



Australian Computer Society

Policies and Procedures:

Student Communication and Notification Policy

Relevant Standards: Standards for Registered Training Organisations (RTOs) 2015: Standard 5.4

Purpose and Scope

The purpose of this policy is to ensure that students are notified in the case of the ACS or a Partner ceasing to operate, in accordance with Standard 5.4.

The policy applies to the ACS, Delivery Partners and all students who may be affected.

Responsibility

- The **Director of Education** is responsible for this policy.
- The **Education Program Manager** is responsible for the implementation of this policy and is responsible for the day to day management of this policy.
- The **Education Compliance Manager** is responsible for the maintenance of this policy.

Policy

Standard 5.4 states:

Where there are any changes to agreed services, the RTO advises the learner as soon as practicable, including in relation to any new third party arrangements or a change in ownership or changes to existing third party arrangements.

If ACS and / or its Partner organisation ceases operations or no longer delivers any part of the agreed training program, ACS and its Partner organisation will support students by sourcing another training provider suitably placed to deliver the program and easily accessible by the student. If a suitable provider cannot be sourced and the training program transferred, a refund for the training which has not been delivered will be provided. All parties will be notified within 30 days of the change taking place. As documented in the Student Handbook under Program Guarantee and in the Refund Policy.

In the event where ACS and / or its Partner organisation are unable to provide students with continued training, ACS's partner (whom student payment was made to) will provide a refund for training which has not been delivered. ACS and its partner will make every effort to place students with another partner and / or organisation to complete their training.



Procedures

Significant changes affecting the operations and/or agreements between Australian Computer Society and its partners, the regulators and students currently engaged in the program will be advised in writing within 30 days of the change taking place. The changes include, but are not limited to:

- Changes to Partnering arrangements; they have commenced or ceased.
- Changes to ownership
- Cessation of operations
- Other changes which will affect course delivery.

If ACS and / or its Partner organisation ceases operations or no longer delivers any part of the agreed training program, ACS and / or its Partner organisation will support the student by sourcing another training provider suitably placed to deliver the program and easily accessible by the student. If a suitable provider cannot be sourced and the training program transferred, a refund for the training which has not been delivered will be provided.

Related Documents

ACS Refund Policy
Student Handbook



End of Document
Student Communication and Notification Policy

Authors

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Version History

Date	Version	Revision History	Author /Reviser
16/10/15	1	Creation of first draft document to comply with Standards for RTOs 2015	Glanyce Attard
November 2017	1.1	Updating of grammar. Updated custodian to reflect current Edu Director.	Glanyce Attard

Approvals

This document requires the following approvals.
 Date of issue and version details must be entered upon approval.

Name	Title	Date of Issue	Version
Simon Taylor	Director, Education	October 2015	1
Allyn Radford	Director, Education	November 2017	1.1

Distribution

This document has been distributed to:

Name	Title	Date of Issue	Version

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