

Policy Name: Extensions Policy

Policy Document Number: Extensions Policy\_V3\_2020

# Extension Policy

Compiled by:	Cecilia Louw
Date compiled:	April 2018
Review Date:	June 2021
Policy document number:	Extensions Policy_V3_2020
Review Manager:	Richard Mac Nicol
Approved by:	Academic Board
First version publication date:	23 April 2018
Previous version implementation date:	January 2019

Policy - Extensions	Created	23 April 2018
Quality Management System		
© Optimi College (PTY) LTD T/A College SA	Version: 3.1	Last Modified Date: 10 January 2020

*All rights reserved. No part of this publication may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, photocopying, recording, or otherwise, without the prior written permission of the copyright holder or in accordance with the provisions of the Copyright Act, 1978.*

*Any person who does any unauthorised act in relation to this publication may be liable for criminal prosecution and civil claims for damages.*

# Table of Contents

<b>1. Preamble.....</b>	<b>3</b>
<b>2. Purpose.....</b>	<b>3</b>
<b>3. Scope .....</b>	<b>3</b>
<b>4. Process for Extensions .....</b>	<b>4</b>
4.1 Process prior to Extension.....	4
4.2 Extension Process and Procedure .....	4
4.3 Extension Validity .....	5
4.4 Final Verification of Extension.....	5



## 1. PREAMBLE

---

Optimi College (Pty) Ltd, trading as *College SA*, is committed to providing its students with education of the highest quality, which will prepare the student for a productive and well-rounded work-life experience.

## 2. PURPOSE

---

The *College SA Extension Policy* establishes clear guidelines and instructions to be followed when students request to extend their studies.

## 3. SCOPE

---

The Policy applies to all students at College SA.

All employees of *College SA* have to familiarise themselves with the policy, but this policy it is of particular importance to the **Educational Planners and Student Support** as these departments interact with students during the extension of studies process and procedure.

It is the responsibility of the learner to ensure that they are familiar with the regulations and policies relating to extensions.

Each learner admitted to a programme of study offered by the College, must familiarise themselves with the *College SA Registration Terms & Conditions*.



## 4. PROCESS FOR EXTENSIONS

---

### 4.1 PROCESS PRIOR TO EXTENSION

The Student Support Teamleader generates a list from Qbit of students with future expiry dates and contacts the students thirty (30) calendar days before the course expires.

The student is briefed on the following deadlines:

- A written, signed request for extension must reach the Student Support Agent [support@colleges.co.za](mailto:support@colleges.co.za) by the end of business sixteen (16) business days before the course expires.
- Acceptance of extension quote must be signed by the student and received by Student Support Agent [support@colleges.co.za](mailto:support@colleges.co.za) ten (10) business days before course expires.
- Proof of payment of extension must reach Student Support Teamleader [support@colleges.co.za](mailto:support@colleges.co.za) five (5) business days before the course expires.

### 4.2 EXTENSION PROCESS AND PROCEDURE

The student must submit a written request to [support@colleges.co.za](mailto:support@colleges.co.za) to apply for an extension of registration sixteen (16) business days before the course expires.

The process and procedure for extension of studies must be administered and completed by the Student Support Teamleader. The Student Support Teamleader presents the final completed application, with supporting documents, to the Student Support Manager for approval and final signoff.

The following checklist with the proof thereof must be presented to the Student Support Manager for signoff ten (10) business days before the course expires:

- The correct expiry date of the student's studies
- The status of the student's account. (Student may only apply for an extension if account is paid in full)
- The completed and signed student extension application form
- A quote, indicating the charge for the requested extension period (to be signed by the student)



### 4.3 EXTENSION VALIDITY

- The student will receive the quote for extension of studies within one (1) business day of submitting a signed application for an extension to *College SA*.
- The quote for extension of studies will be valid for 22 *business days* from received by the student.
- The extension is in effect once proof of payment is received (at least one (1) months payment in advance).

### 4.4 FINAL VERIFICATION OF EXTENSION

- After proof of payment has been received from the student, a final confirmation of extension must be issued and sent out to the student by the Student Support Teamleader within one (1) business day.
- The Student Support Teamleader will update the student's details on QBIT by adding:
  - New expiry date
  - Update “tab section”, Extension tab
  - All relevant information is sent to student finance to initiate extension invoicing

