

Cancellation of Training by the RTO Policy and Procedures

Policy

The National Skills Training Institute's Staff will protect the rights of the Student in the event that the RTO is unable to provide the training and assessment services the Student enrolled in. This policy covers the obligation for the RTO to provide a guarantee to the Student to deliver the training and assessment services for which they are enrolled.

Cancellation of training may occur due to insufficient Student enrollments, trainer unavailability (such as illness) or in the event of closure of the RTO.

Obligations and responsibilities

- Prior to commencement—should The National Skills Training Institute cancel training before it commences, Students will be offered alternate dates (if the training is being rescheduled). If the training is not rescheduled or the dates offered do not suit the Students all fees paid by Students will be refunded in full within ten (10) working days of the training being cancelled.
- For training that has commenced—In the unlikely event that The National Skills Training Institute is unable to deliver the training the Student will be offered the option to enroll with another RTO and The National Skills Training Institute will assist in both finding a suitable RTO and in the transition to the new RTO. A Statement of Attainment will be issued for all units successfully completed with The National Skills Training Institute and any fees paid in advance owing to the Student for training and assessment services not yet provided, will be refunded to the Student within ten (10) working days of the training being cancelled by The National Skills Training Institute.

Procedure

Prior to commencement:

1. The CEO will review the number of enrolments in a course and if the minimum number of enrolments is not achieved by the cut-off date the Training Manager will make the decision to cancel the course.
2. The CEO in consultation with the RTO Manager is to determine if another course is to be scheduled, suitable dates and confirm availability of resources and required facilities.

3. In the event of the course being cancelled prior to commencement by The National Skills Training Institute, the Administration staff are to contact the Students enrolled as soon as possible, within a minimum of two (2) days of the decision being made. Administration are to advise Students of alternative dates and record the Student's intention to attend if the alternate dates are acceptable.
4. In the event that alternative dates are not to be offered or the dates offered do not suit the Student, the Administration staff are to advise the Student that any fees paid in advance will be refunded within ten (10) working days.
5. In the event that no fees have been paid the Administrator is to cancel the enrolment and request Finance cancel any invoices raised against the Student's enrolment.
6. In the event that Students cancel before commencement and fees have been paid, a full refund is to be made within 10 working days. The refund is to be recorded in the Refund Register.
7. The above procedure is to be followed for any course cancellation prior to commencement for any reason not only insufficient enrolments, such as Trainer illness.

Once Training has commenced

1. In the event that The National Skills Training Institute are unable to deliver the training a Student has enrolled for temporary reasons such as Trainer illness the CEO will determine alternative dates for the training to continue.
2. Administration staff will contact all Students affected as soon as possible, within two (2) working days of the decision being made. Administration are to contact Students and advise them of alternative dates offered and record the Student's intention to attend if the alternative dates are acceptable. Administration are to advise the Student that they will be issued a Statement of Attainment for any units successfully completed and that they will be eligible for a refund of any fees which have been paid in advance and not yet expended by the Student.
3. In the event that alternative dates are not to be offered or the dates do not suit the Student and they choose not to continue Administration is to notify both the CEO and Finance.
4. The CEO is to review the files of all Students deciding not to proceed, close the files and arrange the issuance of the Statement of Attainment.
5. Administration staff are to work closely with the Student/s to assist them in finding an alternative RTO in which to continue their training.
6. Finance are to calculate if a refund is payable and the amount payable. The refund is to be issued within 10 working days of the course being cancelled. All refunds are to be recorded in the refund register.
7. In the event that the RTO is closing and the procedures 2 to 6 are to be followed with the exception of offering Students alternate dates.

8. In the event of closure, all records of qualifications and statements of attainment issued must be forwarded to ASQA. This information is to be forwarded to ASQA by the CEO within five (5) working day of the RTOs closure.
9. In the event of closure of the RTO it is essential that the Significant Changes and Changes of Ownership Policy and Procedure is followed.

Supporting documents

- Significant Changes and Changes of Ownership Policy and Procedure
- Student Handbook