

Transfer between Provider's policy and procedure

1. Policy

- 1.1 This policy and procedure apply to all international students applying to or undertaking a course at The Centre of Excellence. The purpose of this policy and procedure is to ensure The Centre of Excellence complies with the National code of practice 2018 standards 1, 2 and 7.
- 1.2 The CEO is responsible for the implementation of this procedure.
- 1.3 The Centre of Excellence recruit international students in a professional and ethical manner. The Centre of Excellence will not actively recruit international students where the recruitment would conflict with the requirements of this procedure and/or standards 1, 2 and 7 of the National code of practice 2018.
- 1.4 The Centre of Excellence does not knowingly enroll international students who have not completed six months of their principal course of study except in accordance with the National code of practice 2018 standard 7.
- 1.5 If a student transfer request is refused by The Centre of Excellence the student may appeal the decision if they feel they have grounds for appeal by accessing The Centre of Excellence Complaints and appeals process.

2. Definitions and exceptions

- 2.1 The principal course of study is the highest qualification (normally the last course) covered by the student's visa.
- 2.2 The 6-month duration referred to in this policy and procedure means completion of six calendar months of the principal course of study from the course commencement date.
- 2.3 If the Australian RTO at which a student is enrolled ceases to operate, then The Centre of Excellence is able to enrol such students.
- 2.4 If the Australian RTO at which a student is enrolled or where they are due to undertake their principal course has a sanction imposed that prevents the student from undertaking their course, then The Centre of Excellence is able to enrol such students.

Procedure

3. Students applying to leave The Centre of Excellence

- 3.1 Students must apply for approval to transfer to another Australian provider by completing and submitting the Student transfer application form to The Centre of Excellence.
- 3.2 Students must apply for approval to transfer to another Australian provider if they have not completed 6 months of their principal course of study.
- 3.3 Applications to transfer to another Australian provider will be considered by the Director of Studies and responded to within 5 days of being received by The Centre of Excellence.
- 3.4 The student must provide verifiable documentary evidence in support of their transfer application. The evidence must include an Offer letter from another Australian provider for the course in which the student wishes to enroll. This evidence will support the students stated reason for requesting a transfer.
- 3.5 A transfer request will be granted in accordance with this procedure and only if the student can supply The Centre of Excellence a valid enrolment Offer letter provided to them by another Australian RTO.
- 3.6 Approval to transfer to another Australian provider will normally be granted, within 5 working days of The Centre of Excellence receiving the application, in one or more of the following situations:
 - The Centre of Excellence is unable to continue to provide the course in which you are enrolled; or
 - The student can demonstrate they are experiencing a threat to physical or mental health or safety by remaining at The Centre of Excellence and can demonstrate clearly how this will be alleviated through a transfer; or

- The student is experiencing academic issues that impact your ability to attend classes and/ or study at present and/ or remain to study the course in which you are enrolled
- The student is unable to achieve satisfactory course progress at the level they are studying, even after committing to an intervention strategy to assist them to achieve satisfactory course progress and will be reported
- The current course of study is clearly inconsistent with documented course requested in the student's Enrolment application or
- In exceptional circumstances beyond the students control, such as serious illness or death of a close family member (independent evidence of the exceptional circumstances is required) and the exceptional, compassionate circumstances have led to a permanent change in the student's circumstances that makes continued enrolment inappropriate or
- There is evidence of other compassionate or compelling circumstances
- There is evidence that the overseas student's reasonable expectations about their current course are not being met
- The student can demonstrate that The Centre of Excellence has breached the terms of the Written agreement or
- The student can provide evidence that they were provided inaccurate or incomplete or misleading information by The Centre of Excellence or its Education Agent prior to enrolling in the course.
- An appeal (internal or external) on another matter results in a decision or recommendation to approve the transfer for the student.

3.7 The circumstances in which The Centre of Excellence declines an application from a student to transfer to another provider prior to completing six months of their principal course are as follows:

- The student has simply changed their mind about the course of study they wish to follow or
- The application is lodged within 2 weeks of the course commencement– students should seek counselling in the event of homesickness and other personal issues or
- The student has secured a job that clashes with the timetabling of scheduled course hours or
- The requirements of the written agreement have not been met by the student or
- The student does not satisfy any of the situations which normally lead to a transfer being granted or
- The proposed transfer will jeopardise the student's progression through a package of courses or
- The Centre of Excellence assesses that the transfer would not be in the best interests of the educational progress of the student or
- The student has unsatisfactory behaviour and has been or is about to have their enrolment suspended or cancelled and be reported to the Department of Home Affairs or
- The student cannot provide a letter from another registered provider confirming that a valid enrolment offer has been made or
- The student has not paid the full amount of fees due to The Centre of Excellence at the time of the transfer request,

3.8 Each application for a transfer to another provider is assessed against the criteria for granting and refusing applications stated in this policy. The process is as follows:

- The applicant's principal course is identified– if the principal course is not the course that the applicant is studying at The Centre of Excellence then the applicant is informed that they will need to consult with the principal course provider to determine the impact of any transfer and request documentation.

