



THE CENTRE OF EXCELLENCE

Transfer between providers

POLICY AND PROCEDURE

TRANSFER BETWEEN REGISTERED PROVIDERS

Transfer from one Provider to another provider for International Students

Providers are restricted from enrolling transferring students prior to 6 months of completing their initial enrolment. 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.

1. Policy

The policy of THE CENTRE OF EXCELLENCE 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.

In regard to releasing current students, they need to complete 6 months of their Principal Course to be able to enrol in another institution. The broad policy of the Institute is to agree to all transfer requests unless there is some particular factors that need to be taken into consideration. These are that the student requesting a transfer has an accurate understanding of what the transfer represents to their study options, or that they still owe the Institute course fees or that it is suspected that they are seeking transfer only to avoid being reported to DIBP for failure to meet academic progress or attendance. The CEO will make any final decision as to whether to refuse a letter of release for any student.

1.1 Letters of release

- 1.1.1 Students must apply for a letter of release on the appropriate form.
- 1.1.2 Applications for a letter of release will be considered by the Director of Studies and responded to within 14 days of being received by the Institute. The Director of Studies may consult with the CEO if required.
- 1.1.3 Letters of release will **normally be granted** in the following situations:
 - i. THE CENTRE OF EXCELLENCE registration or that of the Certificate or other course has been revoked.
 - ii. Sanctions imposed on the Institute by the Australian government prevent the student from continuing in the course.
 - iii. A government sponsor deems that the transfer is in the best interest of their student.
 - iv. The current course of study is clearly not consistent with the documented course requested on the student's application.



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- 1.1.4 Letters of release will **normally not be granted** in the following situations:
- i. Student fees are in arrears; or
 - ii. The student does not satisfy any of the situations, which normally lead to a letter of release being granted.
 - iii. The proposed transfer will jeopardise the student's progression through a package of courses; or
 - iv. The student has unsatisfactory academic progress and has been or is about to be reported to DOHA; or
 - v. The student cannot provide a letter from another registered provider confirming that a valid enrolment offer has been made.
- 1.1.5 If a letter of release is granted, it will be issued at no cost to the student, and the Institute will advise the student to contact DOHA to ascertain if a new student visa is required.
- 1.1.6 If a letter of 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 Institute Complaints and Appeals procedure.
- 1.1.7 A copy of the student's letter of release application; notes recording the assessment of the application and a copy of the response letter sent to the student by the Institute must be placed on the student's file.

2. Procedures

2.1 Procedure for assessing Students wishing to Transfer IN to THE CENTRE OF EXCELLENCE

- The Administration Office receives an application from a student who is on-shore and who has indicated that they are currently studying at another institution.
- The Administration Office use PRISMS to decide if the student has completed 6 months of their principal course. They also use the copy of the student visa in the passport (if available) or use VEVO system to ascertain what the principal course is and when they arrived in Australia.
- If they have, the application process proceeds as for all offshore students.
- If they have not, they are asked to provide an appropriate letter of release in support of their application. They can be provided with a "conditional" offer, which clearly states that an offer of a place is contingent on their obtaining a letter of release.
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.
- If such a letter of release is received and the student has no outstanding fees to be paid to the prior institution or other outstanding matters of concern, the application proceeds as for all offshore applicants.
- 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.



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- 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 do not allow the student to continue with the course, no letter of release is required. Final decision in such circumstances will be taken by the CEO.

2.2 Procedure for assessing transfer applications from students wishing to Transfer OUT of THE CENTRE OF EXCELLENCE

- Students make a written request (e-mail is satisfactory) to the Administration Office to transfer to another provider.
- The student is asked to provide a valid offer of enrolment from the new institution.
- With these documents sighted, the Administration Officer will assess the transfer request considering the following questions:

- Does the student have any outstanding fees payable? (If they do, these must be paid before a letter of release can be provided)
- Is the student fully aware of the study issues involved in the transfer? (Director of Studies checks any notes on student records).
- Is the student simply trying to avoid being reported to DOHA lack of course progress or poor attendance? (Again Director of Studies checks the relevant notes on student records).

- If the answers to the above are satisfactory and in accordance with policy, the letter of release will be granted at no charge to the student. The student will also be advised of the need to contact DOHA and obtain a new visa if the course they transfer to be not an equivalent course.
- The Administration Office report students termination of studies through PRISMS and does necessary notification for permission of release.
- If any of the answers are unclear, they should be referred to the Director of Studies, to interview the student and gain a full understanding of the circumstances.
- The Director of Studies will make a recommendation to the CEO if they believe the request should be refused or alternatively grant the letter of release. The CEO will inform the student in writing of a negative outcome with reasons and indicate that the student may access the student appeal process as detailed in the College Complaint and Appeals Policy if they seek a review.

Notes:

- ❖ The above assessment procedure 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, and

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.