

### 1. Purpose

Orange College (OC) delivers government-subsidised training through the NSW Smart and Skilled program. This policy outlines the conditions and procedures for managing deferrals, discontinuations, withdrawals, transfers between providers, and cancellations of enrolments for students funded under this program.

This policy ensures that:

- Students are treated fairly and have access to timely information and support when their enrolment status changes
- OC complies with the requirements of the current Smart and Skilled Operating Guidelines, the Smart and Skilled Contract, and the Standards for Registered Training Organisations 2025 (SRTOs 2025)
- All enrolment changes are processed transparently, with required documentation, data updates, and reporting to State Training Services (STS) and other relevant bodies.

### 2. Scope

This policy applies to:

- All students enrolled in Smart Skilled subsidised programs at OC
- OC staff responsible for enrolments, training delivery, student support, administration, and compliance.

### 3. Definitions

**Deferral** is a temporary pause in training (up to 12 months) requested by the student and approved by OC.

**Discontinuation** is a permanent withdrawal from training, either by student or OC

**Transfer** is the formal movement of a student from one provider to another, continuing Smart and Skilled funding.

**Cancellation** is termination of funding or enrolment by OC or STS.

**Subsidised student** is a student whose training is funded under Smart and Skilled.

**Outcome Code 40** is AVETMISS code to indicate unit withdrawal.

### 4. Policy

OC acknowledges that students' circumstances may change, affecting their ability to continue training. Whether the change is temporary or permanent, OC is committed to managing enrolment transitions in a fair, respectful, and compliant manner.

Where possible, OC supports students to remain in training or re-engage after interruption. When deferral, withdrawal, or transfer is necessary, OC ensures:

- Decisions are made with adequate student consultation.
- Support services are offered and documented;
- Communications are timely, clear, and in writing;
- All regulatory and reporting obligations are met, including Training Activity Data updates and STS notifications.

OC's approach reflects our commitment to learner wellbeing, contractual compliance, and ethical practice

### 5. Procedures for Withdrawal

#### 5.1 Student-Initiated Withdrawal

Students may choose to withdraw from their course for a variety of reasons before or after course commencement.

Prior to enrolment, students will be advised of the **Withdrawal without Penalty cut-off date**. Students who submit a valid withdrawal request on or before this date will be eligible for a refund of any enrolment fees paid, in alignment with relevant policies and procedures. Requests received after this date may be subject to partial or no refund, depending on training activity and policy.

To initiate a withdrawal, students must follow these steps:

- 1) Students who wish to withdraw from a course must notify the College of their intent to withdraw through either of the following methods
  - a) Contacting OC via phone through 13000 69 642
  - b) Sending an email through [info@orange.edu.au](mailto:info@orange.edu.au)
  - c) Advising their trainer

- 2) Students will be required to provide the following at the time of request:
  - a) Reason for withdrawal
  - b) Expected final date of training
- 3) Where the reason for withdrawal relates to dissatisfaction with course delivery, academic performance or support, OC will offer the appropriate student support, including interventions or adjustments, to support continuation. If, after these interventions, the student confirms their decision to withdraw, the succeeding steps will be undertaken.
- 4) Once a valid withdrawal request and supporting details are received, OC will review the date the request was submitted to determine whether it falls on or before the Withdrawal without Penalty cut-off date, as advised prior to payment of fees. This timing will determine whether the student may be eligible for a refund or if withdrawal-related fees may apply.

Where relevant:

- a) OC will attempt to confirm the student's withdrawal with training market services or the employer (e.g. for apprentices and trainees), including end of employment or change of employer.
  - b) The student will be asked to contact their Australian Apprenticeship Support Network (AASN) and complete any necessary cancellation or employer forms.
- 5) OC then proceeds based on the timing of the withdrawal application:
    - a) **If the request is received before the cut-off date**, OC will:
      - Provide the student with a statement of fees showing all fees applied and refunded.
      - Notify NSW Training Services Regional Office within 14 days (for apprentices/trainees).
      - Maintain records of the request, including support provided and any evidence of obligations fulfilled.
    - b) **If the request is received after the cut-off date**, OC will:
      - Record any final training date or reason already submitted. No further attempt will be made to follow up on this information. This is noted in Wisenet for record purposes
      - Finalise records and follow the Smart and Skilled Fee Administration Policy for any applicable fee arrangements
      - Submit Training Activity Data and determine eligibility for subsidies or adjustments
      - Avoid reporting Outcome Code 40 if the student didn't participate in subsidised training
      - Notify NSW Training Services within 14 days (if applicable)
      - Keep relevant withdrawal records and supporting documentation
  - 6) OC will provide the discontinuing student with
    - A Statement of Attainment and transcript for completed Units of Competency (within 21 days)
    - A current statement of fees and receipt of payment
    - An up-to-date training plan noting completed and non-commenced units
    - Any refunds as applicable per fee policy
    - Results of any outstanding assessments (where required)

