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		01-Apr-2021

## Extension Procedure

### Purpose

The purpose of this document is to inform all employees and students of the AIAC student Course Extension procedures.

### Scope

Applies to all students enrolled in a Nationally Accredited training program at AIAC.

## 1 Applying for Extensions

AIAC is not permitted to extend the enrolment of an Overseas student where the student is at risk of not completing the course within the timeframe specified in their CoE unless:

- the registered provider has assessed that there are compassionate or compelling circumstances and there is evidence to support this assessment;
- the registered provider has implemented, or is in the process of implementing, an intervention strategy for the overseas student who is at risk of not meeting course progress requirements; or
- an approved deferral or suspension of the overseas student's enrolment has occurred.

Refer to the Extension Policy for guidelines and more information.

Before applying for an extension, the student should contact the Student Contact Officer to see what available support the RTO can offer the student. AIAC may choose to activate the student intervention plan, if not already activated, to develop a support plan that would see the student graduate on time.

To apply for an extension, download the Student Extension Application form (document no. AIAC-RTO-FRM-017\_v1) from the server and submit to [rto@aiacollege.com](mailto:rto@aiacollege.com) with any supporting evidence. The application will be forwarded to and assessed by the HOO and the student informed in writing within 7 working days of the result. During this period, the student will be required to attend all training, unless a written exemption is supplied by the HOO.

Things to consider:

- Any extension may impact your visa; or a new visa may be required. In some cases, DoHA may even cancel the visa altogether. The student should seek advice before applying. The extension application includes a declaration that the student has checked with DoHA.
- Extending your enrolment will likely result in higher tuition fees (for remedial training) and incidental costs.
- There may be other options for you. Consult your Student Contact Officer first to see how we can help you.
- If the request is refused, the student will have 20 working days to access the company's complaints and appeals process

## 2 Assessing and Approving Changes to Enrolment

All applications are assessed by the Head of Operations who will be responsible for making the final decision. In the absence of the HOO, the Chief Operating Officer and the Operation Manager together will assume the responsibility. In this case, the COO must contact the HOO to advise him of the decision to extend enrolment and the reasons why. The COO will also outline the process and assessment strategy used to form the decision.

The HOO is to assess the application based on the reason/s for extending and supporting evidence supplied against the guidelines set out in the Extension Policy document and standard 8 of the National Code. Exemptions can only be approved if the intervention strategy has been implemented, completed and finds in favour of an extension (i.e. through the intervention strategy it was noted that the student will not be able to complete the course within the initial time frame due to circumstances listed in point 1).

During the assessment period, the HOO is to notify the student in writing if the student will be exempt from attending training and advise the RCO of this decision.

The HOO is to inform the student within 7 days of the decision in writing. The written response will include at a minimum:

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- New course end date
- Advice to the student to seek advice from the DoHA and renew their visa
- Advising the student that his/her CoE will be cancelled and a new one issued
- Any other conditions related to the student's study
- Any details of student support that the student has requested or that AIAC recommends

Or: If the extension was denied: Reasons for the denial and information on how the student can access the company's Complaints & Appeals policy & procedures, and that the student has 20 working days to do so.

Prior to finalising a decision, the RCO will review any documents and processes to ensure AIAC have followed correct procedures as per the National Code and the RTO standards. Once the RCO is satisfied with the process, the RCO will update the student register and advise the Accounts Manager, the Operations Manager and the Student Contact Officer.

The CO will also update the student details in PRISMS by creating a Student Course Variation (SCV) (clause 4.23.5.1) and issue a new eCoE using the PRISMS user guide as a reference.

### 3 Record Keeping

Copies of all documentation is to be stored in the students file in accordance with the company's Quality Data Control policy and procedure.

The Extension policy and procedure will be reviewed 12 months from the date of implementation or after any significant change in regulation by the Compliance officer. The document map and control register (AIAC-QHS-RG-006\_V1) will be used to manage the review schedule.

Date implemented	01/04/2021	Review date:	04/2022
Authorised by:	D. Murray	New version no.	1

#### 3.1 Amendments and Version history

Version no.	Amendment date	Amendment details	Amended by	Date of inclusion
1.0		Original document created	D. Murray	01/04/2021