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
Student Communication and Notification Policy

Authors

Glanyce Attard

Version History

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

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

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<th>Date of Issue</th>
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<tr>
<td>Simon Taylor</td>
<td>Director, Education</td>
<td>October 2015</td>
<td>1</td>
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<tr>
<td>Allyn Radford</td>
<td>Director, Education</td>
<td>November 2017</td>
<td>1.1</td>
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<td>Allyn Radford, Director Education</td>
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