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Applicable standards	Standards for Registered Training Organisations 2015 NSW Smart and Skilled Funding Contract
Authorised by	General Manager, Quality and Compliance
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## Policy: Discontinuation, Transferring, Abandonment and Deferral of Training – Smart and Skilled

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### Overview

City-Wide Building & 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 recognises that sometime circumstances can reduce a Student's capacity to complete a chosen line of study, therefore Students may withdraw from their course. There are also circumstances where CWBS may need to withdraw a Student.

CWBS recognizes that there may 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.

This policy addresses the discontinuation of training for Smart and Skilled funded students. For all other students please refer to the Withdrawal Policy.

### Discontinuing Students

Students may choose to withdraw from their course for a variety of reasons before or after course commencement.

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

- Phone: 1300 429 287
- Email: [cwbs@buildersacademy.com.au](mailto:cwbs@buildersacademy.com.au)
- Advising their Trainer

Students will be required to provide the reason for withdrawal and the date training is expected to end.

Students are also required to contact their Australian Apprenticeship Support Network (AASN) and advise of their cancellation date and complete any necessary forms with their employer if they are an apprentice or trainee.



If the reason for withdrawal is due to the performance of CWBTS then CWBTS staff will make reasonable efforts to address the concerns of the Student related to the delivery and assessment of training in order to assist them in completing their studies. Should a Student still wish to discontinue then the following will apply.

#### **Withdrawal without penalty**

Prior to any fees being paid CWBTS advises students of the 'withdrawal with no penalty' cut-off date. Where a student withdraws prior to the cut-off date they will be refunded any fees paid at enrolment.

CWBTS will:

- Provide the exiting Student with a statement of fees that includes all fees applied and fees refunded
- Notify the local State Training Services NSW Regional Office within 14 days of notification of the discontinuation of training, in the case of an Apprentice or Trainee
- Keep records of the request for withdrawal or keep a file note or log of such request/notices together with evidence that CWBTS fulfilled its obligations. Also keep evidence of any steps taken to resolve issues that may assist the student to remain at CWBTS (if applicable). Refer to section "Maintain Records and Evidence".

For information regarding refunds, please refer to the Funded & Fee for Service Fees, Charges & Refund policy available on our website which complies with the Smart and Skilled Fee Administration Policy.

#### **Withdrawal after the without penalty cut-off-date**

CWBTS will:

- 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 CWBTS. Add this information as a file note in VETtrak.
- Follow fee arrangements as per Smart and Skilled *Fee Administration Policy*
- Submit Training Activity Data to finalise the record and, if eligible, receive any further payments or Subsidies and Loadings (including reporting Code TNC if applicable).
- CWBTS will not report the UoC Outcome Code 40 (Withdrawn) for any Unit of Competency in which the Enrolled Student did not Participate in Subsidised Training.
- Provide the exiting Student with a statement of fees that includes all fees applied and any fees refunded, if applicable
- 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
- Provide results of outstanding completed training activities and/or assessments to the exiting Student
- Notify the local State Training Services NSW Regional Office within 14 days of notification of the discontinuation of training, in the case of an Apprentice or Trainee
- Keep records of the request for withdrawal or keep a file note or log of such request/notices together with evidence that CWBTS fulfilled its obligations. Also keep evidence of any steps taken to resolve issues that may assist the student to remain at CWBTS (if applicable). Refer to section "Maintain Records and Evidence".

## 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.

If proceeding with a withdrawal prior to commencement 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 NSW Regional Office within 14 days of notification of the discontinuation of training, in the case of an Apprentice or Trainee

If proceeding with a withdrawal after commencement CWBTS will:

- Attempt to obtain formal notification from the Student of the date their training will end, including reasons for withdrawal to identify instances where the withdrawal relates to the performance of CWBTS so that this can be addressed. Add this information as a file note in VETtrak.
- Follow fee arrangements as per Smart and Skilled *Fee Administration Policy*
- Submit Training Activity Data to finalise the record and, if eligible, receive any further payments or Subsidies and Loadings (including reporting Code TNC if applicable).
- CWBTS will not report the UoC Outcome Code 40 (Withdrawn) for any Unit of Competency in which the Enrolled Student did not Participate in Subsidised Training.
- Provide the exiting Student with a statement of fees that includes all fees applied and any fees refunded, if applicable
- 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
- Provide results of outstanding completed training activities and/or assessments to the exiting Student
- Notify the local State Training Services NSW Regional Office within 14 days of the discontinuation of training, in the case of an Apprentice or Trainee

Keep records of withdrawal actions taken by CWBTS, keeping a file note or log of these events together with evidence that CWBTS fulfilled its obligations. Refer to section "Maintain Records and Evidence".

For information regarding refunds, please refer to the Funded & Fee for Service Fees, Charges & Refund policy available on our website which complies with the Smart and Skilled Fee Administration Policy.

