

Course Change Policy

Document Owner	Chief Executive Officer		
Responsible Officer	RTO Manager		
Last Update	10/06/2025		
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Related Documents	<i>BTS Student Enrolment Agreement</i> <i>Admissions and Enrolment Policy</i> <i>Course Transfer, Extension and Deferral Policy</i> <i>Cancellation, Withdrawal and Refund Policy</i> <i>Complaints and Appeals Policy</i> <i>Australian Consumer Law</i>		
Version	Authorised by	Approved	Effective Date
1.0	Chief Executive Officer	11/06/2025	16/06/2025

1. Context

Barrington Training Services (BTS), as a Registered Training Organisation (RTO), must deliver the most current version of its courses. This may require changes to existing courses or units of competency, either due to regulatory updates or internal business decisions. This Policy outlines how BTS will:

- Notify students of course changes,
- Provide timely and clear advice on how changes affect their studies,
- Manage enrolled student transitions, completions, or exits, and
- Support students who may be materially disadvantaged by these changes.

2. Definitions

Refer to the *Explanation of Terms* document.

3. Scope

This policy applies to all students enrolled in any Nationally Recognised Training (NRT) course delivered by BTS and all BTS Staff involved in the administration of BTS's NRT courses.

4. Principles

The following principles guide BTS in managing course changes to ensure fairness, transparency, and student support:

- **Student-centric approach.** BTS prioritises the needs and interests of students when implementing course changes, ensuring minimal disruption to their learning journey.

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RTO code: 91397 **ABN:** 66 102 353 622

Address: Suite 1, 4 Columbia Court, NORWEST, NSW 2153, Australia

Phone: 02 9899 0600 **Email:** enquiries@barringtons.com.au **Website:** www.barringtons.com.au

- **Transparency and timely communication.** BTS is committed to providing clear, accurate, and timely information about any course changes, including their nature, rationale, and potential impact.
- **Compliance with regulatory requirements.** All course changes will be managed in accordance with the Standards for RTOs and relevant training package requirements to maintain the integrity of nationally recognised training.
- **Equity and fairness.** BTS ensures that all students are treated equitably and fairly during course transitions, with appropriate support and options provided to those who may be disadvantaged.
- **Supportive transition management.** BTS will actively support students through any course changes by offering guidance, counselling, and learning support services to help them make informed decisions.
- **Responsiveness and flexibility.** BTS will respond to changes in industry needs, student feedback, and regulatory updates with flexibility, while maintaining the quality and relevance of its training programs.
- **Respect for student rights.** Students retain all rights under the Australian Consumer Law, and BTS will ensure these rights are upheld throughout any course change process.

5. Policy details

5.1. Mandated Training Package changes and transition

a) Transition requirements

- When a training product (e.g. course) is superseded by the relevant authority, BTS must transition to the new version **within 12 months** (or as otherwise specified) from its release on the National Training Register (<https://training.gov.au/>), known as the **Teach Out Date**.
- BTS must ensure that the training and assessment for all currently enrolled students is completed, and the relevant AQF certification documentation is issued, or students are transitioned into the replacement course, by the Teach Out Date.
- After the Teach Out Date, BTS cannot issue AQF certification documentation for the old course, except for replacement documents.

b) Student transition management

- BTS will assess each currently enrolled student's status and progress, as well as any support needed, to determine if they can complete their course before the Teach Out Date.

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- Students unable to finish in time must transition to the new course. This may require the student to complete additional assessments or repeat studies if the full unit of competency was not completed by the Teach Out Date.

c) New enrolments

- BTS may, at its discretion, continue enrolling new students in a course (unless it's being deleted) after the change and before the Teach Out Date, with clear communication about the upcoming transition and related requirements during the enrolment process.

d) Course deletion

- If a course is deleted entirely, with no replacement, a **two-year** teach-out period applies.

e) Communication

- Following publication of any training package change, BTS will provide students with an initial notification providing high-level advice as to the change, including a brief description and the potential impact (where known at the time).
- No later than **14 days before** the transition date, BTS will provide the student with a further notification which details the changes in requirements of their course, the final date for the course, the options available to them (and an opportunity to respond), reference to any additional information and any other details applicable.

f) Impact

- Training package changes are imposed on BTS by the relevant government authority. Where such changes occur, BTS will endeavour to minimise the impact on students through the transition process, including by providing additional learning support services as required.
- Transitioning a student to the new course or allowing the student to complete the current version of the course (provided this occurs by the Teach Out Date) is the extent of BTS's liability to a student for a training package change.

