPOSE

This policy is to inform students of the requirements and process to apply for an extension to their enrolment.

Trainwest recognises that students may be impacted by unforeseen circumstances that prevent them from completing all course requirements in accordance with the specified enrolment period.

Each student will receive a course start and end date, indicating the time allowed to complete their course requirements. This will be stated in the formal confirmation email.

SCOPE

This policy applies to all Trainwest Assessors and students.

RESPONSIBILITIES

Assessors	Provide assessment extensions in accordance with this policy and related procedures.
Students	Comply with this policy as outlined in the Student Handbook. Request extensions in line with assessment arrangements. Submit assessments within the extension timeframe.

Policy Statement

All students are granted a 12-month enrolment period:

- Students may request up to two, three-month extensions.
- Students must submit an Extension Request Form one month prior to the course end date or as soon as the student becomes aware of the need to seek an extension to the duration of their course.
- Request the Extension Request Form by emailing admin@trainwest.com.au.
- The first three-month extension, if approved, will be free of charge.
- The second three-month extension will attract a fee of \$300 upon approval by the General Manager.
- Students will be notified by email of the decision and provided information on support services available to assist in completion of the course or qualification.
- No further requests to extend the course end date will be accepted.
- Students will be required to re-enrol into their course or qualification.
- A student's enrolment status will be changed to withdrawn if one month after the initial course completion date has passed if there has been no evidence of a request to extend has been made.
- Students will be encouraged to attend post course support workshops or book a 30-minute support session with a Training Specialist.

Quality Management

In our commitment to uphold the highest standards of quality across all our operations, our Quality Management System (QMS) integrates measures for quality control, quality assurance and continuous improvement.

This policy undergoes a systematic review during our annual internal audit, as per our Internal Audit Procedure, reinforcing its role in achieving quality objectives and compliance standards. Ongoing review activities are documented as per our Quality Assurance Procedure.

Identified issues and improvements in this process, along with related practices and systems, are recorded in the CI Register, as per our Continuous Improvement Procedure. Employees are encouraged to contribute to continual improvement by submitting a CI Request if they identify any issues or improvement opportunities.

DEFINITIONS

Access and Equity	Policies and approaches aimed at ensuring that VET is responsive to the individual needs of clients whose age, gender, cultural or ethnic background, disability, sexuality, language skills, literacy or numeracy level, unemployment, imprisonment or remote location may present a barrier to access, participation and the achievement of suitable outcomes.
Assessment	The process of collecting evidence and making judgements on whether competency has been achieved, to confirm that an individual can perform to the standard required in the workplace, as specified in a training package or VET accredited course.
Assessors	Persons who assess a learner's competence in accordance with the Standards for RTOs 2015, Clauses 1.13 to 1.16 .
Australian Skills Quality Authority (ASQA)	The national regulator for Australia's Vocational Education and Training (VET) sector.
Registered Training Organisation (RTO)	An organisation, registered with ASQA in accordance with the requirements of the VET Quality Framework, to provide specific vocational education and training and/or assessment services.
Standards for Registered Training Organisations (RTOs) 2015	Also referred to as the Standards, they form part of the VET Quality Framework, a system which ensures the integrity of nationally recognised qualifications. The Standards are enabled by the <i>National Vocational Education and Training Regulator Act 2011 (NVR Act)</i> . RTOs are required to comply with these Standards in order to be an RTO in Australia.
Student	Person receiving training and/or assessment services provided by Trainwest, or by a third party on our behalf. This includes learners, participants, candidates and trainees.
VET Quality Framework	The VET Quality Framework comprises the: <ul style="list-style-type: none"> • Standards for Registered Training Organisations (RTOs) 2015 • Financial Viability Risk Assessment Requirements 2021 • Data Provision Requirements 2020 • Australian Qualifications Framework.

Refer to our [Glossary](#) for a list of all Trainwest terms and definitions.

RELATED DOCUMENTS

Internal

Policies	Access and Equity Policy Assessment Policy Complaints and Appeals Policy Extension Policy Privacy Policy Recognition Policy Records Keeping Policy Support Services Policy
Procedures	Assessment Procedure Assessment System Procedure Complaints and Appeals Procedure Training and Assessment Strategy Procedure
Guides	Student Handbook
Forms	Extension Request Form
Systems	Canvas PowerPro (Student Management System) Quality Management System (QMS) Trainwest Intranet Trainwest Website

External

Legislation	Standards for Registered Training Organisations (RTOs) 2015, Clause 1.8
Compliance	ASQA – Spotlight On: Assessment DTWD – Assessment in the VET sector