

PO4.4 Course Change Policy

Effective Date: 5 May 2021

Policy Owner: Director, Education Strategy & Innovation

Applies to: All Online Delivery RTOs

1. Purpose

Open Colleges (**OC**) is a registered training organisation and must ensure they are delivering the most current version of a course. This means that sometimes OC is required to make changes to an existing course (or units of competency within a course). This policy will also apply if OC makes a business decision to stop delivering a course or make changes to a course (or part of it).

The purpose of this Course Change Policy is to set out how OC will notify students of these changes, provide students with timely and considered advice on how these changes will impact their study options, and the manner in which OC will manage the completion, transfer or exit of all enrolled students, and what options are available to a student if they are materially disadvantaged by the change.

2. Scope

This policy applies to all students enrolled in any Nationally Recognised Training course delivered by OC.

3. Policy

3.1. Mandated Training Package changes and transition

- a) When a training product (i.e. course) is superseded by the relevant authority, OC is required to implement this update within a period of one year (or any such extended period set) from the date the replacement training product was released on the National Register, www.training.gov.au (**Teach Out Date**).
- b) OC must ensure that the training and assessment for all currently enrolled students is completed, and the relevant AQF certification documentation is issued, or students are transitioned into the replacement course, by the Teach Out Date.
- c) After the Teach Out Date, OC can no longer issue the AQF certification documentation for the superseded course. The only exception to this is if a student requires a replacement document.
- d) As part of its management of the transition, OC will review the status and progress of all currently enrolled students to determine their capacity to complete the requirements of their course by the Teach Out Date, and any support to be provided to students to enable them to complete the course and/ or units of competency.
- e) Students unable to complete their course by the Teach Out Date will be required to transition to the new course version if they wish to complete their course. This may require the student to complete additional assessments or repeat studies if the full unit of competency was not completed by the Teach Out Date.
- f) OC may, at its discretion, enrol new students in a course (other than one to be deleted) after the change and prior to the Teach Out Date. If OC elects to do this then it will inform the student of the upcoming requirement to transition during the enrolment process.

- g) If a course is deleted entirely, such that there is no new course to transition to, the teach-out period will be two years.

Communicating Mandated Training Package changes

- a) Following publication of any training package change, OC will provide students with an initial notification providing high level advice as to the change, including a brief description and the potential impact (where known at the time).
- b) No later than 14 days prior to the transition date, OC will provide the student with a further notification which details the changes in requirements of their course, the final date for the course, the options available to them (and an opportunity to respond), reference to any additional information and any other details applicable.

Impact of Mandated Training Package changes

- a) Training package changes are imposed on OC by the relevant government authority. Where such changes occur, OC will endeavour to minimise the impact on students through the transitions process, including by providing additional learning support services as required.
- b) Transitioning a student to the new course or allowing the student to complete the current version of the course (provided this occurs by the Teach Out Date) is the extent of OC's liability to a student for a training package change.

3.2. OC decision to discontinue a course

- a) OC may make a decision to discontinue offering a course (**Stop Sell**). This may occur if a course is deemed to be no longer required (including based on industry consultation) or if OC no longer wants to offer the course to students going forward.
- b) In the majority of instances, any currently enrolled students will be able to continue their studies in line with their enrolment (including course duration) and the only impact will be that OC will cease taking new enrolments in the course.
- c) In exceptional circumstances, OC may need to make a decision to stop offering a course sooner. In doing so, OC will consider the potential impact to students (if any) and the timeframe for the cessation of training and assessment, as well as the options available to currently enrolled students.

Communicating Stop Sell changes

- a) If OC makes a decision to Stop Sell a course which will have an impact on a student's studies, then OC will notify students promptly (and with no less than 14 days' notice), by sending an email informing about the changes and the impact.
- b) OC will provide students with individual course counselling about their circumstances, completion pathway and options and agree an outcome with the student.

Impact of Stop Sell changes

- a) Where OC elects to Stop Sell a course, OC will facilitate the student's completion of the course within the duration of the student's enrolment.
- b) If OC sets a maximum teach out date on the Stop Sell course (**Teach Out Date**), and a student's original enrolment duration expires after this Teach Out Date then:
 - (i) where you agree, OC will transfer you to another OC course;
 - (ii) where you agree, OC will transfer you to another RTO for the completion of your course; or
 - (iii) you may cancel your enrolment and receive a refund (including on a pro rata basis) of the course fees paid.
- c) For the avoidance of doubt, where a student's enrolment expires before the Teach Out Date set by OC, the student is required to complete their course by the expiry date of their enrolment.

- d) In addition to the above, students retain their rights as a consumer under the Australian Consumer Law.

3.3. Extensions during Stop Sell Teach Out period

- Once a Teach Out Date has been set on a course, extensions to the duration of the student's enrolment (beyond the current expiry date) will not be available.
- At its sole discretion, provided the student is progressing in their studies, OC may agree to an extension provided the revised enrolment expiry date will not exceed the Teach Out Date.
- Where an extension is provided, the student is responsible for completing their course by the revised expiry date, and the options outlined above re impact are not available to the student.

3.4. Material changes to a course

- OC may elect to make changes to parts of its courses from time to time, including learning materials and assessments.
- If a material change is made then OC will provide students with at least 14 days' notice (by email) before the change applies and work with the student to address any potential disadvantage that may arise from the material change including allowing the student an extension to the duration of their enrolment, providing additional learning support services, or making a reasonable adjustment (subject to availability and compliance with the training package).
- Subject to the student's rights under the Australian Consumer Law, if a material change is made and that change results in disadvantage that cannot be reasonably addressed by the above, the student may lodge a complaint under OC's Complaint & Complaint Appeal Policy, which is located on OC's website under 'Key Student Information.'

4. Related documents

- PO5.2 Complaint & Complaint Appeal Policy
- FR5.2 Complaint Form

5. Related legislation

- Australian Consumer Law
- Standards for Registered Training Organisations (RTOs) 2015*

Version control

Policy Category	Education Delivery				
Review Date	5/05/2024				
Version Control Changes					
Version	Authored By	Approved By	Description of Changes	Date Approved	Effective Date
1.0	Education	Director, Education Innovation & Strategy	New policy	4 May 2021	5 May 2021