



RTO	City-Wide Building & Training Services Pty Ltd (RTO ID 91138 )
Type	Internal Public
Applicable standards	Standards for Registered Training Organisations 2015 NSW Smart and Skilled Funding Contract
Authorised by	Compliance Officer
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## Policy: Discontinuation, transferring, abandonment & deferral of training – Smart and Skilled

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### Overview

City Wide Building and training Services (CWBS) is committed to ensuring the best educational outcomes for students in order for them to complete their training and successfully achieve their desired qualification. CWBS recognizes that sometime circumstances can reduce a student's capacity to complete a chosen line of study, therefore students may withdraw from their course.

CWBS also recognizes that there may also be times where students want to transfer from one RTO to another or would like to defer their training due to personal reasons. CWBS will make reasonable efforts to assist students in completing their studies but will also assist those students who would like to discontinue their studies.

### Discontinuation of training

#### Discontinuing Students

Students who wish to withdraw from a course must do so either by:

- Phone: (07) 5536 1000
- Email: [cwbts@cwbts.com.au](mailto:cwbts@cwbts.com.au)
- Advising their trainer

Students will be required to complete a withdrawal form stating the reason for withdrawal and the date training is expected to end.

If the reason for withdrawal is due to the performance of CWBS then CWBS staff will make reasonable efforts to address the concerns of the student in order to assist them in completing their studies. Should a student still wish to withdraw then the following will apply.

#### **If the student withdraws after training commences, CWBS will:**

- Submit all student training activity data to finalise the student's records
- Provide the exiting student with a statement of fees that includes all fees applied and any fees refunded, if applicable
- Attempt to obtain formal notification from the student of the date their training will end, including reasons for withdrawal to ensure that the withdrawal does or does not relate to the performance of CWBS



- Issue the student with a Statement of Attainment and transcript for completed Units of Competency within 21 days of notification of the discontinuance
- Provide the exiting student with an updated Training Plan, results of outstanding completed training activities and/or assessments to the exiting student
- Notify the local State Training Services Regional Office within 14 days of notification of the discontinuation of training, in the case of an Apprentice or Trainee

**If a student withdraws before training commenced, CWBTS will:**

- Provide the exiting student with a statement of fees that includes all fees applied and any fees refunded, if applicable
- Notify the local State Training Services Regional Office within 14 days of notification of the discontinuation of training, in the case of an Apprentice or Trainee

## Withdrawal by CWBTS

There will be times where CWBTS may withdraw a student from their studies. Withdrawal may be for the following reasons:

- Student misbehaviour resulting in severe breach of CWBT's Code of Conduct for Students
- Non-payment of fees
- Ongoing non submission of assessments

In the first instance the student will be offered support and assistance in order to allow them to continue in their studies and complete the course where possible. If after working with the student should an issue still remain then CWBTS will make a final decision on the withdrawal from studies.

Where CWBTS cancels a student's enrolment, the student will be informed in writing and will have 20 days to access the CWBTS Grievances, Complaints and Appeals Policy should they wish to appeal their withdrawal. If the student is Under 18 their parent or guardian will be informed.

## Transferring students

A student undertaking a Smart and Skilled qualification may withdraw from a qualification with a Smart and Skilled Provider because:

- They chose to of their own accord
- Their initial Provider closes
- Their initial Provider's Smart and Skilled Contract has been terminated

### **Transferring between Providers**

A student may withdraw from a qualification and transfer to another RTO to complete their qualification.

#### *Transfer In Process*

If a student transfers to CWBTS of their own accord, standard credit transfer rules will apply with calculating the student fee. The student must obtain a Statement of Attainment from the initial provide so CWBTS can determine what credit is to be granted to allow for correct calculation of student fees.

If a student is an apprentice or trainee then their training contract will need to be updated to reflect CWBTS as the current RTO.



### *Transfer Out Process*

If a student transfers from CWBTS to another RTO, CWBTS will provide the student with a Statement of Attainment listing competencies that the student has gained, a statement of fees and an up-to-date training plan. The normal refund policy applies to fee-for-service students.

### **Transferring due to Provider Closure or Contract Termination**

If the student transfers to CWBTS from another Smart & Skilled provider that has lost their contract or has been closed, the student will not be charged an excess fee above the total fee that was quoted to the student by the initial provider. For Smart & Skilled courses, where the combined fee looks like exceeding the original fee quoted, CWBTS will contact Training NSW to confirm the fee to be charged before enrolling the student.

The transferring student will need to provide to CWBTS a Statement of Attainment, a statement of fees (for Smart & Skilled) and an up-to-date training plan issued by the previous provider. If the provider has closed and the student cannot obtain these, Training NSW should be consulted.

Where the student is required to transfer from CWBTS due to the closure or termination or suspension of its Smart and Skilled Contract then CWBTS will:

- Advise the student of the date of the forthcoming termination of the Contract or of ending the delivery of subsidised Training
- Advise the student of options for continuing training which may include:
  - o Referral to the Smart and Skilled website in order to identify an alternative RTO who can provide subsidised Training
  - o Refer the student to the local Training Services NSW Regional office for assistance
  - o Offer the student to continue as a Fee for Service student (that is without Government benefits or Subsidies)
  - o Suggest an alternative Provider

## **Deferring an enrolment**

Students may defer their subsidised training for up to 12 months from the date that CWBTS receives written request for deferral. CWBTS will make every effort to assist the student to continue training where possible by implementing strategies to accommodate the student in completing their qualification.

Should the student still wish to defer their studies then CWBTS will advise the student of the fee implications of deferral. If the student does not restart your training within the 12 month period, CWBTS must report the student as Discontinuing, and if they wish to recommence they will be treated as a new student.

If a student wishes to withdraw from training without completing their Approved Qualification, they must advise CWBTS in writing of the date that their training will end.

## **Abandoning studies**

If a student has not turned up to class for 3 days or 3 scheduled site visits without notification and are not responding to emails, phone calls and letters within a month of them being sent CWBTS will assume that they have abandoned their studies. A certified letter will be sent to the student's last known address giving them one more chance to contact CWBTS and resume their studies. If CWBTS does not hear from a student after a month of sending this letter their enrolment will be cancelled.

Please see Fees, Charges and Refund policy for information in regards to all refund information applicable.