

Name:	<b>Course Extension, Deferral, Transfer Policy</b>
Approved by:	Group Accreditation & Compliance Manager, RedHill
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Implementation Owner	Student Services Manager
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## **Section 1 – Introduction**

### **1) Context**

The Academy of Information Technology (AIT) and its brands is committed to a fair and equitable approach in resolving complaints, grievances and appeals relating to any aspects of its services and operations.

### **2) Purpose**

The aim of this policy is to ensure that students and staff are informed of AIT's policies and processes relating to course refunds and course withdrawals for students paying on a fee for service model.

### **3) Scope**

This policy applies to all students as well as all staff involved directly or indirectly with administering requests for course withdrawals, refunds, course extensions and/or deferral requests.

### **4) Principles**

This policy is guided by the principles of access, equity, fairness and timeliness.

AIT is committed to:

- i) Ensuring students who request to withdraw from a course and/or request refunds are not discriminated against or unfairly disadvantaged.
- ii) Considering course withdrawal and refund requests in a consistent, transparent, objective and unbiased manner.
- iii) Making all details of the procedures publicly available.
- iv) Providing students with access to the policy pre-enrolment and advising them to read it prior to the commencement of a course.
- v) Specifying reasonable timelines for responses and reimbursement of monies at each stage of the process and monitoring of these timelines.
- vi) Providing reasons and full explanation in writing for decisions and actions taken as part of the procedures.
- vii) Keeping appropriate records of withdrawal and refund requests, including brief written outcome, within student files and allow students access to their records.
- viii) Ensuring that such records are treated as confidential.
- ix) Reviewing this Policy and associated processes regularly.

**Section 2 – Course Extension, Deferral and Transfer Policy – On Campus Students****1) Course Extension**

- i) Course extensions are not permitted for on campus students or on campus courses at any time.
- ii) Where students require an extension to the assessment due date (as specified on the Assessment Brief), and beyond either the assessment due date/course/term/subject, to submit or present their assessment/s or coursework, the student will be required to pay a late assessment fee of \$100 per assessment.
- iii) The Late Assessment fees must be paid upfront and work submitted within two (2) weeks of the original Assessment Brief due date. The late assessment fee is non-refundable.
- iv) All assessments need to be uploaded onto the student learning system (Canvas) or where required presented in class, on or before the due date to avoid being charged a Late Assessment fee.
- v) Any student who does not meet the term or subject assessment deadline or submits work outside the subject or course assessment deadline will not receive feedback or assessment of their work unless the Late Assessment fee has been paid in full.
- vi) Students who submit assessments late and within two (2) weeks of the original due date having completing the course/qualification will be given recognition for any units satisfactorily completed, provided all fees due up until this date, have been paid in full.
- vii) Students who fail to submit within the required timeframe will not be recognition for these units.

**2) Course Deferrals**

- i) At any time following enrolment in a course, and prior to the designated course end date, students may request special consideration for a course deferral by providing notice in writing with supporting evidence to the Student Services team at [studentservices@ait.edu.au](mailto:studentservices@ait.edu.au) Deferral may only be granted for unforeseen events which may prevent continuity of study. Supportive evidence may include medical certificates or other documentation supporting a case for special consideration.
- ii) Deferrals are not guaranteed and are at the discretion of AIT and subject to approval by AIT's Student Services Manager, or delegate.
- iii) Students may only defer their study once during the course of their enrolment. Maximum deferral time is 3 months.
- iv) Deferrals must align with study blocks and may not be for a lesser period.
- v) Students who are granted a deferral between subjects/blocks/terms will be responsible for any loss of fees in line with the Refund policy, this includes any fees to repeat or re-join the subjects/s/block/term. Such requests for deferral must be submitted to AIT's Student Services team in writing and are subject to approval.
- vi) Where deferral is granted deferral fees may apply, subject to the Course Extension, Deferral and Transfer Fees policy.
- vii) Any student who defers, needs to have a recommencement date at the time of request for deferment. Recommencement of studies needs to be in line with the next AIT term and course timetable offerings.

- viii) During a deferment period, it is the responsibility of the student to contact AIT's Student Services team a minimum two (2) weeks prior to the agreed recommencement date to confirm the recommencement of their studies.
- ix) If a student fails to recommence studies following a deferment and in line with the student's recommencement date, the student will be responsible for any loss of fees in line with the Refund policy and will be cancelled from the course.
- x) Should the student be unable to recommence study due to ongoing medical issues at the agreed date their enrolment will be cancelled and a Statement of Attainment issued for any completed units of study. The student may apply in writing for special consideration and dependent upon the circumstances further fees may be waived without penalty.
- xi) While a deferral allows for a pause in study, all financial obligations continue in accordance with the original payment plan entered into by the student.
- xii) In the event of an increase in course fees, students who defer will be required to pay the difference upon recommencing studies.
- xiii) As courses are continually upgraded some course content may alter throughout a student's enrolment. In the event of a change in course structure/content, every effort will be made to assist in the recommencement of studies. Any course changes will be confirmed at the time the student confirms their return to study.