## Transferring Students

A Student undertaking a Smart and Skilled qualification may withdraw from a qualification with one provider approved to deliver school-based apprenticeships or traineeship qualifications and transfer to another provider approved to deliver school-based apprenticeships or traineeship qualifications to complete their qualification because:

- They chose to of their own accord
- Their initial Provider closes
- Their initial Provider's Smart and Skilled Contract has been terminated
- The Provider cannot continue to deliver training to the student in the delivery mode chosen by the student and it is not possible for the student to continue training in an alternative delivery mode

Students may transfer out of CWBTS to a different provider. Students may also transfer into CWBTS from another provider.

Students who wish to transfer in will be treated as a new student with some additional processes as detailed in the following sections.

Students who wish to transfer out to another provider must do so either by:

- Phone: 1300 429 287
- Email: [cwbts@buildersacademy.com.au](mailto:cwbts@buildersacademy.com.au)
- Advising their Trainer

Students will be required to provide the reason for transfer and the date training is expected to end.

If the reason for transfer is due to the performance of CWBTS then CWBTS staff will make reasonable efforts to address the concerns of the Student related to the delivery and assessment of training in order to assist them in completing their studies.

### **A student who transfers of their own accord**

#### *Transfer in Process*

If a Student transfers to CWBTS of their own accord, standard Credit Transfer (CT) rules will apply with calculating the Student fee. The Student must obtain a Statement of Attainment (SOA) from the initial provider 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. The Apprenticeship Centre (AASN) send us a request via the *Application to vary an apprenticeship or traineeship by consent* form to request to change the Training Provider. Prior to approving this change, CWBTS will ask for a copy of the Training Plan proposal if CWBTS does not have a copy of their up-to-date training plan from the initial provider. Only once CWBTS have determined that we can accept the student do we sign and return the form to the AASN.

If CWBTS identify an extension to the Training Contract is needed, CWBTS do not sign and accept the transfer. CWBTS will email the AASN to request additional time. The ASSN will negotiate any extension

with the Employer and Student and seek approval from Training Services NSW (funding body). Only once CWBTS have received confirmation from Training Services NSW, do we sign the form to change the Training Contract. CWBTS receives an update in a weekly Contract Changes email, as well as a specific email advising on the change of any Training Contract details.

A student transferring in is treated as a new student and the Notification of Enrolment process is followed.

#### *Transfer Out Process*

If a Student transfers from CWBTS to another RTO, CWBTS will

- Obtain from the Student of the date their training will end, including reasons for transfer to identify instances where the withdrawal relates to the performance of CWBTS so that this can be addressed. Add this information as a filenote in VETtrak.
- Follow fee arrangements for transferring students as per Smart and Skilled *Fee Administration Policy*
- Submit Training Activity Data to finalise the record and, if eligible, receive any further payments or Subsidies and Loadings **(including reporting Code TNC if applicable)**.
- Notify the local State Training Services NSW Regional Office within 14 days of notification of the discontinuation of training, in the case of an Apprentice or Trainee.
- Keep records of request for transfer or keep a file note or log of the request including evidence that CWBTS fulfilled its obligations. Also keep evidence of any steps taken to resolve issues that may assist the student to remain at CWBTS (if applicable). Refer to section “Maintain Records and Evidence”.
- The RTO name on the student’s training contract will need to be updated. The employer does a variation form through their apprenticeship centre which lists the new transferring RTO.

For information regarding refunds, please refer to the Funded & Fee for Service Fees, Charges & Refund policy available on our website which complies with the Smart and Skilled Fee Administration Policy

#### **A student who transfers due to Provider Closure or Contract Termination or change in delivery mode**

##### *Transfer in Process*

If the Student transfers to CWBTS from another Smart and Skilled Provider that has lost their contract or has been closed, or where the provider cannot continue to deliver training to the student in the delivery mode chosen by the student, 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 and 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 and 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.

If a Student is an Apprentice or Trainee, then their Training Contract will need to be updated to reflect CWBTS as the current RTO. The Apprenticeship Centre (AASN) send us a request via the *Application to vary an apprenticeship or traineeship by consent* form to request to change the Training Provider. Prior to approving this change, CWBTS will ask for a copy of the Training Plan proposal if CWBTS does not have a copy of their up-to-date training plan from the initial provider. Only once CWBTS have determined that we can accept the student do we sign and return the form to the AASN.

If CWBTS identify an extension to the Training Contract is needed, CWBTS do not sign and accept the transfer. CWBTS will email the AASN to request additional time. The ASSN will negotiate any extension

with the Employer and Student and seek approval from Training Services NSW (funding body). Only once CWBTS have received confirmation from Training Services NSW, do we sign the form to change the Training Contract. CWBTS receives an update in a weekly Contract Changes email, as well as a specific email advising on the change of any Training Contract details.

A student transferring in is treated as a new student and the Notification of Enrolment process is followed.

