

DEFERRING OR DISCONTINUING TRAINING (SMART AND SKILLED)

Applicable Standards

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

Relevant Documents

- Smart and Skilled Operating Guidelines (2023 – 2024 Activity Period)

Deferment 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.

- Students wishing to defer their enrolment are requested to notify Linked 2 in writing
- Linked 2, in collaboration with the student 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 deferment application within three business days of receipt of deferment 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 12 month period of deferral they are considered to have discontinued their studies
- Deferments are permitted for no more than 12 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

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.

<i>Student elects to transfer out</i>	<i>Student is transferred out in the event that Linked 2's Smart and Skilled Contract is terminated or suspended</i>
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"> • Fee arrangements for transferring enrolled students (in accordance with the Fee Administration Policy) 	<ul style="list-style-type: none"> • The date of forthcoming termination of the contract or of ending the delivery of subsidised training
<ul style="list-style-type: none"> • Issuing a Statement of Attainment/Qualification credentials reflective of the student's actual training and assessment progress to date 	<ul style="list-style-type: none"> • Options for continuing training, which may include: <ul style="list-style-type: none"> ○ Referring the enrolled student to the Smart and Skilled website to identify an alternative RTO who can provide subsidised training ○ Referring the enrolled student to the local Training Services NSW Regional Office for assistance ○ 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) ○ Linked 2 suggesting an alternative provider
<ul style="list-style-type: none"> • Issuing a current Statement of Fees and Receipt of Payments 	<ul style="list-style-type: none"> • Fee arrangements for transferring enrolled students (in accordance with the Fee Administration Policy)
<ul style="list-style-type: none"> • Issuing an updated Training Plan listing all Units of Competency where an outcome has been achieved, commenced but not completed and/or not commenced 	<ul style="list-style-type: none"> • Issuing a Statement of Attainment/Qualification credentials reflective of the student's actual training and assessment progress to date
<ul style="list-style-type: none"> • Ensure all current enrolled students in training receive any refunds owed in accordance with the Fee Administration Policy 	<ul style="list-style-type: none"> • Issuing a current Statement of Fees and Receipt of Payments
<ul style="list-style-type: none"> • Return results of any outstanding completed training activities and/or assessments to the enrolled student 	<ul style="list-style-type: none"> • Issuing an updated Training Plan listing all Units of Competency where an outcome has been achieved, commenced but not completed and/or not commenced
<ul style="list-style-type: none"> • Submit Training Activity Data to finalise the record and, if eligible, receive any further payments of subsidies and loadings 	<ul style="list-style-type: none"> • Ensure all current enrolled students in training receive any refunds owed in accordance with the Fee Administration Policy
<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • Return results of any outstanding completed training activities and/or assessments to the enrolled student
	<ul style="list-style-type: none"> • Submit Training Activity Data to finalise the record and, if eligible, receive any further payments of subsidies and loadings
	<ul style="list-style-type: none"> • 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

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.