

# SC32-I: Course Transfer Policy & Procedure

## Domestic and International Students

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### Purpose

The purpose of this policy is to ensure that SSB does not enrol transferring students prior to the student completing six months of their principal course of study except for the circumstances outlined in this Policy.

This policy also ensures that when a student wishes to transfer from SSB before completing six months of their principal course, SSB assesses this request according to this Course Transfer Policy and Procedure.

This ensures compliance with Standard 7 of the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007.

### Definitions

**DET** means Department of Education and Training

**DIBP** means Department of Immigration and Border Protection

**PRISMS** means Provider Registration and International Student Management System (PRISMS)

**Six months** means six calendar months from the date that the student commences their studies.

### Policy

1. SSB will not knowingly enrol a student wishing to transfer from another registered provider's course of study except where:
  - ♦ 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.
2. If any of the above conditions apply, SSB can enrol a student before they have completed six months of their principal course.
3. SSB will not actively recruit a student before the student has completed six months of their course.

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4. The restriction to not enroll transferring students also applies to any prerequisite courses in a package of courses.
5. Students may transfer to another registered provider before they have completed six months of their course or at least 2 study periods.
6. The circumstances in which a transfer will be granted include:
  - ◆ Where it is considered that the course that the student wishes to transfer to:
    - Better meets the study capabilities of the student; and/or
    - Better meets the long term goals of the student, whether these relate to future work, education or personal aspirations; and/or
    - Offers the student access to greater support either through services offered by another registered provider, commercial or non-profit services or through access to family, friends or a cultural support network.
  - ◆ The student claims or can provide evidence that his or her reasonable expectations about the current course are not being met.
7. A transfer to another course will usually not be granted where:
  - ◆ The transfer may jeopardise the student's progression through a package of courses.
  - ◆ 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. In this case, the student will be requested to wait a further 4 weeks before applying for a transfer to another registered during which time the full range of support services will be provided to the student
  - ◆ The student is trying to avoid being reported to DIBP for failure to meet the provider's attendance or academic progress requirements.
8. All decisions made by SSB with regard to a student's requests to transfer to another provider will be fair and take into account the student's individual circumstances and any other relevant factors.
9. In order for a request for transfer to be considered and a letter of release provided, students must provide a letter of offer from another registered provider confirming that a valid offer of enrolment has been made.
10. A letter of release will always be granted where a student has provided evidence that he or she was misled by SSB or migration agent regarding the provider or its course which is in breach of the ESOS Act.
11. Where a student is under 18, the student must either have written evidence from their legal guardian or parent supporting the transfer or where the student is not being cared for in Australia by a parent or suitable nominated relative, the student's request to transfer must also be accompanied by written confirmation that the registered provider to whom the student wishes to transfer will accept responsibility for approving the student's accommodation, support and general welfare arrangements.
12. There is no cost in providing students with a letter of release. However, where a student transfers to another registered provider, any refund of course fees paid will be in accordance with SSB's Fees and Refunds Policy and Procedure
8. Students who are granted a letter of release must contact DIBP to seek advice on whether a new visa is required. To find out more about visa requirements, student should call DIBP on 131881 or visit their web site at [www.immi.gov.au](http://www.immi.gov.au)

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9. Information about course transfer is provided to students in the International Student Handbook and Course Guides which are provided to students prior to or upon commencement of a course. These are also available on SSB's website at [www.SSB.com.au](http://www.SSB.com.au)
10. Where the decision is made to refuse a student or SSB does not respond to the request in the timeframe set out in this Policy, the student may appeal against the decision by accessing SSB Complaints and Appeals process within 20 days. If the appeal finds in favour of a student wishing to transfer, a letter of release will be granted.
11. All records relating to course transfers will be kept on a student's file.

## Procedure

### 1. Students transferring from another provider

Procedure	Responsibility
<p><b>A. Process application from student</b></p> <ul style="list-style-type: none"><li>• Where an application from a student indicates that they are already enrolled with another provider, check that a Letter of Release has been provided or that any of the circumstances that apply to transferring students who have not completed six months of their principal course of study apply.</li><li>• If required, the SSB will contact the student or student's agent to confirm the student's status with the previous registered provider.</li><li>• Where a Letter of Release or any of the circumstances applying to registered any of these conditions apply and the student meets other standard enrolment requirements, the student's application will be forwarded to the Director of Studies for approval.</li><li>• Where the application is approved by the Director of Studies, the student will be informed in writing/email as per SSB's Student Records Policy.</li><li>• Where the student is not eligible to transfer because they have not provided a letter of release and none of the circumstances that apply to transferring students who have not completed six months of their principal course of study apply, the student will be informed in writing/email that their application has been refused.</li><li>• All documentation will be included on the student's file.</li></ul>	Administrator Director of Studies

### 2. Students seeking to transfer to another provider

Procedure	Responsibility
<p><b>A. Process application for transfer</b></p> <ul style="list-style-type: none"><li>♦ Where a student requests to transfer to another provider, the student will be provided with an <i>Application for Withdrawal Form</i> for completion. Documentation required is stated on this form, including the requirement for a valid letter of offer from another provider.</li></ul>	Director of Studies

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Procedure	Responsibility
<ul style="list-style-type: none"> <li>◆ SSB will acknowledge receipt of <i>Application for Withdrawal Form</i> by post and/or email to the student.</li> <li>◆ SSB will review the application and supporting evidence provided within 10 working days of receipt of application.</li> <li>◆ Where the application is from a student under 18, SSB will check the application to ensure there is a supporting letter from a parent or legal guardian or a letter from the registered provider to ensure that they will be responsible for approving the student's accommodation, support, and general welfare arrangements.</li> </ul>	
<p><b>B. Review application</b></p> <ul style="list-style-type: none"> <li>◆ SSB will make a decision based on the circumstances in which a transfer will be granted as set out in the Policy.</li> <li>◆ Where the application is approved, the SSB will inform the student in writing/email, including a letter of release, information on any refund of course fees in accordance with SSB's Fees and Refunds Policy and advising the student to contact DIBP to confirm whether they will need a new visa.</li> <li>◆ Where the application is refused, SSB will inform the student in writing/email, including the reasons for the decision, and advise the student of their right to access SSB Complaints and Appeals process. Students have 20 working days in which to do this from the date specified on the letter. If the student does not appeal against the decision or if their appeal is unsuccessful, the matter will be closed. If a student's appeal is successful, a letter of release will be granted and emailed to the student.</li> <li>◆ Student Course Variation will be entered into PRISMS within 14 days of student leaving SSB.</li> </ul>	Director of Studies

### Document Control

<b>Document No. &amp; Name:</b>	SC32-I - Course Transfer Policy and Procedure V1.0-27-01-20155
<b>Quality Area:</b>	SC Students & Clients
<b>Author:</b>	RTO Advice Group Pty Ltd
<b>Status:</b>	Approved
<b>Approved By:</b>	MD
<b>Approval Date:</b>	Feb2015
<b>Review Date:</b>	Feb2016
<b>Standards:</b>	ESOS Act; National Code 2007 Standard 7