#### *Transfer out Process*

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 in writing of the date of the forthcoming termination of the Contract or of ending the delivery of subsidised Training
- Advise the Student their options for continuing training which may include:
  - Referral to the Smart and Skilled website in order to identify an alternative RTO who can provide subsidised Training
  - Refer the Student to the local Training Services NSW Regional office for assistance
  - Offer the Student to continue as a Fee for Service Student (that is without Government benefits or Subsidies)
  - Suggest an alternative Provider
- Follow fee arrangements for transferring students as per Smart and Skilled *Fee Administration Policy*
- Issue the Student with a Statement of Attainment and transcript for completed Units of Competency within 21 days of notification of the transfer
- Provide the exiting Student with a statement of fees that includes all fees applied and any fees refunded, if applicable
- Issue an updated Training Plan listing all Units of Competency where an outcome has been achieved, commenced but not completed and/or not commenced.
- Ensure all current enrolled students in training receive any refunds owed in accordance with the Fee Administration Policy.
- Provide results of outstanding completed training activities and/or assessments to the exiting Student
- Submit Training Activity Data to finalise the record and, if eligible, receive any further payments or Subsidies and Loadings **(including reporting Code TNC if applicable)**.
- Notify the local State Training Services NSW Regional Office within 14 days of notification of the discontinuation of training, in the case of an Apprentice or Trainee.
- Keep emails, file note or log communication with the student notifying them of RTO closure/contract termination or change of delivery mode and keep evidence that all obligations were met. Refer to section "Maintain Records and Evidence".
- The RTO name on the student's training contract will need to be updated. The employer does a variation form through their apprenticeship centre which lists the new transferring RTO.

The transfer out process must be prior to the termination of contract or ending of delivery of subsidised training.

For information regarding refunds, please refer to the Funded & Fee for Service Fees, Charges & Refund policy available on our website which complies with the Smart and Skilled Fee Administration Policy.

## 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 in accordance with the Smart and Skilled *Fee Administration Policy*.

If the Student does not restart 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 and the Notification of Enrolment process will be carried out. 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. Refer to the section on “Discontinuing Students”.

CWBTS will keep records of all requests for/notices of deferral or keep a file note or log of such requests/notices together with evidence of all deferrals made.

CWBTS will submit the relevant Training Activity Data (including reporting Code D0 and update:

- The end dates for any Unit of Competency for which a UoC Outcome Code of 70 has been reported; and
- The start date and end date for any Unit of Competency which has not been commenced

## 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. Refer to the section on “Withdrawal by CWBTS”.

Please see the CWBTS Fees, Charges and Refund Policy for information in regard to all refund information applicable. The Fees, Charges and Refunds Policy located on our website: [www.cwbts.com.au](http://www.cwbts.com.au) under the ‘Key Links and Documents’ tab or in the CWBTS Student Handbook.

## Termination of Smart and Skilled Contract

In the event of Contract Termination, CWBTS will;

- Comply with all directions of the Department
- Provide advice to all Smart and Skills subsidised students that includes;
  - The date of the forthcoming contract end or the end date of subsidised training delivery
  - Options for the completion of training, which may include
    - Referring the Student to the Smart and Skilled website to identify an alternative RTO
    - Referring the Student to the local Training Services NSW Regional Office for assistance
    - Providing the option for the Student to remain with CWBTS under a Fee For Service arrangement, is possible

- CWBTS identifying an appropriate alternative provider and referring the student to this provider
  - Commence the transfer out process of all Smart and Skills subsidised Students to the Student's nominated replacement RTO
  - Fee arrangements for transferring enrolled students
  - Issuing a Statement of Attainment or Qualification credentials reflective of their actual training and assessment progress to date
  - Issuing a current statement of fees and receipts of payment
  - Issuing a updated training plan listing all the Units of Competency where an outcome has been achieved, commenced but not completed and/or not commenced
  - Ensure any currently enrolled students in training received any refunds owed
  - Return results of any outstanding completed training activities and/or assessments to the enrolled students
  - Submit training activity data to finalise the record
  - Follow the change of RTO process of any Apprentice/Trainee
- Maintain Smart and Skilled subsidised training records in accordance with the requirements of the Department and Smart and Skilled contract obligations.

## Maintain Records and Evidence

For all discontinuations, withdrawals, transfers and deferrals, keep evidence of all instances. Keep records of requests and communication with the student (file note, emails etc) regarding discontinuation, withdrawal, transfer or deferral or their course. Include evidence that CWBTS fulfilled its obligations. Also keep evidence of any steps taken to resolve issues that may assist students to remain at CWBTS (if applicable).

Retain a copy of the statement of fees issued to the student, keep evidence that all required documents were provided to the student and within the timeframes specified in the relevant sections of this policy. Evidence may include but is not limited to copies of emails/letters, documents and file notes in VETtrak.