

**Kaplan Professional  
Training Product  
Discontinuation Policy**

**Vocational Education**



## Scope

This policy is applicable to Kaplan Education Pty Ltd trading as Kaplan Professional. The policy applies to all Kaplan Professional staff involved in the management and provision of vocational education and training (VET) products and services for students and clients.

## Purpose

This policy is intended to ensure that, if Kaplan Professional makes a business decision to stop delivering a vocational education and training (VET) qualification, course, unit of competency, accredited course or skill set, appropriate strategies and plans are put in place to manage the completion, transfer or exit of students currently enrolled in the training product.

## Policy statement

This policy outlines the circumstances by which it may be determined that a VET training product will no longer be delivered by Kaplan Professional. This may occur if a course is deemed to be no longer required, such as:

- a result of external factors such as government or industry legislation and regulation, or
- where the training product has no students enrolled and Kaplan Professional no longer wishes to offer the product.

In these circumstances, Kaplan Professional has a commitment to its VET students and will provide timely and considered advice to them on how it will impact their study options.

Training products which are impacted by a change in the relevant training package, and subsequently discontinued by Kaplan Professional, are dealt with in accordance with the Training Product Transition policy.

## Definitions

<b>Discontinuation</b>	is where a training product will no longer be delivered and students require timely advice on their study options.
<b>RTO Standards 2015 and Users' Guide</b>	The Standards for Registered Training Organisations (RTOs) 2015 (the Standards) set out the requirements for an organisation to be registered as a training provider. The Users' Guide aims to help RTOs make sure their practices deliver a quality experience for every student at each stage of their 'journey' through the VET system.
<b>Training product</b>	means AQF qualification, skill set, unit of competency, accredited short course or module on Kaplan Professional's RTO's scope of registration. Courses will sometimes include units of competency from qualifications on scope and sometimes units of competency are specifically listed on the scope of registration.
<b>VET</b>	Vocational Education and Training



## Policy principles

### Decision to discontinue and student options

The training product will be reviewed and considered for discontinuation in accordance with the approval process in the Guiding Procedures.

The General Manager, Teaching and Learning (or delegate) will create the proposal to discontinue the training product (and accompanying discontinuation plan), and then forward for consideration and approval by the CEO of Kaplan Professional. The plan will outline:

- the details of the training product to be discontinued
- the rationale for doing so
- the potential impact to students (if any)
- the time frame for cessation of delivery and assessment
- options available to currently enrolled students.

The options available for students enrolled in a discontinuing training product include:

- with their agreement by email or phone recording, providing a refund in alignment with the Refund and Transfer policy.
- facilitating the completion of each student's training and assessment within the cessation time frame
- with their agreement by email or phone recording, transferring students to another suitable course delivered by Kaplan Professional
- with their agreement by email or phone recording, transferring students to another appropriate training provider for completion of their course of training and assessment.

When the CEO has decided to discontinue a training product, the Quality Regulation and Standards team will need to be notified if an item needs to be removed from the RTO's scope of registration.

### Notification to students

At the soonest possible date after a decision is made, all currently enrolled students will be notified of the decision to discontinue the training product in writing and of the options available to them.

Kaplan Professional will provide individual course advice for those students who need to understand their specific completion pathway and study plan, or discontinuation plan.

Students may discuss the options of their agreed study or discontinuation plan and any variations to the arrangements.

### Student rights

Notwithstanding the content of this policy or any related procedure, students retain their rights as consumers under applicable consumer protection legislation.

Students also retain their rights under Kaplan Professional's Refund and Transfer Policy and the Grievances, Complaints and Appeals policy.



## Further information on the refund option

- See the Refund and Transfer Policy for information about the Group Company Guarantee to protect the fees of private students.
- At the time of writing, Kaplan Professional has a fee for service model and does not access any Commonwealth, state or territory funding. So, there are no funding implications for refunds.

## Guiding procedures

Kaplan Professional is continually improving procedures to address the policy principles in this document, including but not limited to the following:

- A discontinuation plan for a training product including:
  - The training product/s for discontinuation
  - Rationale for discontinuation
  - Recommended timeframe of discontinuation
  - Recommendation of options for students

Options for currently enrolled students <i>(there may be other options)</i>			
Cancel enrolment and provide a refund in alignment with Refund and Transfer Policy	Complete assessment within timeframe	Transfer to another course within RTO	Transfer to equivalent course at another provider

- A plan for tracking the movement and support of students from notification to the final closure of the training product/s
- Implications for the RTO's scope of registration and compliance considerations reviewed with the Quality Regulation and Standards team
- Find approval by the CEO.

## Complaints and Appeals

Any complaint or appeal in relation to the implementation of this policy will be managed in accordance with the Grievances, Complaints and Appeals Policy.

## Relevant Legislation

As a registered training organisation (RTO), Kaplan operates under strict legislation and regulations. Policies and procedures are in place to ensure compliance with the legislative instruments referenced below.

- Standards for Registered Training Organisations 2015 – Standards 5.2, 5.3, 5.4



## Related Policies

This policy should be read in conjunction with the following Kaplan policies and documents:

- Grievances, Complaints and Appeals Policy
- Refund and Transfer Policy
- Training Product Transition Policy.

## Version control and accountable officers

It is the joint responsibility of the Implementation Officer and Responsible Officer to ensure compliance with this Policy.

<b>Policy Category</b>	Academic			
<b>Responsible Officers</b>	General Manager, Teaching and Learning			
<b>Implementation Officers</b>	Senior Manager, Teaching and Learning Programs			
<b>Review Date</b>	September 2025			
<b>Approved by</b>				
Policy Committee				
<b>Version</b>	<b>Authored by</b>	<b>Brief Description of the changes</b>	<b>Date Approved</b>	<b>Effective Date</b>
2.1	Head of Learning & Delivery	Updated procedure	20/6/2019	21/6/2019
3.0	Quality Regulations and Standards team	Updated procedures and update template	30/08/2022	9/09/2022