

## DEFERRING OR DISCONTINUING TRAINING (SMART AND SKILLED SKILLING FOR RECOVERY)

### Applicable Standards

- Standards for Registered Training Organisations 2015
- NSW Smart and Skilled Funding Contract

### Relevant Documents

- Smart and Skilled Operating Guidelines (2021 – 2022 Activity Period)
- Smart and Skilled Policy for the Skilling for Recovery Initiative

#### **Fee-free training under the Skilling for Recovery initiative**

Under the Skilling for Recovery Initiative, students who meet the eligibility criteria will be eligible for fee-free training (full and part qualifications)

### **Deferral of Enrolment**

If an enrolled student indicates that they wish to defer subsidised training in an Approved Qualification, Linked 2 will make every effort to assist enrolled students to continue training where possible.

#### **From: Smart and Skilled Policy for the Skilling for Recovery Initiative**

Skilling for Recovery is an initiative of short duration, and, given the intent of the initiative, students cannot defer training unless the following circumstances are met:

1. The request to defer training is supported by a medical certificate which explains why the student's medical condition prohibits the student from continuing with the training; and
2. The request is for a deferral period of no more than six months; and
3. The student has commenced training prior to seeking the deferral, i.e. a student cannot enrol and then immediately defer.

- Students wishing to defer their enrolment are requested to notify Linked 2 in writing and provide a medical certificate explaining why the student's medical condition prohibits the student from continuing with the training
- Linked 2, in collaboration with the student (and their medical provider if appropriate) discusses, determines and implements processes to support the student to continue their training where possible e.g.
  - Flexible timeframes for delivery of training and assessment
  - Flexible methods of delivery of training and assessment
  - Greater levels of assistance and support provided by Linked 2 – e.g. one-on-one sessions with the trainer, LLN support etc.

Should the student still wish to defer:

- Linked 2 will notify the student in writing of the outcome of their deferral application within three business days of receipt of deferral request.
- Advise the student of the fee implication of deferring their studies (where relevant)
- Confirmed with the student that if they do not recommence subsidised training within a 6 month period of deferral they are considered to have discontinued their studies
- Deferrals are permitted for no more than six months
- Linked 2 submits the relevant Training Activity Data and updates:
  - 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
- Linked 2 will keep records of all requests for and notices of deferral, along with evidence of all deferrals made.

## Discontinuing Students

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The follow steps will be taken:

- Linked 2 will ascertain if the reason for discontinuing relates to the performance of Linked 2 including in respect of the delivery of Subsidised Training
- If this is the case, Linked 2 will ensure that reasonable efforts are made to address concerns of the enrolled student related to the delivery and assessment of training.
- If the enrolled student proceeds to discontinue their training, Linked 2 will
  - Obtain, where possible, formal notification from the enrolled student of the date the training will end
  - Comply with the Fee Administration Policy including with respect to the refund of any applicable fee
  - Issue the enrolled student with a Statement of Attainment and associated transcript for completed Units of Competency within 30 days of notification of the discontinuance
  - Update the Training Plan listing all Units of Competency where an outcome has been achieved, commenced but not completed and/or not commenced
  - Provide the updated Training Plan to the Enrolled Student
  - Return results of any outstanding completed training activities and/or assessments to the Enrolled Student
  - For Apprentices or Trainees, notify the local Training Services NSW Regional Office within 14 days of notification of the discontinuation of training
  - Submit Training Activity Data to finalise the record and, if eligible, receive any further payments or subsidies and loadings.
- Linked 2 will keep records of all requests for and notices of discontinuation, along with evidence of all discontinuations made including evidence that Linked 2 fulfilled its obligations according to the Smart and Skilled Operating Guidelines

## Transferring Students

### Transfer out

If an enrolled student is to be transferred out, Linked 2 will provide advice to the enrolled student as soon as practically possible. Linked 2 will keep records of all requests for and notices of discontinuation, along with evidence of all discontinuations made including evidence that Linked 2 fulfilled its obligations according to the Smart and Skilled Operating Guidelines.

