

Purpose

The purpose of this policy is to outline Heed Health Education's (HHE) commitment to supporting students who experience circumstances that may impact their ability to complete their training as originally planned. It ensures students have access to fair and transparent processes for requesting extensions, deferrals, or transfers while maintaining compliance with the Standards for RTOs 2025.

This policy is designed to provide flexibility for students while upholding the integrity and quality of training and assessment. By clearly defining the procedures and conditions for extensions, deferrals, and transfers, Heed Health Education ensures that all decisions are made consistently, equitably, and in alignment with regulatory requirements.

The policy also serves to protect both students and the RTO by documenting clear expectations, timelines, and evidence requirements. It promotes positive learning outcomes by ensuring students remain engaged and supported, even when unforeseen personal, medical, or professional circumstances arise.

Ultimately, this policy reflects HHE's commitment to student welfare, compliance, and continuous improvement in the delivery of vocational education and training.

Scope

This policy applies to all domestic students enrolled in nationally recognised VET courses delivered by Heed Health Education.

Policy Statement

Heed Health Education (HHE) is committed to providing fair, transparent, and equitable processes for students who experience changes in their personal, medical, or professional circumstances that impact their ability to continue or complete their studies as originally planned. This policy ensures that students have the opportunity to request an extension, deferral, or transfer in a manner that upholds the integrity of their training and assessment while complying with all requirements under the Standards for RTOs 2025.

HHE recognises that individual student needs vary, and that compassionate and compelling circumstances can arise unexpectedly. All applications for extensions, deferrals, or transfers will be assessed on a case-by-case basis, supported by relevant

evidence, and determined in a fair and consistent manner. Decisions will be made in consultation with the student to ensure their rights are protected and that they are fully informed about the implications for their enrolment, training plan, and any associated fees.

HHE also commits to maintaining accurate records of all enrolment variations and using this information to monitor student needs and improve service delivery. By implementing this policy, the organisation demonstrates its dedication to supporting students, maintaining quality outcomes, and meeting its compliance obligations under the 2025 Standards, while ensuring a positive learning environment that prioritises student welfare and success.

Policy Principles

- **Student-Focused & Flexible:** Support is tailored to student needs while preserving academic integrity and regulatory compliance (aligned with best practice exemplars).
- **Transparency & Consistency:** Clear, documented processes and fair assessments of all requests.
- **Compliance-Oriented:** Adheres to the 2025 Standards, including VET student support and continuous improvement outcomes.

Course Extension

At the time this policy was written, all Heed Health Education (HHE) courses have a preferred time frame for completion:

- Cert II Courses – 6 months
- Cert III Courses – 12 months
- Cert IV Courses – 18 months
- Diploma Courses – 18 months

In addition to the above desired time frames for course completion suggested by HHE, the Australian Qualifications Frameworks (AQF), outlines the maximum volume of learning for each qualification as listed below:

- Cert II Courses – Six to Twelve months
- Cert III Courses – One to Two Years
- Cert IV Courses – Six Months to Two Years
- Diploma Courses – One to Two Years

Further information on the AQF can be found on <https://www.aqf.edu.au>.

Eligibility

Students may apply for an extension due to compassionate, compelling, or unforeseen circumstances impacting their ability to complete within the set timeframe.

Upon enrolment into a course, students will receive a course and unit/s start and end dates that will be listed on their paperwork and student dashboard. The end date/s will be a reflection of the above specified completion dates suggested by HHE.

Where student circumstances change and students require a longer period of time to complete their studies, they can apply for a course extension. Extension time frames will be dependent on the course that students are enrolled in.

Students must understand that by extending their course of study they are subject to any changes that may occur to the training package in the time that they are studying. This means that the course may have to be altered to correlate with any changes that have occurred to stay compliant.

Process

1. To apply for a course extension students must complete one of the **Student Application for Deferral, Extension or Course Transfer Forms**, including
 - a. Details of circumstances (e.g., medical, personal, work-related).
 - b. Supporting evidence
2. Applications are assessed by the Training Manager and/or General Manager. Decisions are communicated in writing to the student within 10 business days.

