



NEPEAN
COMMUNITY COLLEGE

Nepean Community College

**Smart and Skilled discontinuation, transferring,
abandonment and deferral of training policy and
procedures**

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1. Purpose

Nepean Community College (RTO Code: 1223) is committed to ensuring the best educational outcomes for all students in order for them to complete their training and successfully achieve their desired qualification.

Nepean Community College recognises that sometimes 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 Nepean Community College may need to withdraw a student.

Nepean Community College recognises that there may be times where students want to transfer from our RTO to another or would like to defer their training due to personal reasons. Nepean Community College 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.

2. 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 Nepean Community College course must do so either by:

- Contacting the Student Engagement Facilitator on: 02 4724 9000
- Email: reception@ncc.nsw.edu.au
- By advising their trainer/assessor

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

If the reason for withdrawal is due to the performance of Nepean Community College, then Nepean Community College administration 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.

3. Withdrawal without penalty

Prior to any fees being paid Nepean Community College 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.

Nepean Community College 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 an electronic log of such request/notices together with evidence that Nepean Community College fulfilled its obligations. Also keep evidence of any steps taken to resolve issues that may assist the student to remain at Nepean Community College (if applicable). Refer to section "Maintain Records and Evidence".

4. Withdrawal after the without penalty cut-off-date

Nepean Community College 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 Nepean Community College. Add this information as an electronic log in Filemaker.
- 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).
- Nepean Community College 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 an electronic log of such request/notices together with evidence that Nepean Community College fulfilled its obligations. Also keep evidence of any steps taken to resolve issues that may assist the student to remain at Nepean Community College (if applicable). Refer to section "Maintain Records and Evidence".

For information regarding refunds, please refer to the *NCC Fees, Refunds and Charges Policy* available on our website which complies with the Smart and Skilled Fee Administration Policy.

5. Withdrawal by Nepean Community College

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

- Student misbehaviour resulting in severe breach of Nepean Community College'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 Nepean Community College will make a final decision on the withdrawal from studies.

Where Nepean Community College cancels a student's enrolment, the student will be informed in writing and will have 20 days to access Nepean Community College Complaints and Appeals Policy should they wish to appeal their withdrawal. If the student is under 18 years of age, their parent or guardian will be informed.

If proceeding with a withdrawal prior to commencement Nepean Community College 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 Nepean Community College 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 Nepean Community College so that this can be addressed. Add this information as an electronic log in Filemaker.
- 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).
- Nepean Community College 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 Nepean Community College, keeping a file note or log of these events together with evidence that Nepean Community College fulfilled its obligations. Refer to section “Maintain Records and Evidence”.

For information regarding refunds, please refer to the *NCC Fees, Refunds and Charges Policy* available on our website which complies with the Smart and Skilled Fee Administration Policy.

6. Transferring Students

A student undertaking a Smart and Skilled qualification may withdraw from a qualification with one provider approved to deliver qualifications and transfer to another provider approved to deliver the same qualification 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.
- 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 Nepean Community College to a different provider. Students may also transfer into Nepean Community College 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 from a Nepean Community College course must do so either by:

- Contacting the Student Engagement Facilitator on: 02 4724 9000
- Email: reception@ncc.nsw.edu.au
- By advising their trainer/assessor

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 Nepean Community College then Nepean Community College administration 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.

7. A student who transfers of their own accord

7.1 Transfer in Process

If a student transfers to Nepean Community College 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 Nepean Community College can determine what credit is to be granted to allow for correct calculation of student fees.

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

7.2 Transfer out Process

If a student transfers from Nepean Community College to another RTO, Nepean Community College 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 Nepean Community College so that this can be addressed. Add this information as an electronic log in Filemaker.
- Follow the 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 Nepean Community College fulfilled its obligations. Also keep evidence of any steps taken to resolve issues that may assist the student to remain at Nepean Community College (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 *NCC Fees, Refunds and Charges Policy* available on our website which complies with the Smart and Skilled Fee Administration Policy.

7.3 *Transfer in Process due to provider or delivery mode discontinuation*

If the student transfers to Nepean Community College 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, Nepean Community College will contact Training NSW to confirm the fee to be charged before enrolling the student.

The transferring student will need to provide to Nepean Community College 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.

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

7.4 *Transfer out Process due to provider or course discontinuation*

Where the student is required to transfer from Nepean Community College due to the closure or termination or suspension of its Smart and Skilled Contract then Nepean Community College 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 *NCC Fees, Refunds and Charges Policy* available on our website which complies with the Smart and Skilled Fee Administration Policy.

7.5 Deferring an Enrolment

Students may defer their subsidised training for up to 12-months from the date that Nepean Community College receives written request for deferral.

Nepean Community College 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 Nepean Community College 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, Nepean Community College 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 Nepean Community College in writing of the date that their training will end. Refer to the section on “Discontinuing Students”.

Nepean Community College 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.

Nepean Community College will submit the relevant Training Activity Data (including reporting Code 70 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

7.6 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 Nepean Community College 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 Nepean Community College and resume their studies. If Nepean Community College 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 Nepean Community College”.

For information regarding refunds, please refer to the *NCC Fees, Refunds and Charges Policy*

available on our website which complies with the Smart and Skilled Fee Administration Policy.

7.7 Termination of Smart and Skilled Contract

In the event of Contract Termination, Nepean Community College 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 Nepean Community College under a Fee for Service arrangement, is possible.
 - Nepean Community College 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 an 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.

7.8 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 Nepean Community College fulfilled its obligations. Also keep evidence of any steps taken to resolve issues that may assist students to remain at Nepean Community College (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 electronic log notes in Filemaker.

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