

Assessing Student Transfer Requests Policy & Procedure

Policy

The following policy and procedure ensure that Dalton College processes request for students to transfer from or to other training providers in accordance with 'Standard 7 – Transfer between registered providers' of the 'National Code of Practice for Registration Authorities & Providers of Education & Training to Overseas Students 2007'.

The RTO is restricted from enrolling transferring students prior to a student completing 6 months of their principal course of study. This means Dalton College is unable to knowingly enrol a student transferring to Dalton College, who has not completed at least 6 months of their initial principal course without meeting specified criteria outlined in the ESOS National Code.

This policy details the procedures for assessing applications to transfer within this 6-month period.

The procedures outlined below will 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.

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.'

Related National Standards for Registered CRICOS Providers

- 7.1 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.
- 7.2 The registered provider must have and implement its documented student transfer request assessment policy and procedure, which is available to staff and students. The policy must specify:
- the circumstances in which a transfer will be granted

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- b) the circumstances the registered provider considers as providing reasonable grounds for refusing the student's request, including when a transfer can be considered detrimental to the student; and
 - c) a reasonable timeframe for assessing and replying to the student's transfer request having regard to the restricted period.
- 7.3 The registered provider must grant a letter of release only where the student has:
- d) provided a letter from another registered provider confirming that a valid enrolment offer has been made; and
 - e) where the student is under 18
 - i. the registered provider has written confirmation that the student's parent or legal guardian supports the transfer; and
 - ii. where the student is not being cared for in Australia by a parent or suitable nominated relative, the valid enrolment offer also confirms that the registered provider will accept that responsibility for approving the student's accommodation, support and general welfare arrangements as per Standard 5 (younger students).
- 7.4 A letter of release, if granted, must be issued at no cost to the student and must advise the student of the need to contact DIBP to seek advice on whether a new student visa is required.
- 7.5 Where the registered provider does not grant a letter of release, the student must be provided with written reasons for refusing the request and must be informed of his or her right to appeal the registered provider's decision in accordance with Standard 8 (Complaints and appeals).
- 7.6 The registered provider must maintain records of all requests from students for a letter of release and the assessment of, and decision regarding, the request on the student's file.

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.

Requests to transfer to Dalton College from another Training Provider

The following procedure is relevant to any student who applies for a course within Dalton College and is currently studying onshore with another registered provider.

For this procedure to be completed the applicant must provide a copy of their passport (along

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with original passport to certify the copy) to look up PRISMS. Once this information is obtained the following steps are taken:

- i. Administration Manager accesses the student information via documents provided by student along with a copy of his/her passport. The current student visa can be verified by Visa Entitlement Verification Online(VEVO). They are to ascertain if the length of studies completed in their current Principal course of study is greater than 6 months.
- ii. If they have completed more than 6 months of their principal course of study, the application process proceeds as for all off-shore students.
- iii. 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.
- iv. To support the application for letter of release at another provider, student 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.
- v. 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 fees to be paid to the prior institution or other 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.

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.

Requests to transfer from Dalton College to another Training Provider

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 at Dalton College.

- i. Students make a written request (must be in person with submission of Cancellation of Enrolment Form) to Administration Manager to transfer to another provider. The only reasons a 'Release Letter' shall be issued is if:
 - Dalton College has cancelled/ceased to offer the students program (letter from RTO supplied)
 - Government considers the change to be in the students best interest, if they are a sponsored student (written confirmation from sponsor required)
 - Exceptional circumstances (documentation required to support circumstances or PR granted).

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- ii. The student is asked to provide a valid 'Offer Letter 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 Administration Manager will check the following points:
 - Ensure any outstanding fees are paid
 - 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 the appropriate government agency(s) due to lack of course progress or poor attendance records.
- iv. Once the above points have been addressed by the Administration Manager, a 'Letter of Release' 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.
- v. The Administration Manager reports the student's termination of studies to the appropriate government agency(s) via PRISMS.
- vi. 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:
 - Outstanding payment
 - New course outcome is not suitable to student situation
 - New course location is not suitable
 - Provider is not a CRICOS registered provider
 - The welfare of the student may be compromised
- vii. This decision of the appropriateness of the transfer will be made by the Administration Manager and shall be given to the student in writing.
- viii. The above process should not take more than 5 working days once the student has provided the necessary documentation.
- ix. All requests, considerations, decisions and copies of letters of release to be placed on student's file.
- x. The approval of transfer of a student to another institution does not indicate the agreement to provide any refund.

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