<b><i>Student elects to transfer out</i></b>	<b><i>Student is transferred out in the event that Linked 2's Smart and Skilled Contract is terminated or suspended</i></b>
Where the enrolled student elects to transfer out, the advice to the enrolled student and actions of Linked 2 will include:	In the event that Linked 2's Smart and Skilled Contract is terminated or suspended, the transfer out process will be commenced prior to the termination of the contract and/or ending the delivery of subsidised training to the relevant enrolled student.
<ul style="list-style-type: none"> <li>• Fee arrangements for transferring enrolled students (in accordance with the Fee Administration Policy)</li> </ul>	<ul style="list-style-type: none"> <li>• The date of forthcoming termination of the contract or of ending the delivery of subsidised training</li> </ul>
<ul style="list-style-type: none"> <li>• Issuing a Statement of Attainment/Qualification credentials reflective of the student's actual training and assessment progress to date</li> </ul>	<ul style="list-style-type: none"> <li>• Options for continuing training, which may include: <ul style="list-style-type: none"> <li>○ Referring the enrolled student to the Smart and Skilled website to identify an alternative RTO who can provide subsidised training</li> <li>○ Referring the enrolled student to the local Training Services NSW Regional Office for assistance</li> <li>○ The enrolled student opting to remain with Linked 2 and continue training on a "fee for service" basis (i.e. without the benefit of subsidies)</li> <li>○ Linked 2 suggesting an alternative provider</li> </ul> </li> </ul>
<ul style="list-style-type: none"> <li>• Issuing a current Statement of Fees and Receipt of Payments</li> </ul>	<ul style="list-style-type: none"> <li>• Fee arrangements for transferring enrolled students (in accordance with the Fee Administration Policy)</li> </ul>
<ul style="list-style-type: none"> <li>• Issuing an updated Training Plan listing all Units of Competency where an outcome has been achieved, commenced but not completed and/or not commenced</li> </ul>	<ul style="list-style-type: none"> <li>• Issuing a Statement of Attainment/Qualification credentials reflective of the student's actual training and assessment progress to date</li> </ul>
<ul style="list-style-type: none"> <li>• Ensure all current enrolled students in training receive any refunds owed in accordance with the Fee Administration Policy</li> </ul>	<ul style="list-style-type: none"> <li>• Issuing a current Statement of Fees and Receipt of Payments</li> </ul>
<ul style="list-style-type: none"> <li>• Return results of any outstanding completed training activities and/or assessments to the enrolled student</li> </ul>	<ul style="list-style-type: none"> <li>• Issuing an updated Training Plan listing all Units of Competency where an outcome has been achieved, commenced but not completed and/or not commenced</li> </ul>
<ul style="list-style-type: none"> <li>• Submit Training Activity Data to finalise the record and, if eligible, receive any further payments of subsidies and loadings</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure all current enrolled students in training receive any refunds owed in accordance with the Fee Administration Policy</li> </ul>
<ul style="list-style-type: none"> <li>• If the enrolled student is an Apprentice or Trainee, Linked 2 will follow the process required for the change of RTO named on the Training Contract</li> </ul>	<ul style="list-style-type: none"> <li>• Return results of any outstanding completed training activities and/or assessments to the enrolled student</li> </ul>
	<ul style="list-style-type: none"> <li>• Submit Training Activity Data to finalise the record and, if eligible, receive any further payments of subsidies and loadings</li> </ul>
	<ul style="list-style-type: none"> <li>• If the enrolled student is an Apprentice or Trainee, Linked 2 will follow the process required for the change of RTO named on the Training Contract</li> </ul>

## Transfer in

A student transferring in to Linked 2 will be treated as a new student and Linked 2 will carry out the Notification of Enrolment Process.

Linked 2 may contact the NSW Education Department to determine the fee (as described in the Fee Administration Policy)

If the enrolled student is an Apprentice or Trainee, Linked 2 will follow the process required for the change of RTO named on the Training Contract as part of the transfer in process.