Student Transfer Policy

1. PURPOSE

This policy outlines the procedure that NorthEd will employ to process student requests to transfer between registered providers in compliance with the Education for Overseas Students Act 2000 and the requirements under Standard 7 of the National Code of Practice 2007. The Victorian Training Guarantee Program funding contract 16.3

2. SCOPE

This policy applies only to overseas students studying on an international student visa.

POLICY

2.1 Transfers to NorthEd from another registered provider (Incoming Students)

The following procedure applies to students applying for a course with NorthEd and is currently studying on-shore with another registered provider.

NorthEd undertakes not to enrol students transferring from any other provider before the student has completed six months of his or her principle course of study, unless any of the following circumstances apply:

2.1.1 The provider the student is currently enrolled with has ceased to be registered or the course in which the student is enrolled has ceased to be registered
2.1.2 The provider the student is currently enrolled with has provided a written letter of release.
2.1.3 The original registered provider has had a sanction imposed on its registration by the Australian Government or state or territory government that does not allow the student to continue his or her principal course.
2.1.4 Any government sponsor of the student considers the change to be in the student’s best interest and has provided supporting documentation.

If any of the above conditions apply and the transfer can proceed the applicant must provide to NorthEd a copy of their Student Visa and appropriate student number. NorthEd will proceed with the following steps:

2.1.5 NorthEd will access the student information via PRISMS. NorthEd will establish if the time period of studies undertaken in their current Principle course of study is greater or less than 6 months, the course being undertaken and also their arrival date in Australia.
2.1.6 NorthEd will then attach a printed copy of the PRISMS record to be attached to the student application.
2.1.7 If NorthEd determines that the student has completed more than six months of study, the application process will proceed as for all off-shore students.
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.

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.

**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 off-shore 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 reactivate 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.

2.2 Transferring from NorthEd to another provider (Outgoing Students)

**The Process:**

1. The student will lodge an application in writing addressed to the Chief Executive Officer of NorthEd to request to transfer to another provider with valid enrolment offer from provider that student is intending to transfer and outlining reasons/grounds for transfer.
2. Date of receipt of application will be noted onto the written application and a receipt will be provided to the applicant.
3. The application will be assessed by the Manager of Operations in line with points at 3.2.1 and 3.2.2 and 3.3
4. The assessment of the application will be recorded and monitored onto Appendix C - Student request for transfer assessment record document
5. Student will be notified in writing within 10 days of receipt of application of the outcome of the assessment process. If the transfer is granted the letter will be accompanied by a letter of release and this will be done at no cost to the student. (Appendix B & H). If the transfer is not granted the student will be advised in writing as per Appendix D. This letter includes a statement that they have the right to access the complaints and appeals process. Appendix H also informs the student that NorthEd is no longer the principle provider for their principle course as identified within their student VISA and that they will notify the Department of Education, Science and Training (DEST) / the Department of Immigration and Citizenship (DIAC) of this change by terminating the their Certificate of Enrolment via PRISMS.

2.2.1 Transfer within the first six months of a student's principal course of study:

The National Code of Practice 2007 states that if a student wishes to request a transfer to another provider, the request must be in writing addressed to the CEO, NorthEd, outlining the reasons for the request. NorthEd will support the interests of the students and will ensure that any request to transfer to another provider will take into consideration the circumstances of each student. Where the following can be demonstrated, NorthEd will provide a letter of release:
3.2.1.1 The student requires support that is not available through NorthEd but is offered by another provider, in which case, the student must provide such evidence.

3.2.1.2 Evidence is provided by the student that his or her expectations of the course are not being met.

3.2.1.3 The student can provide evidence that their physical health, mental health or safety is at risk by continuing their studies at NorthEd. The student would need to demonstrate that their condition would improve if a transfer was granted.

3.2.1.4 The student is unable to handle with the learning program offered by NorthEd.

3.2.1.5 The student requests a transfer as he or she is required to move interstate.

3.2.1.6 The program being undertaken by the student is not in accordance with the program the student has enrolled in.

3.2.1.7 The student can provide evidence that he or she was misguided by NorthEd, or its agent, regarding NorthEd and its courses, which constitutes a breach of the ESOS Act.

3.2.1.8 Where the student has appealed, resulting in the student wishing to request a transfer.

3.2.1.9 Compassionate circumstances, documented and supplied with supporting evidence, requiring a transfer to another provider.

NorthEd will consider all requests provided:

3.2.1.10 All international students must request for a transfer in writing and give details regarding their request.

3.2.1.11 Students must attach a valid letter of offer from another provider.

3.2.1.12 Where a student is under 18 years of age, written evidence must be provided showing the student’s legal guardian or parent support for the transfer and if appropriate, written confirmation that the new provider will accept responsibility for providing the student with accommodation, support and general welfare.

3.2.2 Transfer prior to the student commencing study:

Requests for a transfer to another provider by a student, prior to them commencing their study with NorthEd will only be considered where the student can provide written evidence of compassionate circumstances such as:

3.2.2.1 A student is unable to attend classes due to serious injury or illness and has a valid medical certificate.

3.2.2.2 Bereavement of close family member e.g. parents/grandparents.

3.2.2.3 A natural disaster or emergency in the student’s home country requiring urgent travel.

3.2.2.4 A traumatic incident such as witness or victim to a crime or accident (supported by police report).

3.2.2.5 Inability of student to study due to NorthEd not offering the prescribed unit.
3.2.2.6 Delay in receiving a student visa resulting in inability to commence study on prescribed date

3.2.3 All applications for the transfer prior to the student commencing study must be made in writing (including supporting evidence) to the CEO, NorthEd

3.3 Conditions where a transfer will not be approved

3.3.1 The student has had a change of mind on the course they wish to study and has not been in discussion with NorthEd councillors

3.3.2 NorthEd does not believe that a transfer will be in the students best interest

3.3.3 Where the student has not accessed NorthEd’s support services

3.3.4 Where NorthEd believes that a transfer will be detrimental to the student such as jeopardising the students ability to reach the desired outcomes

3.4 A letter of release is NOT required if prior to or in the first six months:

3.4.1 NorthEd does not meet the conditions of the letter of offer, the course of study does not commence and NorthEd cannot offer an alternative course of study

3.4.2 Where the student is sponsored by their home government, and the sponsor has written to NorthEd requesting the transfer

3.4.3 NorthEd has cancelled the study course advised in the Confirmation of Enrolment and cannot offer a substitute program

3.4.4 The student wishes to return to their home country and discontinue their studies. In this case, the student is required to discuss their concerns with the student counsellor.

3.5 Time period for applications for transfer to be processed:

3.5.1 All students will be notified in writing within 10 working days, the result of their request (Incoming and Outgoing)

3.5.2 Where NorthEd has not approved a request for a transfer, NorthEd must provide the student with written reasons why the request was not granted. In such cases, the student will be advised of their right to appeal the decision in accordance with the International appeals process.

3.5.3 Letters of release will be provided to the student at no cost and will also advise the student to consult with the Department of Immigration and Citizenship

3.6 Transfer from NorthEd to the new Provider

NorthEd will provide, to the new Provider, provided that the student has completed six months of study in their principal program:

3.6.1 Fees paid to NorthEd by the transferring student
3.6.2 A progress report on programs studied and time period spent with NorthEd.

3.7 Records of Student Transfers

NorthEd will ensure that all records relating to student transfer are maintained by the RTO. This includes all applications and resulting paperwork and letters that may be sent to the student providing information on the outcome of an application.