

Organisational Capability

RTO - Cancellation Procedure

Controlled Document

1. Purpose

In accordance with the requirements for Registered Training Organisations in the 2015 Standards for RTO's, this procedure explains the process for the cancellation of enrolments of Activ staff, employees or volunteers from training programs provided or booked by Activ Pathways.

2. Procedure

2.1. Cancellation – Internal Programs

Cancellations of staff, employees, or volunteer enrolments for internal programs may be initiated by the relevant Team Leader, Rostering Clerk, Employee Coordinator or Supervisor by phoning or emailing Activ Pathways. Individuals wishing to cancel their enrolment must request this through their line manager.

Where a cancellation occurs within two weeks of the program start date, it is preferred that another staff member or employee is substituted onto the program.

2.2. Cancellation & Withdrawal – Internal Qualifications

Cancellation or withdrawal of enrolments for internal qualifications may be initiated by the relevant Team Leader, Rostering Clerk, Employee Coordinator or Supervisor in writing by emailing Activ Pathways. Individuals wishing to cancel their enrolment must request this through their line manager.

2.3. Cancellation – Third Party Training Providers

Cancellation of an enrolment with a third party training provider may be initiated by the relevant Team Leader, Rostering Clerk, Employee Coordinator or Supervisor by phoning or emailing Activ Pathways. The terms and conditions will be subject to the cancellation policy of the third party training provider.

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3. Key Related Policies and Documents

- RTO - Code of Practice (AQuA 1509)
- RTO – Fees and Payments (AQuA ...)
- RTO – Student Handbook (AQuA 1523)

4. Consultation Process

- RTO Head of Training
- Program Manager
- Specialist Program Developer
- Senior Training Coordinator