



Educating for Excellence

Student Transfer Policy and Procedure

Purpose

The purpose of this procedure is to address standard 7 of the revised National Code 2018 transfer between registered providers

Responsibility

The CEO is responsible for the implementation of this procedure and to ensure that staff and students are aware of its application and that staff implement its requirements.

Requirements

No fee can be charged to the student by the College if a release is granted.

Registered providers are restricted from enrolling transferring students in the first six months of their principal course of study except in accordance with Standard 7.

If the registered provider intends to refuse the transfer request, they must inform the overseas student in writing of:

- the reasons for the refusal
- the overseas student's right to access the provider's complaints and appeals process, in accordance with Standard 10 (Complaints and appeals), within 20 working days

The College must not finalise the student's refusal status in PRISMS until the appeal finds in favour of the registered provider, or the overseas student has chosen not to access the complaints and appeals processes within the 20 working day period, or the overseas student withdraws from the process.

The College provider must maintain records of all requests from overseas students for a release and the assessment of, and decision regarding, the request for two years after the overseas student ceases to be an accepted student.

Definitions

N/A

Method

- 1.1 Students must apply for a release on the appropriate form
- 1.2 Applications for a release will be considered by the Administration Manager and responded to within 14 days of being received by the college.
- 1.3 Applications for a letter of release must be submitted to the College two weeks before the next intake date.
- 1.4 A release will normally be granted in the following situations:
 - the overseas student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with that registered provider's intervention strategy to assist the overseas student in accordance with Standard 8 (Overseas student visa requirements)
 - there is evidence of compassionate or compelling circumstances
 - the College fails to deliver the course as outlined in the written agreement
 - there is evidence that the overseas student's reasonable expectations about their current course are not being met
 - there is evidence that the overseas student was misled by the registered provider or an education or migration agent regarding the registered provider or its course and the course is therefore unsuitable to their needs and/or study objectives
 - an appeal (internal or external) on another matter results in a decision or recommendation to release the overseas student.
- 1.5 A release will normally not be granted in the following situations:

- The proposed transfer will jeopardise the student's progression through a package of courses; or
 - The student cannot provide a letter from another registered provider confirming that a valid enrolment offer has been made; or
- 1.6 If a release is refused, reasons for the refusal will be documented in writing and the student will be informed of their rights of appeal using the college complaints and appeals procedure within 20 working days.
- 1.7 A copy of the student's release application; notes recording the assessment of the application and a copy of the response letter sent to the student by the College must be placed in the student's file for two years.

Enrolling a transferring student

- 1.8 The College will not knowingly enrol a student wishing to transfer from another registered provider's course prior to the student completing six months of his or her principal course of study except where:
- the releasing registered provider, or the course in which the overseas student is enrolled, has ceased to be registered
 - the releasing registered provider has had a sanction imposed on its registration by the ESOS agency that prevents the overseas student from continuing his or her course at that registered provider
 - the releasing registered provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS
 - any government sponsor of the overseas student considers the change to be in the overseas student's best interests and has provided written support for the change.
- 1.9 In the event that the College knowingly enrolls a student wishing to transfer from another registered provider's course prior to the student completing six months of his or her principal course of study documentary evidence of at least one of the four conditions listed above must be obtained and placed in the transferring student's file.
- 1.10 Student who has completed six months of the principal course of study can transfer to another education or training provider without applying a release from the current provider.
- 1.11 The College will not seek to enrol a student who has not yet completed six months of their principal course of study with another registered provider unless the requirements of the National Code are met and then only in accordance with this procedure.
- 1.12 Applicants for National Recognition must complete the National Recognition application form, attach a copy of a verified Award or Statement of Attainment and submit the application to the Administrator.
- 1.13 The Administrator must check the Award or Statement of Attainment and grant National Recognitions for identical units that have been identified as being completed at another Registered Training Organisation.
- 1.14 Verified copies of Qualifications and Statements of Attainment used as the basis for granting National Recognition must be kept on the student files
- 1.15 Granting of National Recognition must be recorded as a module outcome in the students file
- 1.16 After National Recognition is granted a student's course schedule must be reviewed and modified to ensure a full time load and details of this placed on the student's file.
- 1.17 Any course duration reduction as a result of National Recognition granted to students must be indicated on the electronic Confirmation of Enrolment if granted prior to the issue of a visa **or** on PRISMS if granted after the issue of a visa.

Policy Review

This policy will be reviewed as part of the College's three year policy review cycle or as required by regulatory changes.