

TRANSFERRING BETWEEN PROVIDERS

Policy number: 14.15

Authorised by: Director, Trison Business College

Introduction date: 1/1/08

Last revision date: 15/3/10

Policy Statement

The purpose of this policy is to outline the conditions under which Trison Business College will consider a student request for a transfer between registered providers to address the requirements of the National Code 2007 Standard 7.

Policy Guidelines

Students seeking to transfer to Trison Business College from another registered provider

1. In accordance with the 2007 National Code, Trison Business College will not seek to enrol a student seeking to transfer from another registered provider's course prior to the student completing six months of their principal course of study except where:
 - 1.1. the original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered
 - 1.2. the original registered provider has provided a written letter of release
 - 1.3. 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
 - 1.4. 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.
2. Where international students seek to transfer to Trison Business College they must comply with Trison Business College's course requirements and the following procedure will be applied:
 - 2.1. Trison Business College receives an application from a student who is on-shore and currently undertaking study with another registered provider.
 - 2.2. The students' passport, including their study visa and the date the students arrived in Australia, is checked to determine if the student has completed 6 months of their principal course of study with the other registered provider.
 - 2.3. If the student has completed 6 months of study in their principal course of study, the application processes proceed as for all other on-shore international student applications; otherwise, they are required to provide a letter of release from the registered provider they are currently studying with.
 - 2.4. If the students are government sponsored students, they are required to provide written support from their sponsors agreeing to the change.
 - 2.5. Once a letter of release is received the application proceeds as for all other on-shore international student applications.
 - 2.6. If the student does not provide a letter of release, the application process will be put on hold. The student will be informed that they are unable to transfer at this time and

TRANSFERRING BETWEEN PROVIDERS

Policy number: 14.15

Authorised by: Director, Trison Business College

Introduction date: 1/1/08

Last revision date: 15/3/10

they can re-activate their application when they have completed 6 months in their principal course of study.

- 2.7. In the 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 does not allow the student to continue with the course, no letter of release is required.

Students seeking to transfer from Trison Business College to another registered provider

1. Students who wish to undertake a transfer of studies must provide a written request and outline the reasons for their transfer. Documentary evidence in support of the transfer must be attached to the application.

- 1.1. Circumstances in which Trison Business College will grant a transfer include, but are not limited to:

- Trison Business College is unable to continue to provide the program of study
- The student is required to move interstate
- The program of study is not consistent with the documented program requested on the student's application
- A sponsor of the student considers the change to be in the student's best interest and has provided written, authorised support for that change.
- A student has a valid enrolment offer from the receiving provider, and if the student is an under 18 student, there is written evidence that the student's parent or legal guardian supports the transfer and written confirmation that the new provider will accept responsibility for approving a student's accommodation, support and general welfare arrangements as per Standard 5 of the National Code 2007.

If an application for transfer is approved, Trison Business College will provide a letter of release to a student at no cost and advise the student of the need to contact DIAC to seek advice on whether a new student visa is required.

- 1.2. Circumstances in which Trison Business College will not grant a transfer include, but are not limited to:

- The student has not completed six months of the principal course of study
- The student has been warned for non-attendance
- The student has a change of mind
- The student requesting a transfer does not have a clear understanding of what the transfer represents in terms of their study options
- The student has not made an attempt to discuss the reasons for seeking a transfer with the Director

TRANSFERRING BETWEEN PROVIDERS

Policy number: 14.15

Authorised by: Director, Trison Business College

Introduction date: 1/1/08

Last revision date: 15/3/10

- The student has outstanding course fees owing to Trison Business College
- The student is experiencing accommodation problems
- The student is experiencing difficulties with personal, work, or other non-study commitments
- The student is experiencing difficulties adjusting, or is home sick, after moving to Australia
- It is suspected that the student is seeking to transfer to another registered provider only to avoid being reported to DEEWR for failure to meet academic progress requirements.

In the circumstance that Trison Business College does not grant a letter of release, the student will be provided with the reasons for refusing the request in writing and informed of their right to appeal the decision through Policy 14.23 *Complaints or Grievances* or Policy 14.24 *Appeals Process*.

2. Where international students seek to transfer to another registered provider, the following procedure will be applied:
 - 2.1. The student will provide a written request that they wish to transfer to another registered provider. The Director will make an appointment to meet with the student to discuss their request.
 - 2.2. The Director will check the financial status of the student to determine if there are fees owing or if the student is entitled to a refund under Policy 14.09 *Refund of International Student Fees*. The Director will advise the student if there are any fees owing and discuss how payment will be settled or, if a refund is due, how much will be refunded and when.
 - 2.3. If the Director agrees to the student application, the student will be advised in writing within 7 working days that a letter of release is available from reception and advise them of the need to contact DIAC to seek advice on whether a new visa is required. The letter of release will be provided to the student at no charge.
 - 2.4. If the Director denies the student application, the student will be provided with reasons for refusing the request in writing within 7 working days and will be informed of their right to appeal the decision through Policy 14.23 *Complaints or Grievances* or Policy 14.24 *Appeals Process*.
 - 2.5. The request for transfer to another registered provider, a copy of the letter of offer from the other registered provider, a copy of the written advice to the student of the decision and, if granted, a copy of the letter of release will be placed on the student file.
 - 2.6. The Director will advise DEEWR/DIAC through PRISMS that the students have transferred to another registered provider.