## 5.2 Withdrawal by OC

There may be times where OC initiates the withdrawal of a student from their studies. Withdrawal may be for the following reasons:

- Student misbehaviour resulting in severe breach of OC's Code of Conduct for Students
- Non-payment of fees

- Ongoing non-submission of assessments

In all cases, OC will first engage with the student and provide support and assistance aimed at helping the student continue with and complete their training. Where the issue remains unresolved despite these interventions, OC may proceed with a withdrawal.

Where a decision to withdraw a student is made:

- The student will be notified in writing of the withdrawal and the reasons for this decision.
- The student will be advised of their right to access the OC Grievances, Complaints and Appeals Policy within 20 calendar days of receiving the notice.
- If the student is under 18 years of age, their parent or legal guardian will also be informed in writing

### Actions if Withdrawal Occurs Before Training Commencement

If proceeding with a withdrawal before commencement of training, OC 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

### Actions if Withdrawal Occurs After Training Commencement

If proceeding with a withdrawal after commencement of training, OC will:

- 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
- Ensure the Unit of Competency Outcome Code 40 (Withdrawn) is not reported 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

OC shall maintain records of all requests and actions related to all student withdrawals, along with supporting documentation, regardless of its nature.

For information regarding refunds, please refer to OC's [Smart and Skilled Fees, Charges, and Refunds Policy](#).

## 6. Procedures for Student Transfers

A student undertaking a Smart and Skilled qualification may withdraw from a qualification with one provider approved to deliver school-based apprenticeships or traineeship qualifications and transfer to another provider approved to deliver school-based apprenticeships or traineeship qualifications 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
- The Provider cannot continue to deliver training to the student in the delivery mode chosen by the student and the student can't continue training in an alternative delivery mode

Students may transfer out of OC to a different provider. Students may also transfer into OC from another provider.

Students who wish to transfer in will be treated as new students with some additional processes as detailed in the following sections.

Students who wish to transfer out to another provider must notify OC of their intent to transfer out through either of the following methods

- Contacting OC via phone through 13000 69 642
- Sending an email through: info@orange.edu.au
- Advising their Trainer

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

If the reason for transfer is due to the performance of OC, then OC staff will make reasonable efforts to address the concerns of the student related to the delivery and assessment of training to assist them in completing their studies.

### 6.1 A Student Who Transfers to OC of Their Own Accord

#### *Transfer in Process*

If a student transfers to OC 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 OC can determine what credit is to be granted to allow for the correct calculation of student fees. In this situation, the student may end up contributing more towards the cost of their training.

If a student is an Apprentice or Trainee, then their Training Contract will need to be updated to reflect OC as the current RTO. The Apprenticeship Centre (AASN) sends us a request via the *Application to vary an apprenticeship or traineeship by consent* form to request to initiate the change the Training Provider.

Before approving this change, OC will ask for a copy of the Training Plan proposal if OC does not already have an up-to-date copy from the initial provider. OC will only sign and return the form to the AASN once it has been determined that we can accept the student

If OC identifies an extension to the Training Contract is needed, OC does not sign and accept the transfer. Instead, OC will email the AASN to request additional time. The AASN will negotiate any extension with the employer and student and seek approval from Training Services NSW (funding body). OC will sign the form to change the Training Contract only once we receive confirmation from Training Services NSW. OC receives an update in a weekly Contract Changes email, as well as a specific email advising on the change of any Training Contract details.

