

This document is to be given to:
Students,
Teaching staff and
Administration staff

Policies and Procedures regarding Transfer between Registered Providers

A REQUEST FOR TRANSFER BY A STUDENT MUST BE DONE IN WRITING.

THE COLLEGE DOES NOT ACTIVELY RECRUIT A STUDENT WHERE THIS CLEARLY CONFLICTS WITH ITS OBLIGATIONS UNDER STANDARD 7 (TRANSFER BETWEEN REGISTERED PROVIDERS).

The College assesses requests from students for a transfer between registered providers during or just before the student completing six months of his or her principal course of study (six months of the first school course in case of High School) in accordance with their documented procedures.

1. The College will not enrol transferring students before the student has completed six months of the student's principal course of study (six months of the first school course in case of High School) except where:
 - a) the original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered;
 - b) the original registered provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS;
 - c) the original registered provider has had a sanction imposed on its registration by the Australian Government or state or territory Government that prevents the student from continuing his or her principal course; or
 - d) any Government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.
2. The restriction applies from the time a student commences study until he or she has completed six months of his or her principal course (six months of the first school course in case of High School). This includes restricting a student's transfer from a course prior to the student's principal course in a package of courses.
3. Where a student requests a transfer within this restricted period, the College assesses requests against the College's student transfer request assessment policy and procedures.
4. The College can refuse the request, but the reasons will be given to the student in writing. If a student's request for release **IS REFUSED**, the College will inform the student in writing of **HIS OR HER RIGHT TO APPEAL THE DECISION**.

5. A student can appeal against a refusal to release or, if the College does not respond during **10 working days**, through the College's '**COMPLAINTS AND APPEAL PROCESS**'.
6. Where the College decides to grant the release, the release will be processed at no cost to the student. The College must advise the overseas student to contact Immigration to seek advice on whether a new student visa is required.
7. Under-18 students must have written confirmation from their legal guardian or parent to transfer. Where the student is not being cared for in Australia by a parent or suitable nominated relative, the receiving registered provider must accept responsibility for approving the student's accommodation, support and general welfare arrangements as per Standard 5.
8. The College keeps records of requests for letters of release and the process used to make a decision in relation to the request, and informs the student the outcome of his/her application for transfer **WITHIN 10 WORKING DAYS**.
9. If any of the conditions, a, b, c or d as per the above listed applies, the College may enrol a student before he or she has completed six months of the principal course (first school course in case of High School).
10. If a student transfers to another provider, any refunds of course fees paid to the College shall be in accordance with the College's refund policy.
11. Marketing and recruitment staff and agents are aware of the limitation on transfer before completion of six months of a principal course. The College advises overseas students (or parent or guardian if the overseas student is under 18) of these limitations.
12. Before the student's application for a transfer can be considered, the College must confirm the student has a valid enrolment from the receiving provider, and if the student is an under-18 student, the College confirms that there is written confirmation that the new provider will accept the responsibility for approving a student's accommodation, support and general welfare arrangements as per Standard 5.
13. Some of the circumstances in which a transfer will be refused are as follows.

The College has and implements its documented student transfer request assessment policy and procedure, which is available to staff and students.

The policy specifies the following circumstances are the reasonable grounds for a refusal of transfer and a reasonable timeframe for assessing and replying to the student's transfer request having regard to the restricted period.

- a) The students who have been warned for unsatisfactory attendance will not be granted an approval to transfer.
- b) The students who have outstanding unpaid tuition and/or other fees will not be granted an approval to transfer.

- c) The students who take an unauthorised leave from the College will not be granted an approval to transfer.

Further, a refusal of transfer applies to the following cases d) – g)

- d) The transfer may jeopardise the student's progression through a package of courses.
- e) A transfer within a short time after student's arrival from his/her home country will not help the student adjusting and adapting to the local conditions as the student needs some time to settle in different cultural and living environments, to the course and to the Australian Education System.
- f) The College forms the view that the student is trying to avoid being reported to DHA (Department of Home Affairs) for failure to meet the College's attendance or academic progress requirements.
- g) Where the College can help the student to settle in the course and the Australian Education System.
- h) The transfer is not in the student's best interest.
- i) The transfer is detrimental to the student towards the student or the student's future study.
- j) Other circumstances; the College considers as providing reasonable grounds for refusing the student's request when a transfer can be considered detrimental to the student.

