EXTENSION POLICY

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DOCUMENT CONTROL

Version	Version Date	Description	Approved by	Date
V6.0	November 2023	Revised Policy	Ms Eloise Nolte Managing Director Signature:	November 2023

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1. INTRODUCTION

Optimi College (Pty) Ltd offers 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 Optimi College 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 Optimi College.

All employees of Optimi College have to familiarise themselves with the policy, but this policy it is of particular importance to the Educational Planners (EPs) 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 Optimi College Registration Terms & Conditions. .

4. PROCESS FOR EXTENSIONS

4.1   Process prior to Extension

The Client Support Manager 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 Client
  Support Agent 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
  Client Support Agent support@collegesa.co.za ten (10) business days before course expires.
- Proof of payment of extension must reach Client Support Manager 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 process and procedure for extension of studies must be administered and completed by the Client Support Manager. The Client Support Agent 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 Client 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 *Optimi College*.
- The quote for extension of studies will be valid for twenty-two (22) business days from received by the student.
- The extension is in effect once proof of payment is received at least one (1) month 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 Client Support Agent within one (1) business day.
- The Student Support Agent will update the student's details on QBit by adding:
  o New expiry date
  o Update "tab section", Extension tab
  o All relevant information is sent to student finance to initiate extension invoicing

5. POLICY REVIEW

The Policy on Development and Review of policies provide guidelines for the formulation, development, and review for Optimi College policies and procedures. The review date on the Policy Dashboard will initiate the review process owned and managed by the Review Manager. The Review Manager will delegate the policy and review deadline to the Policy Owner for analysis. The review process is implemented following Stages One to Five of the guidelines. Optimi College policies are reviewed on an annual basis or if changes in legislation or qualifications.

The Review Manager coordinates the new policy development process and the review of policies on an annual basis, in collaboration with the Policy Owner or subject matter expert. The Review Manager ensures that the necessary document management process is maintained in the Policy Master File, both printed (Accreditation and QA Specialist) and online (QMS Final Policies). The Review Manager submits all new and updated policies to the Academic Committee for final approval. The Review Manager is the person who is responsible for maintaining the Policy Management Dashboard (PMD) and reporting on this at Academic Committee Meetings.