



ESOS Standard 7

Transfer between Registered Providers Policy, Procedure and Checklist

Purpose

If a student requests a transfer between registered training providers within the first 6 months of their principal course of study, AITI will assess these requests on an individual case by case basis in accordance with our student transfer policy and procedures.

A student has right to transfer after a 6-month period if they have/can provide a copy of a new enrolment offer from another provider.

This policy applies to all AITI's international students.

Definition

Six Months refers to a period of six months. This means completion of six calendar months of the principal course of study from the date that the student commences the course. The start date for calculating the period is when the student starts the course.

Principal course in AITI's packaged courses refers to the last course of the packaged courses.

Policy

1. Accepting a transferred student

1.1 AITI, as the receiving registered provider, will not knowingly enrol any student wishing to transfer from another registered training provider prior to completing six months of his or her principal course of study except in the following circumstances:

- 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.

1.2 AITI will not actively recruit a student before the student has completed six months of his or her principal course. These restrictions also apply to any courses undertaken before the principal course. A student must remain with his or her provider for all of his or her courses before the principal course unless any of 1.1 circumstances applies.

2. Transferring a student to another registered provider

AITI, as the original registered provider, will assess on an individual basis whether to grant an applicant a "Letter of release" in accordance with the following policy:



Applications for transfer from a student must:

- Complete Change of Provider form with signature
- Provide details about the individual student's circumstances;
- Provide a valid enrolment offer issued by another registered education provider.

A letter of release will be refused in the following circumstances:

- The transfer request may be considered detrimental to the student's progressions through a package of courses;
- The intended course will not provide adequate preparation for further study, nor be recognized as meeting the entry requirements and therefore the transfer would be detrimental to the student's further study;
- AITI forms the view that the transfer request is for the purpose to avoid being reported to the DIAC for failure to meet AITI's academic progress requirements

Examples of reasons why a request for transfer would not be approved on compelling or compassionate grounds are:

- Change to a new course for lower fees.
- Change to another education provider to do the same course as AITI offers
- Seeking a lower qualification

A letter of release will only be granted in the following circumstances:

- The reasons for transfer are compelling and compassionate;
- A valid enrolment offer from another registered provider is provided to AITI;
- A completed Change of Provider Form is submitted, detailing the reasons and benefits to the student of enrolling in the course delivered by another registered provider;
- A transfer cannot be considered detrimental to the student.

Examples of compelling or compassionate circumstances may include:

- The new course better meets the student's study capabilities and better meets the long term goals of the student
- Other compassionate circumstances as evidenced by a letter from a qualified counsel or psychologist.

Timeframe for assessing the transfer request from a student

Upon receipt of the complete application, AITI must consider the request within 14 working days. This period may be extended if the applicant fails to provide all the relevant information/documentation, in such instances AITI will advise the student of the additional information/documentation required to make the decision.

Where a 'Letter of release' is granted, it will be at no cost to the student. AITI will advise the student of the need to contact the local DIAC office, call 131 881 or visit www.immi.gov.au to seek advice on whether a new student visa is required.

Where AITI refuses to grant a Letter of Release, the student will be advised of the decision in writing which details the reasons for refusing the request. The student will also be informed of his/her right to appeal the decision in accordance with AITI's Complaints and Appeals Policy and Procedures.



Procedures

Accepting a transferred student

To formally accepting a student transferred from another registered provider within 6 months of their principal courses, the following process must be adhered:

Marketing Department:

1. The prospective students are encouraged to provide authentic information, such as their current enrolment status of study.
2. AITI's Recruitment Officers will check the student's enrolment status according to their visa;
3. AITI's Recruitment Officers will inform the student that their application will not be processed unless a release letter is provided with their application if they have not completed their first six months principal courses with their original registered provider;
4. Only if the release letter is provided confirming that the student is free to transfer, the student's application will be further processed in accordance with normal enrolment procedures.

Admission Department:

1. Check the release letter
 - The release letter must be issued by the school the student currently enrolling
 - The release letter must include the student's name and student ID number of the student
 - Any other form of letter cannot be taken as release letter, eg. Withdrawal approval letter
2. If a CoE is requested to be issued for a student who has not completed the first six months of his or her principal course, PRISMS will ask the provider one or more questions:
 - *Does the student require a letter of release?* [Answer: Yes or No]
The answer will be 'Yes' unless the circumstances listed in Standard 1.1 have occurred.
 - ✓ If the answer is 'No', the response is recorded and you will be allowed to continue with creating the CoE.
 - ✓ If the answer is 'Yes' you will be asked the following question:
 - *Have you sighted the letter of release from the previous provider?* [Answer: Yes or No]
 - ✓ If the answer is 'Yes', the response will be recorded and you will be allowed to continue with creating the CoE.
 - ✓ If the answer is 'No', the provider will be shown the following warning:



- *It would appear that you may be in breach of the requirements in Standard 7 should you continue to create the CoE for this student. This information will be recorded. Do you wish to create the CoE?* [Answer: Yes or No]
- ✓ If you answers ‘Yes’, you will be required to enter reasons for doing so (in the mandatory comments field).
 - ✓ If the provider answers ‘No’, the CoE approval process will be cancelled.
3. Archive release letter and issued CoE to the student’s file.

Transferring a student to another registered provider

The transfer request from the international students who have been granted a Confirmation of Enrolment (COE) and wish to transfer to another registered provider prior to the completion of the first six months of their principal course of study should abide by the following process:

1. The student should complete *Change of Provider Form* and hand it in with *valid enrolment offer* issued by another registered education provider to Admission Officer.
2. The student also needs to provide evidence/documentation to support his/her claim of compelling or compassionate circumstance when handing the form in.
3. The application will be assessed within 14 days and the student will be contacted to attend an interview with the Admission Officer on campus if needed.
4. The student will be informed in writing of the outcome and either a “Letter of Release” or a “Letter of Refusal” will be sent to the student. A “Letter of Release” and a “Letter of Refusal” are issued at no cost to the student.
5. If the request is successful, the student will be informed that AITI has approved the request and the student’s course variation will be done on PRISMS and DIAC will be informed via the “Student Left Provider (Transferred to a course at another provider)” criteria. The student will be advised that they will need to contact DIAC to seek advice about their visa status. Admission Officer shall fill in Form ESOS 7-3 Student Release Record.
6. If the request is unsuccessful, the student will be informed of the reasons for this decision and informed that they can appeal the decision in writing in accordance with AITI’s complaints and appeals policy and procedures.
7. All relevant documentation will be filed in the students file. Admission Officer will complete Student transferring to another provider form on AITI’s intranet.

Checklist to be added to student file

- Complete *Change of Provider Form and supplementary documents incl. a valid enrolment offer*
- A copy of *Student Release Letter*
- A copy of the updated *CoE*
- *Approval Letter/Refusal Letter*