The circumstances in which a transfer may be granted is:

(The student must provide evidence of such special circumstances to the College in all of the following)

For making a decision if the transfer is granted or not, the student's individual circumstances are to be considered from the view point whether the transfer will be to the detriment of the student or not.

The following factors should be taken into account.

- a) Whether the course in which the student wished to be transferred better meets the study capabilities of the student.

This case may apply for a student who has an exceptionally gifted talent.

- b) Whether the course to which the student wishes to be transferred better meets the long term goals of the student, whether these relate to future work, education or personal aspirations.

This case may apply for a student who has an exceptionally gifted talent in music.

- c) Our College is not able to deliver the course.
- d) There is evidence that current courses do not meet overseas student's expectations.
- e) There is evidence that the overseas student was misled by our College or an education agent.

- f) An appeal (internal or external) on another matter results in a decision or recommendation to release the student.
- g) The student has received a full scholarship offer.
- h) The student has obtained a protection visa.
- i) The student has been reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with the provider's intervention strategy. If the College believes the student is not seriously involved in intervention program, the College will refuse the transfer.
- j) There are compassionate or compelling circumstances.
- k) An appeal (internal or external) on another matter results in a decision or recommendation to release the student.

Notwithstanding the above, the College's consideration will be made under the understanding that a student has read before lodgement of the student's enrolment about our College's courses, subjects, programs, location and that our college's students are 100% overseas students who prefer not to wear a school uniform.

The following circumstances are used to determine if a transfer is detrimental to students.

Our College provides emotional stability and socially equal ground to overseas students which are crucial for a successful study.

When students from our College, which is 100% international involvement, seek to transfer to main-stream Australian schools, this may cause detrimental effect on emotional stability of the students.

Our College provides an educational environment where all the students are in the same social, emotional and financial situation. Their needs, wants and concerns are similar to their peers. Being in this situation they can relate to their peers and mentors and feel comfort and support by their teachers and support staff.

When students change colleges they need considerable time to adjust into the different educational environment.

In main-stream Australian schools, support is provided by parents and the wider social network and students' basic needs are looked after by parents and the Australian social network. When our students are transferred to such an environment, they will feel alienated and disadvantaged, which may cause them to withdraw from a stimulating and social environment. This withdrawal will affect their academic performance.

As education is a lengthy process, constant support and study environments (suitable for International students) are provided by our College to help maintain emotional security and stability. In such an environment, students can concentrate on their educational progress without unnecessary exposures to bullying and a different social class which is more privileged than them.

The parent of the subject student whose age is under 18 years old, resides in another State while the student is in NSW and the student needs to move from NSW to that State in order that the student can live in that State together with the parent in order to attend a school full-time in that other State. A consideration will be made only if evidence to show the address of the student's parent and proof that the parent lives at that address and also evidence that the student has applied to the school in that other

State where the parent resides and accepted by that school in that State subject to ‘a release letter from our school’.

Processing an application:

1. Students who wish to transfer to another College shall first consult with the College’s Student Service Officer.
2. The Counsellor will counsel the student and give the necessary advice.
3. Request form for Release. This request must be made by the student in writing.
4. Further, the College requires written confirmation that the student’s parent or legal guardian supports the transfer.
5. The student needs to provide the College with a letter of offer from another registered provider, and if the student is an under-18 student, the College confirms that there is written confirmation that the new provider will accept the responsibility for approving a student’s accommodation, support and general welfare arrangements as per Standard 5.
6. The Counsellor will pass the completed Transfer Application to the Principal / Academic Manager / Head of VET Department for approval. If the student is under 18 years of age, their parent / guardian must agree to the transfer.
7. The Principal / Academic Manager / Head of VET Department will assess the application and return it to the Counsellor.
8. The Counsellor will submit the application to the Chief Executive Officer if applicable.
9. The Counsellor will have to check with the Accounts Department if there is any course fee refundable or transferrable from the previous programme.
10. The Student Service Officer or Counsellor will inform the student in writing via email or post of the outcome.
11. The above process will be completed within 10 working days from the date of the student’s application for a transfer.