LEVERAGE
ACADEMY
RTO 41017

Extension Policy and Procedures

Version 1.1 – April 2026

Version Control

Item	Summary of update	Version	Review date
1	New comprehensive Policy and Procedures document created to formally capture an operational procedure.	0.1	11/03/2026
2	Revised policy.	1.0	12/03/2026
3	Fixed some spelling and grammatical errors.	1.1	14/04/2026

Quality area	Student Support; Governance
2025 RTO Standards Alignment	Outcome Standards 2.1, 2.3, 2.4, 2.5, 2.6 Compliance Standard 8
Author	Leverage Academy
Status	Approved
Approved by	Bailey Compton
Approval Date	14/04/2026

Purpose

This policy outlines the procedure for granting extensions to learners who request more time to complete their chosen qualification. Leverage Academy (the Academy) encourages learners to stay actively engaged with their studies and reach out to the Academy's student liaison team if they encounter any difficulties during their enrolment.

Scope

This policy applies to all learners enrolled in an accredited qualification with the Academy and Academy staff members.

Policy

The Academy sends timely reminders to learners throughout their chosen qualification to encourage learners to stay committed to completing their assessments in time and to reach out if they require further support. The Academy is committed to its learners' academic success and has processes in place to support learners throughout their learning journey.

Re-enrolment

Learners who have not completed their chosen qualification within the course completion timeframe (official course end date) will be issued with a Statement of Attainment for any units completed and have their files closed after the official course end date. Any learners wishing to re-enrol after the official course end date must pay a re-enrolment fee as indicated in the *Schedule of Fees*. Payment of re-enrolment fees paid will allow the learner an additional three to six months as set out in the *Learner Handbook* to complete their qualification. All applications for re-enrolment must be made **no longer than one month** after the official course end date.

Any applications that are received **one month after** the official course end date will be treated as a new enrolment with those fees and charges applying as if the learner were a new enrolment applicant.

Extension

If a learner indicates they require more time to complete their chosen qualification **prior** to the official course end date, any additional time will be treated as an extension, rather than a re-enrolment. Extension fees will apply as indicated in the *Schedule of Fees*. Requests for extensions will be assessed on a case-by-case basis, and the Academy reserves the right to refuse an extension request.

Writing

All requests for re-enrolment and extension must be in writing to the Academy CEO or Academy Manager via post or email (info@leveragegacademy.edu.au).

Principles

The Academy's extension practices are guided by the following principles:

- **Transparency:** All processes that affect learners will be implemented and communicated in a clear and transparent manner. Information about extension options, associated fees, and application processes is provided to learners in the *Learner Handbook* available on the Academy website. Fee information is published in the Schedule of Fees and communicated to learners before enrolment.
- **Fairness:** All decisions will be conducted in a procedurally fair manner that consider the circumstances of the individual learner and the Academy. Extension and re-enrolment fees are reviewed to ensure they reflect the actual cost of providing continued services and remain fair and reasonable.
- **Compliance:** The Academy will comply with all relevant standards, legislation, and regulatory requirements, ensuring all operations meet or exceed expectations.

Procedures

1. The student support team sends timely reminders to learners throughout the duration of their enrolment to encourage them to complete their assessments within the allocated time and to offer further support if needed.

2. If a learner recognises they require more time to complete their assessments, and it is at least 30 calendar days prior to the course official end date, a learner may apply for an extension to be granted by completing and submitting the *Extension Application Form* (**see Appendix One**).

3. On receipt of the *Extension Application Form*, the CEO or Academy Manager will consider the reasons for the request, and either grant or decline the request. The CEO or Academy Manager will provide their response in writing to the learner, which may be delivered via email from the student liaison team. Examples of reasons to decline an extension request include previous extensions exhausted, insufficient engagement, and inability to provide required support.

4. If the extension request is granted, the learner will pay the required fee per the *Schedule of Fees* within 5 working days. Learners granted extensions will continue to have access to Academy support services and may be offered additional support strategies in accordance with the *Reasonable Adjustment Policy and Procedures*. When an extension is granted, the relevant trainer/assessor will be notified and provided with the revised completion date. The trainer/assessor will review the learner's progress and determine if any additional support or modified delivery arrangements are required

5. A learner can seek an extension a maximum of one time per qualification enrolment due to effects on currency of completed assessments. If the number of extensions is exceeded, the learner will have to re-enrol in the course. Learners experiencing financial hardship may contact the Academy to discuss payment arrangements

Record Keeping and Documentation

All extension applications, decisions, and supporting documentation will be maintained in the learner's file and retained in accordance with the Academy's *Data Management and Privacy Policy and Procedure*s. Decision rationales will be documented to support transparency and continuous improvement.

Complaints and Appeals

Learners who are dissatisfied with an extension decision may lodge an appeal in accordance with the Academy's *Complaints and Appeals Policy and Procedures*.

Publication

This policy will be published on Leverage Academy's website and summarised in the *Learner Handbook*.

Policy Governance

Review
All extension decisions must be reviewed and approved by the Academy Manager before implementation to ensure compliance with RTO standards and regulatory requirements.

On-going Compliance and Monitoring
The Academy will regularly monitor its extension processes to ensure ongoing compliance and will promptly address any non-compliant practices or areas of improvement identified, and document this in the *Continuous Improvement Register* accordingly. The Academy will analyse extension data periodically to identify trends, assess the effectiveness of support strategies, and inform improvements to course design and learner support services.

Appendix One: Extension Application Form

Leverage Academy: Extension Application Form

Leverage Academy (the Academy) endeavours to accommodate learners who wish to extend the amount of time allocated to complete their chosen qualification. You may apply for a three to six-month extension to complete your chosen qualification. please complete this form with all details. This will help us understand your situation

and your commitment to completing the qualification. If your application is successful, the following fees will apply:

Course Type	Extension Fee
Assistant Agent Course	$200
Certificate IV Courses	$500
Diploma Courses	$500

The Academy will consider all extension applications in accordance with the Academy's *Extension Policy and Procedures*.

Date	
Name	
Company (if applicable)	
Qualification (code and title)	
Study start date	
Current due date	
Email address	
Contact number	

Reason for applying for an Extension ***Please explain why you were unable to complete your assessments by the original due date.***
Outline how this extension will allow you to complete your work effectively.

Action Plan ***Provide a detailed plan of how you will manage your time and tasks to ensure completion by the new deadline.***

Unit(s) of Competency currently completed (Please use correct unit code and title)	**Date of Completion**
Add additional lines if required	

Form Submission – please complete and submit this form within 3 business days. Late submissions will not be considered.	
Learner declaration	
I declare that the information provided in this application is true and correct to the best of my knowledge. I acknowledge and agree to the following terms: • This is my final opportunity for an extension on this qualification. • If I fail to meet the new due dates, the terms and conditions outlined in the Extension Policy and Procedures will be enforced. • I am fully committed to completing all required assessments by the revised deadline.	
Learner name	
Learner signature	
Date	

For Leverage Academy OFFICE USE ONLY			
Date application received			
Recorded			
☐ Application recorded and saved on learner's file and in aXcelerate ☐ Acknowledgement sent to learner (via email) ☐ Application forwarded to Assessor ☐ Application forwarded to CEO and Academy Manager		**Date entered:** **Date sent:** **Date sent:** **Date sent:**	
Extension Decision			
☐ **Granted** ☐ **Not Granted**			
If not granted, include reason here:			
Assessor's name		**Date**	
Assessor's signature			