

Transfer of Student between provider policy and procedure

Policy and Purpose

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'. This policy outlines the circumstances in which Orange International College will assess Transfer of Provider requests in accordance with the National Code. Orange International College will assess each request on an individual student basis, taking into account all supporting documentation of the request.

Purpose:

To provide a documented process for assessing requests for the Transfer of Provider within the first six months of commencement of the principal program, in accordance with the National Code 2007.

Students may transfer at any time following the initial six-month period of the principal program, providing they can provide a valid Letter of Offer from another CRICOS registered provider.

Students who have studied longer than this period of 6 months can apply as normal and no letters of release need to be sighted.

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

Procedure

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

Incoming students (Student Transferring to OIC)

The following procedure is relevant to any student who applies for a course within OIC and is currently studying on-shore with another registered provider. Orange International College, as the receiving registered provider must not knowingly enrol the 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
- The original registered provider has provided a written letter of release
- 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.

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:

1. Student Support Manager accesses the student information via PRISMS. They are to ascertain if the length of studies completed in their current Principal 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.
2. In completing this process, they would print a copy of the PRISMS record and attach to the student application.
3. If they have completed more than 6 months of their principal course of study, the application process proceeds as for all offshore students.
4. Where a student has **NOT** completed 6 months of their principal course of study, they are asked to provide an appropriate letter of release in support of their application.
5. To support the application, they can be provided with a 'Conditional Letter of Offer' (Appendix A) which clearly states that an offer of a place is contingent on their obtaining a letter of release.
 - a. *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.*
6. 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.
7. 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.

8. 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. Evidence of this occurrence would need to be placed in the student file.

Outgoing students (Student transferring from OIC)

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

1. Students make a written request to the Student Support Manager to transfer to another provider. The only reasons a 'Release Letter' shall be issued under the following circumstances:
 2. Compassionate or compelling circumstances,
 3. The provider and the course better meets the student's academic capabilities and requirements,
 4. OIC has ceased to be registered or the course in which the student is enrolled has ceased to be registered,
 5. OIC 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
 6. 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
 7. 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.
8. In assessing the application to transfer, the Student Support Manager will check the following points:
 - a. Ensure any outstanding fees are paid
 - b. Ensure the student is fully aware of all issues relating the transferring of providers.
 - c. Check student records to ensure the student is not trying to avoid being reported to the appropriate government agency(s) due to lack of course progress or poor attendance records.
9. Once the above points have been addressed by the Student Support Manager, a 'Letter of Release' (Appendix B) will be granted at no charge to the student. The student will also be advised of the need to contact DIBP 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.
10. The Student Support Manager must report the student's termination of studies to the appropriate government agency(s) via PRISMS
11. Where the transfer is not in the best interest of the student, the request to transfer to another RTO will be refused. Reasons for refusal may include but are not limited to:
 - The request is within six months of commencement of the principal program with OIC
 - OIC does not agree that the transfer is in the students best interest or academic capabilities,
 - The student does not have a valid Letter of Offer from the receiving provider,
 - The student has Financial difficulties or Outstanding Payments for OIC services,
 - Where OIC believes the student is avoiding being reported to DIBP for not meeting the obligations of the student contract or course requirements
 - Provider is not a CRICOS registered provider
 - The welfare of the student may be compromised
12. This decision of the appropriateness of the transfer will be made by the Student Support Manager and shall be given to the student in writing. (Appendix C)
13. The above process should not take more than 10 working days once the student has provided the necessary documentation. All requests will be assessed individually, taking into account the circumstances of the student and if the transfer will be in the best interest of the student.
14. If student feel that they have reasonable grounds for transfer and wish to appeal the decision, they must contact Orange International College in writing within 20 days outlining your circumstances. This process is outlined in the attached 'Complaints & Appeals Policy and Procedure' and further information on this process / decision can be gained from the International Student Support Officers.
15. If no response is received within 20 working days Orange International College will close the application and student is required to continue with your studies in line with the originals enrolment conditions.
16. All requests, considerations, decisions and copies of letters of release will 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.

Student transfer request assessment flowchart

