

PR3.3 Course Transition Procedure

Responsible Officer:	Chief Education and Experience Officer
Functional Owner:	Head of Shared Services Transitions and Course Change Manager
CaR Owner:	Manager of Compliance

1. Background

The Standards for Registered Training Organisations (RTOs) 2015 requires an RTO to either complete training in superseded qualification or transition existing students into the replacement qualification within 12 months of their publication on the national register.

This Procedure outlines the core steps and considerations to be applied in a course transition process. The specific details of each course transition will be determined and implemented by the Transitions and Course Change Manager in consultation with education stakeholders in line with the individual Course Transition Plan.

2. Course Transition

2.1 Identifying the Need to Transition a Course

The Training Operations Managers are responsible for:

- Systematically checking the national register for announcements regarding the release of new Training Packages or versions of new Training Packages;
- Updating on the course page in FireFly the date the Training Package is superseded and the maximum teach out date to ensure no student receives an extension beyond the maximum teach out date;
- Advising the Portfolio of relevant changes.

2.2 Rapid Deployment Communications

The Rapid Deployment Communications provide enrolled students with high level advice that a change has been made to a Training Product they are enrolled in that may impact their agreed services. Rapid Deployment Communications includes the following information:

- Notice of a change to a Training Product they are enrolled in
- A brief description of the change (e.g. superseded course)
- Notice that further information will be provided progressively
- Contact details for support

The Rapid Deployment Communications are provided to students via email in accordance with the “Changes During Your Studies” section of the Student Agreement. The implementation of the Rapid Deployment Communications commences within seven days and completed within 21 days of publication of a change to a Training Product on the National Register.

The Education Portfolio is responsible for:

- Amending the rapid deployment communications and supporting Frequently Asked Questions document with course specific information

Upon receiving the updated documents the Transitions and Course Change Manager will:

- Approve and deploy through marketing (within 21 days of publication on the national register);

- Ensure that the Product Marketing Manager updates the information about the upcoming changes through the relevant course pages on Open Colleges Website and other public information sources.

2.3 Development of Course Transition Plan

Upon notification of a change in a Training Package the Transitions and Course Change Manager will manage, with all relevant education stakeholders, the completion of the Course Transition Plan Form (FR3.10) or equivalent as per the following process:

- map the existing course to identify changes required in the new course and its unit of competency (Section B & C);
- list all action items with tasks, responsibilities and due dates for each item (Section D);
- identify and define the characteristics of the transition groups and corresponding reports as listed on the Course Transition Plan (FR3.10) or equivalent.

The completed Course Transition Plan is submitted to the Manager of Compliance and the Product Quality Manager for review and approval.

2.4 Course Transition Implementation Team

The Transitions and Course Change Manager will establish a communication and execution schedule to oversee the effective implementation of the course transition and the Course Transition Implementation Team will convene to endorse the strategy. Following the endorsement all relevant documents will be saved into QMS and SharePoint.

The Course Transition Implementation Team include any, or all of the following stakeholders:

- Head of Portfolio;
- Training Operations Manager;
- Service Operations Manager;
- **Product Quality Manager;**
- Course Release Manager;
- Representative of the Marketing team;
- Representative of the Finance team;
- Representative of the OpenSpace team; and
- Any other relevant members as determined by the Head of Portfolio.

2.5 Implementing the Course Transition Plan

The following tasks, as outlined in detail in the Course Transition Plan, will be overseen by the Transitions and Course Change Manager:

- Develop and monitor a detailed schedule for the Key Action Items listed under Section D, Course Transition Plan (FR3.10) or equivalent, in consultation with the relevant stakeholders (listed under 2.3);
- The providing of all reports and content to relevant stakeholders;
- Ensure that all employees responsible for interacting with the students are equipped with appropriate information and any training required to implement transition. Key employees are the;
 - Enrolment Consultants;
 - Student Support Officers;

- Transition Officers;
- Online Community Support Officers;
- Training Operations Managers;
- Trainers and Assessors;
- Ensure that the transition schedule is in line with the release schedule of new course.

2.6 Transition

In accordance with the “Changes During Your Studies” section of the Student Agreement, students will be advised in writing (by email and messaging) a minimum of fourteen (14) days prior to the transition. The communication will inform them of the transition and will include the following key information:

- changes in requirements of their course;
- the final date of offering the current course;
- the options available to them;
- an opportunity to respond on options available to them (or their cohort);
- any extension that is applicable to them (or their cohort);
- access to sources of additional information including external reference resources.

On the date of transition execution (a minimum of 14 days following the initial communication), students who are marked for transition will be transitioned in Firefly and Open Space.

All stakeholders will be advised when the transition is completed.

2.7 Student Complaints Process

Where a student believes that they are not in agreement with the decision related to their transition; and wishes to appeal the decision, they should be referred to the PO7 Complaints Policy and PR7.1 Complaints Procedures.

The Student Resolutions Officer will investigate and work with the relevant stakeholders within the portfolio in accordance with PO7 and PR7.1 and:

- Clearly document this decision in Firefly;
- Inform the student of the decision; and
- Inform the student of the decision.

The Student Resolutions Team will ensure that the students’ enrolment record in Firefly and OpenSpace reflects the decision.

2.8 New Learning and Assessment Strategy

Where a course transition will require the creation of a new Learning and Assessment Strategy, the Manager, Learning Design will oversee the implementation of the PR2.1 New Course Design and Approval Procedures, specifically from Section 3.3 Learning and Assessment Strategy.

3. Quality and Continuous Improvement

This Procedure is subject to systematic review, evaluation and improvement, including annual review and ongoing feedback from stakeholders

4. Related Forms and Documents

- PO7 Complaints Policy
- PG3.1 Guideline for information on Course Management & Continuous Improvement
- PR2.1 New Course Design and Approval Procedures
- PR7.1 Complaints Procedures
- FR3.10 Course Transition Plan
- Standards for Registered Training Organisations (RTOs) 2015

For internal use only: [QMS1.8 Location of QMS related documents.](#)

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Version:	Approved	Endorsed	Effective date	Review date
10	Project Manager Transitions 13 March 2017	Functional Owners 13 March 2017	March 2017	February 2020
Version History:	<p>Version 2: Minor changes to reflect new structure and minor administrative changes (Apr-13). Version 2 did not require ETAB approval.</p> <p>Version 3: Minor changes to Section 2.3. Did not require ETAB approval.</p> <p>Version 4: Amendments to the Course Transition Procedure to align with 2014 ASQA General Direction: Transition and Teach-out (Jan14) Version 4 was submitted to the ETAB for approval.</p> <p>Version 5: Minor changes to reflect new organisational design and the new Standards for Registered Training Organisations 2015.</p> <p>Version 6: Changes made to reflect the new roles within the divisional teams, and the time commitments for conducting transitions (March 2016).</p> <p>Version 7: (June 2016) two changes to include the ASQA advice that some courses have a permitted transition period of 18 months and information about updating content in Firefly.</p> <p>Version 8: (October 2016): Revised to include Rapid Deployment Communication process and new organisation titles</p> <p>V9: March 2017 updated to new format with minor changes.</p> <p>V9: Feb 2018 updated role titles</p> <p>V10: feb 2019 updated role titles</p>			
Course Type:	All			
RTOs:	Open Colleges Pty Ltd (90796) Integrated Care and Management Training Pty Ltd (90197) College of Fashion Design (3798)			
Partner RTOs:	Yes			