

TRANSITION OF STUDENTS BETWEEN REGISTERED TRAINING ORGANISATIONS POLICY

Introduction

1. This Transition of Students Between Registered Training Organisations (RTOs) Policy informs students of their rights if Group 314, or a third party delivering training on behalf of Group 314, closes or ceases to deliver any part of the training product that the student is enrolled in.

Application of the Policy

2. The Policy applies to all students enrolled in nationally recognised training with Group 314. This includes students trained and assessed by Group 314 or by a third party on behalf of Group 314.

If Group 314 closes

3. In the event that Group 314 RTO registration ends, or Group 314 effectively ceases to operate as an RTO, the following procedure will be undertaken to assist students during the closure:
 - a. Provide the student with written notice of the closure within seven calendar days of becoming aware of the closure.
 - b. Provide students with the following options for their training:
 - i. To complete their course prior to the closure (if time permits).
 - ii. To transfer to another training provider to complete their training.
 - iii. To discontinue training.
 - c. If a student wants to complete their course prior to the closure and time permits, Group 314 will make all reasonable effort to complete the training. A commitment to completion from the student is required for this to be possible.
 - d. If a student wants to transfer to another training provider to complete their training, Group 314 will make all reasonable effort to assist the student source an alternative training provider to consider transferring to. Group 314 will refund the fee paid for outstanding units of competency to the student.
 - e. If a student wants to discontinue their training, Group 314 will refund the fee paid for outstanding units of competency to the student.

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- f. Issue students with an Australian Qualifications Framework (AQF) testamur and record of results if they have completed the requirements of a qualification.
 - g. Issue students with an AQF statement of attainment if they have not completed the requirements of a qualification but have completed one or more units of competency.
 - h. Return all unmarked assessments to the respective student(s).
 - i. Provide ASQA with student records within 30 days of the RTO registration ending or Group 314 effectively ceasing to operate.

If a third party closes

- 4. If a third party delivering training and assessment on behalf of Group 314 closes or ceases to deliver any part of the training product that the student is enrolled in, the following procedure will be undertaken to assist students transition from the third party:
 - a. The third party must notify Group 314 in writing within seven days of becoming aware that they are unable to fulfil their obligations in providing training and/or assessment to enrolled students.

The third party must also transfer student records to Group 314 as soon as practicable to enable AQF certification documentation to be issued by Group 314 for completed units of competency.
 - b. Within seven calendar days of receiving notice from the third party, Group 314 will provide students with written notice of the closure.
 - c. Students will be provided with the following options for their training:
 - i. To continue training with a Group 314 trainer (if Group 314 is able to train the specific training product).
 - ii. To transfer to an alternative training provider to complete their training (if Group 314 is unable to train the specific training product).
 - iii. To discontinue training.
 - d. If Group 314 is unable to train the specific training product and the student wants to transfer to another training provider to complete their training, Group 314 will assist the student to source an alternative training provider to consider transferring to.
 - e. In all cases, the student must seek a refund of fees paid to the third party directly from the third party in accordance with their Refund Policy. Students should read the third party's Refund Policy prior to enrolling with them. Group 314 checks that third party refund policies are adequate prior to entering into any agreement with them. Aside from this, Group 314 is unable to assist students to recover fees paid to a third party.