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

#### **A student who transfers in due to Provider Closure, Contract Termination, change in delivery mode**

#### *Transfer in Process*

If the student transfers to OC from another Smart and Skilled Provider that has lost their contract, has closed, or is unable to continue delivering training to the student in their chosen delivery mode, the following rules apply:

- The student will not be charged an excess fee above the total fee that was quoted to the student by the initial provider.
- Where the combined fee appears to exceed the original fee quoted, OC will contact the Department to confirm the fee to be charged before enrolling the student and collecting any payment. Any fee gap will be paid to OC by the Department.

The transferring student will need to provide OC:

- a Statement of Attainment issued by the previous Smart and Skilled Provider
- an up-to-date Training Plan (issued by the initial Smart and Skilled Provider) that lists all Units of Competency achieved, commenced but not completed and/or not started.

- a statement of fees and a receipt of payment issued by the previous Smart and Skilled Provider

These details must be entered into the Provider Calculator to determine the correct fee to be charged to the student.

If the Initial Provider has closed and the student cannot obtain the required documents, Training NSW should be consulted to determine the fee to be charged to the student.

If a student is an Apprentice or Trainee, then their Training Contract will need to be updated to reflect OC as the current RTO. The Apprenticeship Centre (AASN) sends us a request via the *Application to vary an apprenticeship or traineeship by consent* form to request to change the Training Provider.

Before approving this change, OC will ask for a copy of the Training Plan proposal if OC does not already have an up-to-date copy from the initial provider. OC will only sign and return the form to the AASN once it has been determined that we can accept the student

If OC identifies an extension to the Training Contract is needed, OC does not sign and accept the transfer. Instead, OC will email the AASN to request additional time. The AASN will negotiate any extension with the employer and student and seek approval from Training Services NSW (funding body). OC will sign the form to change the Training Contract only once we receive confirmation from Training Services NSW. OC receives an update in a weekly Contract Changes email, as well as a specific email advising on the change of any Training Contract details.

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

### 6.2 A Student Who Transfers Out of Their Own Accord

#### ***Transfer Out Process***

If a student transfers from OC to another RTO, OC will

- Obtain formal notification from the student of the date their training will end, including the reason for the transfer, to identify instances where the withdrawal relates to the performance of OC, so that this can be addressed. This information will be added as a file note in Wisenet.
- Follow 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
- 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 transfer requests or keep a file note or log of the request, including evidence that OC fulfilled its obligations. Also, keep evidence of any steps taken to resolve issues that may assist the student to remain at OC (if applicable). Refer to the section "Maintain Records and Evidence".
- Ensure that the RTO name on the student's Training Contract is updated. The employer submits a variation form through their Apprenticeship Centre, which lists the new transferring RTO.

OC will provide to the transferring out student:

- a Statement of Attainment/qualification credentials reflective of their actual training and assessment progress to date, within 21 days of notification of the transfer
- a current statement of fees and a receipt of payment
- an up-to-date training plan that lists all Units of Competency achieved, commenced but not completed and/or not started.
- Any refund owed under the refund policy
- Results of completed training activities and/or assessments

Please see the OC [Smart and Skilled Fees, Charges and Refunds Policy](#) for information regarding all refund information applicable.

### 6.3 A Student Who Transfers Out Due to Provider Closure or Contract Termination or Change in Delivery Mode

#### *Transfer out Process*

Where the student is required to transfer from OC due to the closure, termination, or suspension of its Smart and Skilled Contract, OC will advise the student as follows:

- Notify the student in writing of the date of the forthcoming termination of the Contract or of the cessation of subsidised Training
- Advise the student on their options for continuing training, which may include:
  - Referral to the Smart and Skilled website to identify an alternative RTO who can provide subsidised training
  - Referral to the local Training Services NSW Regional office for assistance
  - Offering to the student the option to continue as a fee-for-service Student (that is, without government benefits or subsidies)
  - Suggest an alternative Provider

OC will:

- Follow 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
- 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.
- Retain emails, file notes or logs of communication with the student regarding the RTO closure/contract termination or change of delivery mode and maintain evidence that all obligations were fulfilled. Refer to the section "Maintain Records and Evidence".
- Ensure the student's Training Contract is updated. The employer does a variation form through their Apprenticeship Centre, which lists the new transferring RTO.