- The application will not proceed until this occurs and the students communicates the outcome of the above to The Centre of Excellence and provides required documentation.
 - The Academic Coordinator is consulted with regards to any information needed to support the processing of the application, including information about the applicant's attendance and course progress.
 - The Finance department is consulted to identify if all outstanding fees have been paid
 - The students file is checked to identify if any notices/ intention to report for course progress have been issued.
 - Upon completion of above steps, the application is passed with the supporting documents/ information to the Director of Studies for assessment.
- 3.9 A meeting may be arranged with the student to provide the opportunity to represent supporting evidence (if appropriate).
- 3.10 The student is informed to contact the Department of Home Affairs to identify the impact of changing providers on their visa. Students are informed on the Student transfer application form to contact Department of Home Affairs to identify the impact of transferring to another provider on their student visa prior to submitting the transfer request.
- 3.11 The outcome of the transfer application is communicated in writing to the student within 5 working days from lodging their application. Students are informed in this communication to contact Department of Home Affairs to identify the impact of transferring to another provider on their student visa. Reasons for refusals are stated along with their right to access The Centre of Excellence complaints and appeals process within 20 working days.
- 3.12 The Centre of Excellence does not finalise the student's refusal status in PRISMS until any appeal finds in favour of The Centre of Excellence, or the overseas student has chosen not to access the complaints and appeals processes within the 20 working day period, or the student withdraws from the appeals process.
- 3.13 During the process of assessing applications to transfer, the student remains enrolled at The Centre of Excellence and must adhere to attendance and course progress policies.
- 3.14 If the application is refused the student may be placed on an intervention strategy to assist them in successfully completing their course.
- 3.15 If the application is granted the student is informed in the letter granting the application that they must contact Department of Home Affairs within 5 working days to identify the impact on their visa.
- 3.16 If applications to transfer are granted, students are supplied a letter confirming this free of charge.
- 3.17 If the application is granted the students enrolment is cancelled on PRISMS within 5 working days of granting the transfer.
- 3.18 All documentation is placed in the students file for granting and refusing applications.
- 3.19 The registered Provider must maintain records of all requests from overseas students for a transfer and the assessment of, and decision regarding, the request for two years after the overseas student ceases to be an accepted student.
- 3.20 The student's entitlement to a refund is assessed in accordance with The Centre of Excellence's Fees & refund policy and procedure.

4. Students who are transferring from another provider and applying to enroll at The Centre of Excellence

- 4.1 The following procedure applies to International students who apply for a course at The Centre of Excellence and is currently studying on-shore with another registered provider.
- 4.2 The Centre of Excellence will not knowingly enroll 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 original registered Provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered; or

- the original registered Provider has agreed to student transfer and recorded the date of effect and reason for transfer in PRISMS, or
 - 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
 - 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.
- 4.3 In the event that The Centre of Excellence 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.
- 4.4 The Centre of Excellence will not seek to enroll 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.
- 4.5 For the transfer procedure to be completed applicants must provide The Centre of Excellence a copy of their student visa and enrolment details at the Australian RTO at which they were originally enrolled to undertake their principal course of study.
- 4.6 The Centre of Excellence accesses student information via PRISMS to identify approval status. PRISMS will indicate whether the student has been granted approval to transfer to another provider by the original Provider at which they were enrolled to undertake their principal course of study.
- 4.7 If PRISMS indicates the student has been granted approval to transfer to another provider, then The Centre of Excellence will consider this in coming to a decision on whether to accept the student's application. A copy of the PRISMS record will be attached to the student's Enrolment form as evidence of approval to transfer.
- 4.9 If PRISMS indicates the student has approval to transfer, and the student satisfies The Centre of Excellence entry requirements for the course in which they wish to enroll, then The Centre of Excellence will process student enrolment applications in accordance with the Enrolment policy and procedure.
- 4.10 If PRISMS indicates that the student does not have approval to transfer to another Australian provider, then the enrolment process is halted, and the student is informed that they are unable to transfer at this time. Students may re-activate their Enrolment application when the 6-month period has elapsed.
- 4.11 If an on-shore student applies to undertake a course at The Centre of Excellence and has completed 6 months of their principal course of study at their current Provider, then they do not require approval to transfer to The Centre of Excellence. Applications will be processed in accordance with the Enrolment policy and procedure.
- 4.12 Note that in the 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 approval to transfer is required from their original Provider. Evidence of this occurrence will be placed in the Student file.
- 4.13 To support a student's transfer application to their current Provider, The Centre of Excellence can provide the student with a Conditional Offer Letter which clearly states that an offer of a place is contingent on their obtaining approval to transfer from their current Provider. 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 approval transfer.
- 4.14 All documentation is placed in the students file in compliance with The Centre of Excellence Enrolment policy and procedure.

5. Monitoring practice

- 5.1 The Centre of Excellence undertakes training and monitoring activities with all recruitment staff and education agents to ensure compliance with this policy and procedure.
- 5.2 The Centre of Excellence terminates the agreement of an education agent who does not comply with the conditions and has knowingly recruited a student in contravention of this policy.

- 5.3 The CEO monitors enrolments to ensure compliance with the National code of practice Standard 7.
- 5.4 This policy and procedure are reviewed annually in accordance with The Centre of Excellence Continuous Improvement policy and procedure.

Documents to be employed when implementing this policy and procedure:

- Student transfer application form
- Documentation to support request for transfer
- Letters of offer from other providers
- Student file
- Fee information
- CoE
- PRISMS
- Letter request for transfer not granted
- Letter request for transfer granted