



TRANSFER BETWEEN PROVIDERS

Standards for RTOs 2015 and ESOS ACT

Please note as the wheels of Australian Government changes - reference to names of Government) may also change. This may not be reflected at the time in this document.

CONTENTS

transfer between providers 1

Policy Definition..... 3

Student transferring to InTech from another registered provider 3

Circumstances for which approval for transfer to another registered provider will be granted 4

Circumstances in which a release letter will be granted include: 4

Circumstances for which approval for transfer to another registered provider will not be granted 4

Processing a letter of release 5

Refunds 5

Release of Students Under 18 years 6

Timelines..... 6

Evidence to be provided:..... 6

POLICY DEFINITION

This policy state the circumstance under which the InTech Institute of Technology will allow both the enrolment of transferring international students and the release of international students from college to another provider.

Under the National code 2007 in standard 7 the college is restricted from enrolling transferring students within the six months from the commencement for the student's principal program, excepted in limited circumstances.

This policy supports the intent of the standard and outlines the circumstances under which the InTech will permit the transfer by international students to another provider and the process by which each student's request will be assessed. This policy outlines the circumstances in which InTech will permit the enrolment of the transferring students from another provider.

STUDENT TRANSFERRING TO INTECH FROM ANOTHER REGISTERED PROVIDER

InTech is restricted from enrolling students requesting to transfer from another registered provider within six months of commencement of their principal course, except in the following circumstances:

1. The original registered provider has ceased to be registered or the course in which the student was enrolled has ceased to be registered;
2. The original registered provider has provided a written letter of release;
3. The original registered provider has had a sanction imposed on its registration by the Australian Government or State or Territory Government which prevents the student from continuing his or her principal course; or
4. A Government sponsor of the student considers the change to be in the student's best interest and has provided a written recommendation for that change.

In relation to an overseas student who has been enrolled in another provider in a relevant course-but did not complete the relevant course, InTech will not admit the student to a InTech course unless InTech is given a letter of release about the student for the relevant course.

In relation to an overseas student who has previously completed the relevant course, InTech will not admit the student to a course unless it is satisfied that the student demonstrated a commitment to studies during the course, had a good attendance records for the course and paid all fees for the course.

Letter of release means a letter from the provider of a relevant course about a student that provides information about whether or not the student-

1. demonstrated a commitment to the student's studies during the course; and
2. had a good attendance record for the course; and
3. paid all fees for the course.

CIRCUMSTANCES FOR WHICH APPROVAL FOR TRANSFER TO ANOTHER REGISTERED PROVIDER WILL BE GRANTED

InTech supports the intent of the standard 7 of the National Code 2007 which recognises overseas students as consumers and supports them in exercising choice, whilst acknowledging that they may also be a group that requires support to transition to study in Australia. In all instances, an application to transfer to another registered provider will be assessed enabling the individual circumstances of the student to be considered in order to determine if the transfer will be in the best interest of the student.

CIRCUMSTANCES IN WHICH A RELEASE LETTER WILL BE GRANTED INCLUDE:

1. Any of the circumstances contained in 1, 3, or 4 above are applied to InTech;
2. The course the student wishes to transfer to better meets the aptitude or study capabilities of the student;
3. Compassionate or compelling personal or academic circumstances, with relevant supporting documents;

A student with a packaged course will also need to apply for a release letter from another principal provider of the course.

CIRCUMSTANCES FOR WHICH APPROVAL FOR TRANSFER TO ANOTHER REGISTERED PROVIDER WILL NOT BE GRANTED

InTech will not issue a letter of release in any of the following circumstances;

1. When the transfer is considered detrimental to the student such as, the transfer may jeopardise the students progression through a package of courses or, the student has recently started studying the course and the full range of support services are yet to be provided or offered to the student;
2. The application does not have a valid enrolment offer from a CRICOS registered receiving provider;
3. If InTech forms the view that the student is trying to avoid being reported to the Department of Home Affairs for failure to meet the attendance or satisfactory course progress requirements, as defined by the InTech Course Progress Policy;
4. The student is under 18 and there is no written evidence that the parent or legal guardian supports the transfer; or if the student is not being cared for in Australia by a parent or suitable nominated relative, there is no written confirmation that the new provider will accept responsibility for approving a student's accommodation, support and general welfare arrangements.
5. If the intended course will not provide adequate preparation for further study, nor be recognised by higher education or VET providers as meeting their entry requirements and the transfer would be detrimental to the student's future study plans.