Terms

- FIRST three (3) month extension – no charge*
- FIRST one (1) month extension – no charge* (for a unit of competency enrolment)
- Subsequent three (3) month extension – \$400p/incomplete unit up to a MAXIMUM of total six (6) month extensions.
- Additional support (e.g., access to resources, trainer guidance) may be provided.

*Only available for Nationally Recognised Qualifications

If extreme circumstances outside of the control of the student exist, such as disability, misadventure or extreme hardship, the outlined limit to the time of extension may be altered by the Training Manager. Such decisions are subject to individual circumstances and regulatory obligations and will take place in consultation with the student and the Management at HHE.

Deferral of Studies

Eligibility

Heed Health Education understands that students may encounter difficulties or changed circumstances and that could impact on their chosen studies (e.g., health, family emergencies, employment obligations). In such cases, we offer the students the opportunity to defer their course for a select period of time.

Depending on the course the student is undertaking, students may defer their course for the following durations:

- Cert II, Cert III and Cert IV Courses – Up to three (3) months deferral
- Diploma Courses – Up to six (6) months deferral

Process

1. To apply for a course deferral students must complete one of the **Student Application for Deferral, Extension or Course Transfer Forms**, including:
 - a. Justification for deferment
 - b. Proposed re-commencement date
 - c. Supporting documentation
2. Applications are assessed by the Training Manager and/or General Manager. Decisions are communicated in writing to the student within 10 business days.
3. During the deferral period, students will NOT have access to their student dashboard, the online course material, assessments or face to face training blocks. Students will also be unable to participate in the workplace integrated learning component of the course throughout this time frame.
4. At the completion of the deferral period, it is expected that the students will recommence their studies and they will once again have access to their student dashboard.

Terms

- Deferral periods may last up to three (3) or six (6) months, qualification dependent, and are subject to course availability and updated training requirements
- Re-entry is coordinated based on scheduling and compliance with any course amendments.

Students should understand that the course they are enrolled into may change or be upgraded throughout the time they are away. In the event that changes do occur,

through alterations to course material or upgrades to the training package, the student will be re-enrolled into the new course. Where there is a difference in fees arising from the new course enrolment the student will be notified and will need to pay the difference prior to recommencing their studies. If the student believes they have grounds for an application to waive the change in fees, they can apply to the Training Manager. Decisions will be made on an individual basis and will be at the discretion of management.

If, at the completion of the deferral period, the student decides not to return to their studies, they are required to complete a course Withdrawal Form.

Should a student's circumstances change during the deferral period, and they wish to recommence their studies earlier than expected, they should contact the Compliance Manager at support@heededucation.edu.au.

Course Transfer

Eligibility

All students that are currently enrolled into a course of study with Heed Health Education are eligible to transfer to another course of study or delivery format (where applicable) should they wish to change to an alternate path of study.

Process

1. Prior to applying for a transfer, students are encouraged to contact the Training Manager, Compliance Manager or their trainers/assessors for course brochures, prerequisites, scheduling, fees, advice and assistance in determining the pathway that is right for them.
2. To apply for a course transfer students must complete one of the **Student Application for Deferral, Extension or Course Transfer Forms**, including:
 - a. The original course start date
 - b. Desired program and/or delivery mode
 - c. Reason for the transfer
 - d. What the student has currently completed, including all of the assessments they have undertaken, the results, the face-to-face training blocks attended, and the workplace integrated learning hours completed
3. Applications are assessed by the Training Manager and/or General Manager. Decisions are communicated in writing to the student within 10 business days.
4. Where a student is successful in transferring into an alternate course, they are expected to adhere to the requirements of that course and will be assessed based on the outlined criteria.

Terms

- \$300 administration fee applies
- Difference in the course fee is payable (if applicable)
 - Course fees may be greater than the fees already paid for the existing course, and the student must pay the difference prior to the commencement of the new course or agree to a new payment plan.

