



Policy / Procedure :

Transfer of Students between Providers

1. Policy

This policy/procedure supports 'Standard 7 – Transfer between registered providers' of the 'National Code of Practice for Registration Authorities & Providers of Education & Training to Overseas Students 2007'.

From July 2007, providers are restricted from enrolling transferring students prior to the student completing 6 months of their principal course. This policy details the procedures for assessing applications to transfer within this period. Students who have studied longer than this period can apply as normal and no letters of release need to be sighted or produced.

The policy of the RTO is to ensure that it does not enrol any transferring international student prior to the 6 months of their principal course being completed unless that student has a valid letter of release agreeing to such a transfer and the below procedures will be implemented.

The following procedures have been separated into 'Incoming students' and 'Outgoing students'

2. Procedure

Any requests that are received in relation to a student wishing to transfer education providers shall be the responsibility of the Administration Manager. The Administration Manager shall assess the applications to transfer education providers and conclude an outcome based on the following procedure.

Incoming students

The following procedure is relevant to any student who applies for a course within the RTO and is currently studying on-shore with another registered provider. Seluna does not enrol students who are under 18 years of age.

For this procedure to be completed the applicant must provide a copy of their Student Visa and appropriate student number (to look up PRISMS). Once this information is obtained the following steps are taken:

- i. Director accesses the student information via PRISMS. They are to ascertain if the length of studies completed in their current Principle course of study is greater than 6 months. They also use the copy of the student visa in the passport to ascertain what the principal course is and when they arrived in Australia.
- ii. In completing this process they would print a copy of the PRISMS record and attach to the student application.
- iii. If they have completed more than 6 months of their principle course of study, the application process proceeds as for all off-shore students.



- iv. Where a student has **NOT** completed 6 months of their principle course of study, they are asked to provide an appropriate letter of release in support of their application. This is mentioned in their offer letter. A cancellation letter is not equal to a letter of release.
- v. To support the application they can be provided with a Letter of Offer as per standard 7.3 of the national code which clearly states that an offer of a place is contingent on their obtaining a letter of release. Seluna requires transfer students to be over 18 years of age before start of semester.
Note, If they are in receipt of a Government scholarship, they should provide written support from this government agreeing to the change which will stand in lieu of any letter of release.
- vi. If such a letter of release is received and the student has no outstanding matters of concern, the application proceeds as for all off-shore applicants.
- vii. If no satisfactory letter of release is obtained from such students, the application process is halted and the student informed that they are unable to transfer at this time. They are welcome to re-activate their application when the 6 month period has passed.
- viii. Note that in the very rare circumstances where the original institution or course has ceased to be registered, or sanctions have been placed on the original institution by the Australian government which prevents the student to continue with the course, or any government sponsor of the student deems the change to be in best interest of the student, no letter of release is required. Evidence of this occurrence would need to be placed in the student file.

Outgoing students

The following procedure is relevant to those students wishing to transfer to another education provider prior to completing six (6) months of their principle course of study.

- i. Students make a written request (e-mail is satisfactory) to Institute to transfer to another provider. The only reason a 'release letter' shall be issued if:
 - The RTO has cancelled/ceased to offer your program (letter from RTO supplied)
 - Exceptional circumstances (documentation required to support circumstances and a letter of offer from another provider is required.) and/or transfer is in best interest of student
- ii. The student is asked to provide a valid 'offer of enrolment' from the new provider authenticating the transfer and the student is able to provide a letter indicating the benefits of transferring from their current course of study.
- iii. In assessing the application to transfer, the Institute will check the following points:
 - Ensure any outstanding fees are paid including the current study period
 - Ensure the student is fully aware of all issues relating the transferring of providers.
 - Check student records to ensure the student is not trying to avoid being reported to DEST due to lack of course progress or poor attendance records.
- iv. Once the above points have been addressed, a 'Letter of Release' (Appendix A) will be granted at no charge to the student. The student will also be advised of the need to contact DIAC and obtain a new visa if the course they transfer to is not a Higher Education / VET course. Any issues will be reported to the CEO.



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CRICOS PROVIDER # 02254

- v. The Institute must report the student's termination of studies via PRISMS
- The above process should not take more than 48 hours once the student has provided the necessary documentation.
 - All requests, considerations, decisions and copies of letters of release should be placed on student's file
 - The approval of transfer of a student to another institution does not indicate the agreement to provide any refund. Refunds are governed by the refund policy independent of this policy.



APPENDIX A

Letter of Release of student within first six (6) months of study

To whom it may concern,

This letter is to confirm that *(Insert RTO name)* is releasing the following student although they have not completed the first six (6) months of study in their principle course of study:

Student Name: *(Insert Details)*
Student Visa number: *(Insert Details)*
Student Address: *(Insert Details)*

The above mentioned student has been enrolled in the qualification *(insert qualification title and code)* and has requested a transfer to another education provider. The education provider that the release is being granted for has been evidenced with a Letter of Offer from the following provider:

Provider name: *(Insert Details)*
Provider CRICIS number: *(Insert Details)*
Qualification code: *(Insert Details)*

The RTO acknowledges that it has informed the student that from the date of this 'Release letter' it no longer is the provider of the principle course of study for the student as identified within the Student Visa.

The RTO will be notifying the Department of Education, Employment and Workplace Relations (DEEWR) / the Department of Immigration and Citizenship (DIAC) of this change by terminating the student's CoE via PRISMS.

Kindly make sure that you do contact DIAC to seek advice on whether a new student visa is required.

Regards,

Director