5.2. BTS-initiated course discontinuation

a) Discontinuation decision

- BTS may decide to stop offering a course due to business or industry reasons (for example, based on industry consultation).

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- In most cases, any currently enrolled students will be able to continue their studies in line with their enrolment (including course duration), and the only impact will be that BTS will cease taking new enrolments in the course.

b) Early discontinuation

- In exceptional circumstances, BTS may decide to stop offering a course earlier. In such cases, BTS will:
 - i. Consider student impact,
 - ii. Set a cessation timeline for training and assessment, and
 - iii. Offer alternative options to affected students.

c) Communication

- Affected students will be notified promptly, at least **14 days** in advance, via email.
- BTS will provide affected students with individual course counselling to discuss options and agree on a plan.

d) Impact

- Where BTS elects to stop offering a course, BTS will facilitate the student's completion of the course within the duration of the student's enrolment.
- If BTS sets a maximum teach-out date on the discontinued course (**Teach Out Date**), and a student's original enrolment duration expires after this Teach Out Date, then:
 - i. where you agree, BTS will transfer you to another BTS course;
 - ii. where you agree, BTS will transfer you to another RTO for the completion of your course; or
 - iii. you may cancel your enrolment and receive a refund of the course fees paid, in accordance with the **Cancellation, Withdrawal and Refund Policy** and the **BTS Student Enrolment Agreement**.
- Students must complete their course by their enrolment expiry date if it falls before the Teach Out Date.
- In addition to the above, students retain their rights as consumers under the Australian Consumer Law.

e) Extensions during the Teach Out period

- Once a Teach Out Date is set, extensions beyond the current enrolment expiry are generally not allowed.

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- BTS may grant an extension at its discretion if the student is progressing in their studies and the new expiry does not exceed the Teach Out Date.
- Students who are granted an extension **must** complete their course by the revised expiry date, and standard transition options as in Section d) Impact will not apply.

5.3. Material changes to a course

- BTS may elect to make changes to parts of its courses from time to time, including learning materials and assessments.
- In such cases, students will be notified (by email) at least **14 days before** any material change.
- BTS will work with the affected students to address any potential disadvantage, which may include:
 - i. Enrolment extensions,
 - ii. Additional support services, or
 - iii. Reasonable adjustments (subject to availability and compliance with the training package).
- Subject to the student's rights under the Australian Consumer Law, if a material change causes an unavoidable disadvantage, students may lodge a complaint under BTS's ***Complaints & Appeals Policy***.

5.4. BTS responsibilities and record keeping

- a) BTS staff are responsible for ensuring a smooth implementation of course changes by:
 - Monitoring updates to training packages and regulatory requirements.
 - Coordinating the transition and the Teach Out plans.
 - Informing students about course changes promptly and advising them of their options.
 - Reviewing and updating course content, assessments, and learning materials as required, while ensuring alignment with updated training package requirements.
 - Supporting students during transitions or material changes.
 - Managing student enrolment records, course status updates, and teach-out timelines.
 - Ensuring accurate student data is maintained in the LMS.
- b) BTS is committed to maintaining accurate and secure records related to course changes. This includes:
 - Documenting all course changes, including rationale, approval, and implementation timelines.
 - Keeping records of all student communications regarding course changes in the LMS.

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- Maintaining updated enrolment and academic progress records for all students affected by course transitions.

6. Breaches

If a student or BTS staff member is found to be in breach of this Policy, she or he may be subject to disciplinary action in accordance with the relevant Code of Conduct and Misconduct Procedure.

7. Appeals

Appeals concerning any decision taken in relation to this Policy should be made under the relevant Complaints and Appeals Policy, which can be accessed from the BTS website.

Document History:

Version	Date	Author	Reason	Sections
0.1	10/06/2025	Ivan Negro	Document Creation	All
1.0	11/06/2025	Allen Barry	CEO Approval	All

This document is UNCONTROLLED once printed.