While all students are eligible to apply for a course transfer, it should not be assumed that as a student of HHE, you will automatically be accepted into a course of higher qualification. For example, students beginning their studies in the Cert IV in Health Care cannot transfer into the Diploma of Health Care if they do not fulfill the selection criteria outlined in the screening process. To assist in determining students' suitability for enrolment into a new course, the student may be asked to complete additional LLND assessment tasks.

When applying for a course transfer, students should also take into consideration that the time taken to complete the course may now be extended, especially if the units already undertaken do not correlate with the new course.

Students should ensure that they do not enter into the course transfer process blindly and should have a good understanding of the expectations of the knowledge and theory required to be considered competent within the course they are seeking transfer into.

Procedure for Course Extension, Deferral or Transfer

1. Advise Heed Health Education

- a. Students who wish to make changes to their current course of study must give notice in writing. A student must include their name, address, contact details, course of study being undertaken, USI number, change request and reason for changes.
- b. This notification should be emailed to support@heededucation.edu.au or training@heededucation.edu.au
- c. Heed Education staff that are approached with initial notice of change to a student's enrolment are to ensure that the student understands their options and rights with regard to changes.

2. Complete the required application form

- a. Heed Health Education will notify students as soon as possible upon receipt of their request for a change to their current course of study. They will be sent an application form (if not already submitted) for deferral, extension or course transfer and will be asked to complete and return the

form to support@heedededucation.edu.au or
training@heedededucation.edu.au

3. *Communicate and Record the Outcome*

- a. Once the application form has been submitted by the student, it will be processed by the training team, and a decision will be made. The decision will then be communicated back to the student in the same manner that the student has been undertaking communications with Heed Health Education. A record of the application form and the decision made by Heed Health Education will also be kept on the students' file in an electronic manner.
- b. Trainers and assessors involved in the course will be notified of the student's changes.

Appeals

Students who wish to contest a decision may lodge an appeal under the Complaints & Appeals Policy within twenty (20) business days of notification.

Compliance Mapping – Standards for RTOs 2025

This Extension, Deferral and Transfer Policy has been developed to align with the Standards for RTOs 2025, ensuring that Heed Health Education meets its obligations under the national VET regulatory framework. In particular, the policy supports:

- **Outcome 2** – Student Support and Protection: Ensuring students are treated fairly, provided with accurate information, and have access to processes that enable them to manage changes to their enrolment without disadvantage.
- **Outcome 3** – Quality Training and Assessment: Maintaining the integrity and quality of training and assessment when enrolment variations occur, ensuring students continue to meet all competency requirements.
- **Outcome 4** – Continuous Improvement: Using data from extension, deferral and transfer requests to monitor and improve student support services, policies, and operational practices.

By implementing this policy in accordance with the Standards for RTOs 2025, Heed Health Education demonstrates its commitment to compliance, student welfare, and quality assurance. This approach ensures that all decisions are transparent, equitable, and made with reference to regulatory requirements, industry best practice, and the principles of fairness and accountability.

Record Keeping and Continuous Improvement

All variations (extension, deferral, transfers) are logged in the student management system.

Decisions, documentation, outcomes, and appeals inform ongoing policy refinement and compliance practice, reflecting Outcome 4 of the 2025 Standards — continuous improvement through systematic monitoring

Related Documents

- Student Application for Deferral, Extension or Course Transfer Form
- Recognition of Prior Learning Policy
- The Schedule of Fees
- Student Handbook
- Courses Brochure
- Students Fees and Refund Policy
- Complaints and Appeals Policy
- Student Handbook

Approval and Version Control Table			
Policy Code	HHE-PO20		
Version	1.0		
Version Control Update	1.0	25/08/2025	Original Industry Policy
Approved by	General Manager		
Policy Owner	CEO, Heed Health Education		
Approval Date	25 th August 2025		
Next Review Date	August 2026		