### **3) Course Transfers**

- i) Students can request in writing a transfer between classes, courses or study modes at the end of a subject/block/term.
- ii) Transfer requests must be made in writing to AIT's Student Services team.
- iii) Transfers are subject to approval and availability. A non-refundable application fee of \$100 will be charged.
- iv) Any increases in course fees or learning materials will be at the student's own cost and expense. The student will be required to pay the difference upon approval of transfer.

### Section 3 – Course Extension, Deferral and Transfer Policy – Online Students

#### 1) Course Extensions and Deferrals

- i) Extensions and deferrals are not available to online students. The online course is structured such that a student may vary their study load to reflect varying influences and commitments without impact upon course duration. The course duration is calculated to allow for variable workloads and is a greater duration than the on-campus course for this reason.
- ii) Where a student believes that special circumstances apply they may at any time following enrolment in a course, and prior to the designated course end date, request a course extension or deferral by providing notice in writing to the Student Services team at [studentsupport@ait.edu.au](mailto:studentsupport@ait.edu.au)
- iii) A student requesting special consideration will not be permitted to defer their course for greater than a total of 3 months.
- iv) Special circumstances must be applied for in writing including supporting documentation, and are subject to approval by AIT's Student Services Manager, or delegate.
- v) While a deferral allows for an extension to course end date (in the case of deferral a pause in study), all financial obligations continue in accordance with the original payment plan entered into by the student.
- vi) In the event of an increase in course fees, students who defer will be required to pay the difference upon recommencing their studies.
- vii) Where special circumstances result in approval of a deferment, it is the responsibility of the student to contact AIT's Student Services team a minimum of two (2) weeks prior to term the agreed recommencement date confirming their recommencement of studies in accordance with the date agreed.
- viii) If a student fails to recommence studies following a deferment and in line with the student's recommencement date, the student will be responsible for any loss of fees in line with the Refund policy and will be cancelled from the course.
- ix) As courses are continually upgraded some course content may alter throughout a student's enrolment. In the event of a change in course structure/content, every effort will be made to assist in the recommencement of studies. Any course changes will be confirmed at the time the student confirms their return to study, along with any additional tuition or material fees.

#### 2) Course Transfers:

- i) Students can request in writing a transfer between classes, courses or study modes at the end of a subject/block or term.
- ii) Transfer requests must be made in writing to AIT's Student Services team.
- iii) Transfers are subject to approval and availability. A non-refundable transfer fee of \$100 will be charged.
- iv) Any increases in course fees or learning materials will be at the student's own cost and expense. The student will be required to pay the difference upon approval of transfer.

## Section 4 – Reference and Supporting Information

### 1) Definitions

Word/Term	Definition
Course Commencement Date	The date that is agreed between <b>AIT</b> and the student to be the first date for online course access of a particular student enrolment or the first day of the course class on campus.
Enrolment	Enrolment commences from the date that an application is approved and any application fees have been paid.
Provisional Enrolment period	An enrolment is provisional for ten (10) days from commencement, allowing <b>AIT</b> time to request additional requirements and for the student to access their course terms and policy and to ensure that the course meets their requirements.
Special Circumstances	Special circumstances are events beyond the students control that impact upon their ability to maintain continuity of enrolment, and may not be addressed through online study.  Examples may include extended periods of hospitalisation for conditions not present at time of enrolment, secondment overseas by government agencies including the armed forces
Defer	Delaying the commencement of the next block of study
Down Payment	A non-refundable payment or non-refundable deposit is paid by the student at time of enrolment; deducted from the total course fees payable. Where a student fails to meet the entry criteria preventing them from commencing the course this fee is non-refundable.
FFS	Fee For Service.
Upfront Payment	Upfront payment is for students who wish to pay the full course fee at the point of enrolment.
3 months	A 3-month duration is based on a 12-week period.
1 month	A 1-month duration is based on a 4-week period.

### 2) Supporting documentation

Document name	Document type	Location
Enrolment Policy & Procedure	Policy document	Website
Terms and Conditions	Policy document	Website
Withdrawals and Refunds	Policy document	Website



## Section 5 – Change History

### 1) Change History

Version	Approval date	Department	Approved by	Change
V1.0	12 June 2019	Group Accreditation & Compliance,	Group Manager	Development of Group Policy replacing existing entity level policies
		Technology & Design Division	Divisional Operations Manager	
V1.1	09 October 2019	Group Accreditation & Compliance	Group Manager	Update to new template
		Technology & Design Division	Divisional Operations Manager	