

R RTO Management

R3 Changes to Agreed Services

Standards Evidenced	5.4, 8.6
Standards Referenced	

General policy

TSTCA will ensure that learners, staff, and all other stakeholders are aware of any changes to the services offered by the RTO or the legislation and regulation under which it operates.

Changes to agreed services

(Standard 5.4)

In the event that there are to be any changes to the services to be provided to learners enrolled in a course with TSTCA, the learners will be made aware of such changes as soon as they are known and as soon as is practicable.

Where learners are to be notified of such changes, the notification will be in writing.

Staff and other stakeholders will be notified in a similar manner to changes to courses or any other training changes or other issues as they arise.

Specific changes that will be notified include (but is not limited to) new or changes to third-party arrangements or any changes to ownership.

Changes to legislation

(Standard 8.6)

When legislation is amended or updated, and the change affect the operations of TSTCA as an RTO, all staff, learners, and other stakeholders affected will be notified of the changes as soon as they are known and as soon as is practicable. The notifications will be provided in writing.

Some legislative changes may result in changes in course delivery – e.g. legislation relating to the course itself. In these cases, the Chief Executive Officer, or their elected delegate, will notify the course developers to update the course material as required.

For more information about how TSTCA manages its legislative responsibilities, refer to the [R1 Compliance with Legislation and the VET Quality Framework Policy](#).

Supporting processes

The following processes are defined to ensure these policy requirements are met:

Process Name	Purpose
Notification of Changes	Notify learners, staff, or other interested parties of changes to services or legislation which may affect their involvement with the RTO

Supporting Forms and Documents

Document Identifier	Name

Evidence

To Evidence	Source
	Notification of Changes Records

--- End of Policy ---

Version Control

Version #	Date	Changes
1.0	27/10/2017	First release