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Extension Policy

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1 PREAMBLE

SA College of Home Study 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 and prospective 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 Terms of Registration*.

4 PROCESS FOR EXTENSIONS

4.1 PROCESS PRIOR TO EXTENSION

The **Student Support Supervisor** draws a list 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 Supervisor** support@collegesa.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 Supervisor** support@collegesa.co.za ten (10) business days before course expires.
- Proof of payment of extension must reach **Student Support Supervisor** support@collegesa.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@collegesa.co.za to apply for an extension of registration sixteen (16) business days before the course expires.

The cancellation form can be found at the following link: [Extension Application Form.pdf](#)

The process and procedure for extension of studies must be administered and completed by the **Student Support Supervisor**. The **Student Support Supervisor** 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 students 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 submitting a signed application for an extension to *College SA*.
- The quote for extension of studies will be valid for five (5) 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 Supervisor** within one (1) business day.
- The **Student Support Supervisor** 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

Note: Extension can only take effect in a current month when payment is received before the 7th of the same month. Any extension payments after the 7th will result in extension starting the following month.