



POLICY: TRANSFER BETWEEN REGISTERED PROVIDERS

POLICY NUMBER:	ADM020	VERSION:	6.6
DATE ADOPTED:	19 March 2012	DATE LAST REVIEWED:	06 November 2019
DATE OF NEXT REVIEW:	06 November 2021	REVIEW FREQUENCY:	Two years
AUTHORISED BY:	Chief Executive Officer	REVIEWED BY:	Chief Executive Officer
RESPONSIBLE FOR REVIEW:	Chief Executive Officer, Academic Dean		
REVIEW PROCESS:	Chief Executive Officer, Academic Dean		
DOCUMENT MANAGEMENT:	U:/Policies and Procedures		
COMMUNICATION	All relevant staff will be automatically notified by email when the reviewed policy has been authorized		
Policy context: This policy relates to:			
HE STANDARDS FRAMEWORK 2015			
ESOS	National Code 2018 Standard 7		
RTO STANDARDS 2015			
LEGISLATION OR OTHER REQUIREMENTS	Tertiary Education Quality and Standards Agency Act 2011 The Education Services for Overseas Students (ESOS) Act 2000 National Code of Practice for Providers of Education and Training to Overseas Students 2018		
OTHER POLICIES	Refund Policy Deferral or Withdrawal Policy Complaints & Appeals Policy Fees and Payments Policy Credit Transfer Policy		



FORMS AND OTHER DOCUMENTS	Transfer of Provider Form Deferment, Suspension and cancellation policy
KEY WORDS (META DATA)	ESOS, DHA, Letter of Offer
DEFINITIONS	The Institute – International Institute of Business and Technology (IIBT). DHA – Department of Home and Affairs
EVIDENCE	

Policy Information:

POLICY	IIBT is committed to assessing requests from students for a transfer between registered providers prior to the student completing six months of his or her principal course of study in accordance with its documented procedures.
SCOPE	This policy applies to all students enrolled at IIBT who possess a student visa to study in Australia.
PROCEDURES	<p>Transfer Student Enrolment</p> <p>The enrolling staff member will not knowingly enrol a student seeking to transfer from another provider’s course who has not completed six months of their principal course.</p> <p>Course Enrolment Transfer from another Provider</p> <p>On receipt of an application for transfer of enrolment, the enrolling staff member will:</p> <p>Ensure that the student has completed at least six months of his or her principal course of study <u>unless</u>;</p> <ul style="list-style-type: none"> • The releasing registered provider has ceased to be registered or the course the student is enrolled in has ceased to be registered • The releasing registered provider has agreed to the student’s release and recorded the date of effect and the reason for release on PRISMS • The releasing registered provider has had a sanction imposed on its registration by the ESOS agency that prevents the student from continuing his or her course at that registered provider • 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



Course Enrolment Transfer to Another Provider

When a student requests a transfer of their enrolment to another registered provider, the enrolling staff member will:

- Provide the student with advice on IIBT procedures for applying for course transfer, including the need to formalise the request in writing, stating the reasons for which they desire to transfer their course enrolment to another provider. A verbal request for transfer is not acceptable and will not be considered by IIBT.
- Advise students that incomplete applications without supporting documentary evidence will not be accepted
- Advise the student that requests to transfer will not be considered unless all outstanding fees are up to date
- Advise the student that their request may take as long as, but will not extend past a 7-day assessment period, as long as a full and complete application is submitted.
- Advise the student that they need to remain enrolled in their IIBT course until the application for release has been considered and the outcome made known
- Assess an application for release only after the student has provided a letter indicating a valid enrolment offer from another registered provider.
- In the case of a student under the age of 18 years of age, only grant a release where the student's parent or legal guardians have confirmed in writing their support for the transfer or, in the case where the welfare of the student is supervised by the registered provider, the Overseas Student Contact Officer will also be required to provide support for the transfer. A valid offer of enrolment from the new course provider must also confirm their acceptance of the welfare responsibilities of the student.
- Provide a release letter at no charge to the student, informing the student that they should contact DHA for further information concerning their student visa requirements.
- Where a transfer is considered detrimental to the student's academic progress, refuse an application for transfer.
- Where a transfer has been refused, provide a release refusal letter with written reasons outlining the reasons why the student's request for transfer has been refused.
- Provide advice about IIBT complaints and appeals process which can be accessed within a twenty-day period should a release refusal letter be issued.
- Should a refusal letter be issued, the refusal status must not be



recorded in PRISMS until an appeal finds in favour of the registered provider or the student has chosen not to access the complaints and appeals process within the 20-working day period or the student withdraws from the process

- Ensure that all decisions related to an application for release are recorded in PRISMS within the required timeframe
- Ensure that all records associated with a transfer application are filed within IIBT student records system and retained for two years after the overseas student ceases to be an accepted student

Transfer Approval

Circumstances in which IIBT will grant transfer approval are:

- The student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with IIBT's intervention strategy to assist the student
- There is evidence of compassionate and compelling circumstances
- IIBT fails to deliver the course as outlined in the written agreement
- There is evidence that the student's reasonable expectations about their current course are not being met
- There is evidence that the student was misled by IIBT or an education or migration agent regarding the provider or its course and the course is therefore unsuitable to their needs and/or study objectives
- An appeal (internal or external) on another matter results in a decision or recommendation to release the student
- The student is enrolled in an IIBT course that ceases to be registered or has had a sanction imposed by regulatory authorities that prevents IIBT from continuing to offer it
- Students under Streamlined Visa Processing (SVP) arrangements: a letter from another registered provider, confirming that a valid enrolment offer from another SVP provider for an eligible course or package of courses has been made, is supplied to IIBT and the college believes that the student is genuinely intending to study with that provider

Students not under SVP arrangements: a letter from another registered provider offering a course that IIBT considers the student genuinely wants to study in line with his or her academic and professional goals

Transfer Request Refusal

IIBT considers the following circumstances reasonable grounds for refusing



the student's request for transfer prior to completing the first six months of the Principal Course of Study:

- The student's progression through a package of courses may be put at risk or the transfer could be detrimental to the student
- The student claims difficulty with course content but has not sought assistance from IIBT Student Advisors
- The student has been identified as a Student at Risk and was asked to access our support programs which the student did not attend and/or did not make any effort to engage with through active effort and participation
- The student does not have a valid enrolment offer from another registered (CRICOS) provider;
- The course which the student is intending to enrol in with the other provider is similar to, or the same as, the course in which the student is currently enrolled at IIBT
- The student is experiencing homestay or other accommodation problems, including distance of their residence to the IIBT campus
- The student is experiencing course schedule conflict with personal, work, or other non-study commitments
- The student is having difficulty adjusting to their new environment in Australia or wishes to live elsewhere e.g. interstate, except where compassionate or compelling circumstances apply for which evidence has been provided
- Where a student has obtained a visa under SVP processing, a release will not usually be granted if a student is downgrading the visa subclass e.g. moving from a Visa subclass 573 to visa subclass 572, except for when there are compelling or compassionate reasons for which evidence has been provided
- Lack of understanding of the IIBT Transfer/Withdrawal and Refund policies
- Choosing a new provider/course because they have lower fees or to be with friends
- The student changes his/her mind
- The student has been warned for non-attendance
- The student has a tuition fee or other debt to IIBT
- IIBT believes that the course detailed in the letter of offer for the other provider will not provide adequate preparation for further study – e.g. the other provider's course does not articulate into the Principal Course.



Credit Transfer

Students transferring will be eligible for credit achieved at IIBT

END OF DOCUMENT
