

# Transfer of Students between Providers Policy and Procedure



## 1. Purpose

The purpose of this policy is to ensure that the Ultimate Institute of Australia complies with the requirements of Standard 7 of the National Code 2007 for transfer of international students between registered providers.

## 2. Related Standard

Standard 7 (The National Code 2007)

## 3. Scope

This policy applies to transfer of students between providers at Ultimate Institute of Australia.

## 4. Responsibility

The Administration Manager and Training Manager are responsible for the implementation of this policy and to ensure that the staff are aware of its application and procedures.

## 5. Policy

Ultimate Institute will not knowingly enrol a student transferring to Ultimate Institute, who has not completed at least 6 calendar months of their principal course without meeting specified criteria outlined in the ESOS Standards.

This policy details the procedure for assessing applications to transfer within this period. The procedure outlined below will ensure that it does not enrol any transferring international student prior to 6 months of their principal course being completed unless that student has a valid letter of release agreeing to such a transfer and the procedure listed below will be implemented.

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

In accordance with Standard 7 of the National Code 2007, and recognising student's right to exercise freedom of choice as consumers, as a principle, Ultimate Institute will grant a student's request to transfer to another provider, where it will not be of detriment to the student.

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

## 6. 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

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assess the applications to transfer education providers and conclude an outcome based on the following procedure:

## ***Incoming students***

The following procedure is relevant to any student who applies for a course at Ultimate Institute and is currently studying on-shore with another registered provider.

For this procedure to be completed the applicant must provide a copy of their Student Visa and appropriate student number (for look up in PRISMS). Once this information is obtained the following steps are taken:

- i. Administration 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.
- ii. In completing this process, they would print a copy of the PRISMS record and attach to the student application.
- iii. If they have completed more than 6 months of their principal course of study, the application process proceeds as for all off-shore students.
- iv. 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.
- v. 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 in the student's best interest 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 is 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.
- viii. Note that in the very rare circumstances where the original registered provider or course has ceased to be registered, sanctions have been placed on the original registered provider by the Australian government or state or territory government which does not allow the student to continue with the 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, no letter of release is required. Evidence of this occurrence would need to be placed in the student file.

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## *Outgoing students*

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.

- i. Students make a written request (e-mail is satisfactory) using Transfer of Provider Request Form to the Administration Manager to transfer to another provider.
- ii. 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.
- iii. The only reasons a 'Release Letter' shall be issued is if:
  - Ultimate Institute or the course in which the student is enrolled has ceased to be registered (letter from Ultimate Institute supplied)
  - Ultimate institute 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
  - Any government sponsor considers the change to be in the student's best interest, if they are a sponsored student (written confirmation from sponsor is required)
  - Exceptional circumstances (documentation required to support circumstances and a letter of offer from another provider is required)
- iv. 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
  - Is the transfer detrimental to the student?
- v. Once the above points have been addressed by the Administration Manager, a 'Letter of Release' (Appendix B) will be granted at no cost 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. Evidence of this occurrence would need to be placed in the student file. Any issues will be reported to the CEO
- vi. The Administration Manager must report the student's termination of studies to the appropriate government agency(s) via PRISMS
- vii. Where the transfer is not in the best interest of the student, the request to transfer to another registered provider will be refused. Reasons for refusal may include but are not limited to:
  - 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
  - The transfer may jeopardise the student's progression through a package of courses

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- The institute has reasons to believe the student is trying to avoid being reported to the appropriate government agency(s) due to lack of course progress or poor attendance records
- The student has outstanding disciplinary issues
- The reasons stated for the request to transfer have not been adequate
- The transfer does not appear to be for the purpose of an educational or career oriented benefit

- viii. This decision of the appropriateness of the transfer will be made by the Training Manager and shall be given to the student in writing. (Appendix C). Evidence of this occurrence would need to be placed in the student file
- ix. The above process should not take more than 10 working days once the student has provided the necessary documentation
- x. Students can appeal the decision not to grant letter of release by lodging an appeal in writing within 20 working days to Student Administration outlining their reasons and circumstances. This process is outlined in the attached 'Complaints and Appeals Policy and Procedure'
- xi. All requests, considerations, decisions and copies of letters of release should be placed on student's file
- xii. 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

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Revision	Date	Description of modifications
1 1.0	June 2015	Policy created and approved
2 1.1	August 2016	Updated
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