

Course Extensions

Special consideration for unexpected or extenuating circumstances

Learning Online acknowledges that students may be disadvantaged when unexpected or extenuating circumstances impact their ability to complete their studies by the specified course expiry date. In such cases, a student may be eligible for a modified arrangement.

Course extensions are intended to provide a reasonable timeframe—based on the nature of the circumstances—for the student to complete the course without placing them at an unfair disadvantage. All applications will be referred to a manager for review and decision.

To inform this decision, the manager will assess the student's course progression. To maintain your enrollment, you are expected to participate and engage in your assessments and studies on a regular basis. Students approaching their course expiry date who have not demonstrated sufficient progression may not be granted an extension unless there are extenuating circumstances.

Key Conditions for Extensions:

- Extensions can **only be requested within 30 days** of your course expiry date.
- A **maximum of three (3) months** will be granted per extension.
- A lack of course progression or active engagement **may impact your eligibility** for future extensions or continued course access.
- If a student has been **active in a course for 24 months**, Learning Online **may charge a fee** for any further extensions.

Once an extension has been approved, the student will be provided with clear goals to support them in completing the course within the new timeframe. The student will be required to sign a document agreeing to the terms and conditions of the revised course expiry date.

Extension applications must be submitted at least one (1) working day prior to the course expiry date, unless the evidence provided demonstrates that this was not reasonably possible due to unexpected or extenuating circumstances.

What Qualifies as Unexpected or Extenuating Circumstances?

These are events that are:

- Outside the student's control; and/or
- Unable to be reasonably anticipated or planned for in advance.

Examples include (but are not limited to):

- **Medical circumstances:** An unexpected illness, recurrence of a chronic condition, or an accident.
- **Compassionate circumstances:** Trauma such as the death or serious illness of a close family member (including legal or chosen family), severe domestic disruption, or being the victim of crime or accident.
- **Special circumstances:** Religious observance or obligations, formal legal commitments, jury service, military service, recognised emergency management service duties, participation in significant cultural/sporting events, or unforeseen employment-related disruptions (e.g., last-minute relocation).

When applying for an extension, you may be asked to provide supporting documentation such as a medical certificate, police report, letter from an employer, counsellor/psychologist evaluation, legal document, or other relevant evidence.

To apply for an extension, please complete the form via our online support desk [here](#).

Please note:

- Course extensions are provided **free of charge**, unless otherwise specified.
- A new **proof of enrollment** with the updated course expiry date **will not** be issued.