

Kaplan Professional Training Product Discontinuation Policy

Vocational Education



Scope

This policy is applicable to Kaplan Education Pty Ltd trading as Kaplan Professional (referred to 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 provides direction when Kaplan Professional decides to discontinue 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 limited or no students enrolled and Kaplan Professional no longer wishes to offer the product
- in the event of closure of Kaplan Professional.

In these circumstances, Kaplan Professional has a commitment to its VET students and will provide timely and transparent communication 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

Discontinuation	is where a Training Product will no longer be delivered and students require timely advice on their study options.
Scope of registration	means the Training Products for which an RTO is registered to issue AQF certification documentation. The scope of registration for an RTO is listed on the National Register: training.gov.au
Training product	means AQF qualification, skill set, unit of competency, accredited short course or module on Kaplan Professional's RTO's scope of registration. Courses may include units of competency drawn from qualifications on Kaplan Professional's scope of registration, or those explicitly listed individually (not within a qualification) on our scope of registration.
VET	Vocational Education and Training



Policy principles

Decision to discontinue and student options

Training products are reviewed for discontinuation in line with the approval process outlined in the Guiding Procedures.

The General Manager, Academic Content Development will identify the Training Product for discontinuation.

The General Manager, Academic Content Development (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:

- providing a refund, with the student's consent via email or recorded phone call, in accordance 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 are notified if an item needs to be removed from the Kaplan Professional'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. Service changes are also communicated on the website, in KapLearn (LMS) and directly to clients.

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 are encouraged to discuss their study or Discontinuation plans, including any requested changes. This ensures that students are well-informed and can make necessary adjustments to their study plans with minimal disruption.



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 refunds

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

Guiding procedures

Kaplan Professional has a process which is a Discontinuation Plan for a Training Product. The process covers:

- The Training Product/s to be Discontinued
- Rationale for Discontinuation
- Recommended timeframe of Discontinuation
- Recommended options for students as outlined in this policy
- Approval by the CEO
- A plan for tracking the movement and support of students from notification to the final closure of the Training product/s
- Implications for Kaplan Professional's Scope of registration and compliance considerations reviewed with the Quality Regulation and Standards team.

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 RTOs 2025



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.

Policy Category	Academic			
Responsible Officers	General Manager, Academic Content Development Head of Academic Operations and Engagement			
Implementation Officers	Manager/s Academic Operations and Engagement, Head of Operations, Head of Student Experience			
Review Date	June 2028			
Approved by				
Policy Committee				
Version	Authored by	Brief Description of the changes	Date Approved	Effective Date
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
4.0	Quality Regulations and Standards team	Updated with Standards for RTOs 2025	13.06.2025	14.07.2025