PROCESSING A LETTER OF RELEASE

All enabling circumstances will be taken into consideration when assessing an application and an outcome will be advised in writing within 10 working days from the receipt of the application.

If approved, a letter of release will be issued at no charge with advice to contact the Department of Home Affairs to seek advice on whether a new visa is required.

InTech will only assess an application for a letter of release if the following are provided:

- A valid enrolment offer from another CRICOS registered provider;
- A completed Application for Release Letter International Students form;
- Where the Student is under 18, the student's parent or legal guardian supports the transfer or, if the student is not being cared for in Australia by a parent or legal guardian, the valid letter of offer confirms that the registered provider will accept responsibility for approving the student's accommodation, support and general welfare arrangements.

Where an application for a letter of release has been denied, written reasons refusing the request will be provided to the student. Advice will also be given to students of their eligibility to access the InTech complaints and appeals process within ten working days.

If the letter of release is given, then it is granted at no extra cost and students are advised that they need to contact DIBP to seek advice on whether a new student visa is required

REFUNDS

If a student has been issued with a letter of release, he or she is subject to the conditions of the InTech Refund's Policy.

InTech maintains 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.

This policy applies to both commencing and extending students.

The word "Course" refers to the whole period for which the Confirmation of Enrolment or letter of offer is issued. All requests for a refund must be submitted on the appropriate application form, to the College Administration Office. If the student is unable to access the refund form the refund request should be made in writing and emailed, faxed or posted to the College Administration Office.

The request must be accompanied by official documentary evidence of the grounds for the request and an appointment must be made with Accounts Officer. Refunds will only be paid to the applicant in the same currency in which the fees were paid.

The College is required to notify the Department of Home Affairs, if an applicant cancels their course or transfers to another institution in the case of international student. The refund will only be made in the name of the person who paid the student fees unless the student gives a written direction to the provider to pay the refund to someone else. Refunds are made in accordance with the policy below and full refunds of amounts owed to the students will be made within 28 days.

RELEASE OF STUDENTS UNDER 18 YEARS

In the case of a student under the age of 18 years of age, only grant a letter of release where the students 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. Valid enrolment from the new course provider will also confirm their acceptance of the welfare responsibilities of the student.

Issue a letter of release at no charge to the student informing the student that they should contact Dept of Home Affairs for further information concerning their student visa requirements.

Provide advice of INTECHs complaints and appeals process should a release refusal letter be issued.

Ensure that all records associated with a transfer application are filed within INTECHs student records system or hard copies kept in the students file

TIMELINES

If InTech grants your application for a release, you will be:
advised to contact the Department of Home Affairs to:
seek advice about student visa requirements;
sent a withdrawal form from the studies/course/subjects; and
Advised about the extent of your entitlement (if any) to a refund of tuition fees under InTech Refund Policy.

If InTech refuses your application for a release, you will be:
provided with written reasons for the refusal; and

that the student will be given 20 days to access the InTech complaints and appeals process. When the appeals process is initiated, InTech will maintain the students enrolment until the appeals process is complete. Refer to the InTech Complaint and Appeals Policy for further details.

EVIDENCE TO BE PROVIDED:

- letter of release if required
- copies of any related documents as to the students cancellation of their enrolment at another
- college, other provider sanction notices via DET
- Letters of release refused and documented notes
- evidence that the provider's transfer policy and procedure is available to staff and students request from students for a letter of release, e.g. the provider's request for release form
- completed and signed by the students
- the assessment of the request, e.g. the provider's decision written on the request form
- a copy of the letter informing the student of the decision and reasons if the student's request

is refused

- if there is an appeal, evidence that the appeal was conducted in accordance with the provider's appeal processes outlined in Standard 8
- if the student is under 18, written confirmation that the student's parent or legal guardian supports the transfer
- if the student is under 18 and is not being cared for in Australia by a parent or suitable nominated relative, a valid enrolment offer confirming that the receiving provider will accept responsibility for approving the students accommodation, support and general welfare arrangements as per Standard 5; and
- a copy of a letter of release for any student it has enrolled before the student had completed six months of the principal course of study.