OC will provide to the transferring out student:

- a Statement of Attainment/qualification credentials reflective of their actual training and assessment progress to date
- a current statement of fees and a receipt of payment
- an up-to-date training plan that lists all Units of Competency achieved, commenced but not completed and/or not started.
- Any refund owed by the refund policy
- results of completed training activities and/or assessments

The transfer-out process must be before the termination of the contract or the end of delivery of subsidised training.

Please see the OC [Smart and Skilled Fees, Charges and Refunds Policy](#) for information regarding all refund information applicable.

## 7. Deferring an Enrolment

Students may defer their subsidised training for up to 12 months from the date that OC receives a written request for deferral. OC 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, OC 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 deferral period, OC 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. A student who wishes to withdraw from training without completing their

approved qualification must notify OC in writing of the date that their training will end. Refer to the section on “Discontinuing Students” for further requirements.

OC will keep records of all requests or notices of deferral or, where appropriate, keep a file note or log of such requests together with evidence of all deferrals made.

OC will submit the relevant Training Activity Data, including reporting Code D, and update:

- The end dates for any Unit of Competency for which a Unit of Competency Outcome Code of 70 has been reported; and
- The start date and end date for any Unit of Competency which has not been commenced

## 8. 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, OC 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 OC and resume their studies. If OC does not hear from the student after a month of sending this letter, their enrolment will be cancelled. Refer to the section on “Withdrawal by OC” for more information.

Please see the OC [Smart and Skilled Fees, Charges and Refunds Policy](#) for information regarding all refund information applicable.

## 9. Termination of Smart and Skilled Contract

In the event of Contract Termination, OC will:

- Comply with all directions of the Department
- Provide advice to all Smart and Skilled 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 OC under a fee-for-service arrangement is possible
    - identifying and referring the student an appropriate alternative
  - Fee arrangements for transferring enrolled students
- Commence the transfer out process of all Smart and Skills subsidised students to the student’s nominated replacement RTO
- Issue the following:
  - A Statement of Attainment or Qualification credentials reflective of the student’s training and assessment progress to date
  - A current statement of fees and receipts of payment
  - An updated training plan listing all Units of Competency achieved, commenced but not completed, and/or not commenced.
- Ensure any currently enrolled students in training receive any refunds owed
- Provide results of any outstanding completed training activities and/or assessments
- 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 according to the requirements of the Department and Smart and Skilled contract obligations.

## 10. Students under the age of 17 Exempt from School Attendance

Each state has rules around the requirements for students under 17 to attend school. In some cases, a student may obtain an Exemption from School. An exemption only applies to the specific employment or training program listed on the exemption letter or certificate.

If a student gains an exemption to undertake an approved employment/training program, that ceases before

they turn 17, the [NSW Education Act](#) requires them to return to school.

Note: Students under 17 do not need an exemption if they are still attending school and are enrolling in:

- a VET program on a part-time basis.
- VET fee-for-service programs.
- VET in schools.
- A School-Based Apprenticeship/Traineeship (SBAT).
- a Head Start Apprenticeship/Traineeship (HSAT). The above programs are not Smart and Skilled funded.

Where an exemption from school has been granted to a student and OC is listed as the training provider, OC will notify the student's previous school and the relevant Department Office if the student under 17 discontinues, defers, transfers or is withdrawn from their enrolment with OC. The following steps will apply:

- The Training Manager and Operations Manager will be alerted of the existing student.
- The Operations Manager will notify the student's previous school and the relevant Department Office of any changes to the student's enrolment, such as disengagement, exit, change to part-time, or reduction of hours below 25 per week.

Note: Students transferring to another RTO or employer may need to obtain a new Exemption from School.

## 11. Maintain Records and Evidence

OC must keep evidence of each instance of discontinuation, withdrawal, transfer and deferral. This includes all requests and communications with the student (e.g., file notes, emails, etc.) regarding discontinuation, withdrawal, transfer or deferral of their course.

OC must also keep evidence demonstrating that it fulfilled its obligations under the Smart and Skilled contract. This includes any steps taken to resolve issues that may have assisted the student in remaining with OC (where applicable).

In addition, OC will:

- Retain a copy of the statement of fees issued to the student
- Keep evidence that all required documents were provided to the student within the specified timeframes

Evidence may include, but is not limited to, copies of emails, letters, formal documents, and file notes in Wisenet.