

TRANSFER BETWEEN REGISTERED PROVIDERS POLICY

Policy Number:	CIPO-54
Name of Policy:	Transfer between Registered Providers Policy v17
Applicability:	All NORTWEST Administration and Students
Policy Owner:	CEO
Contact Person:	Admissions Manager
Original Issue date:	11 November 2012
Current Version approval:	Mar 2017
Next review:	December 2018
Related policies and documents:	Fees and Refund Policy Cancellation Form Letter – Notice of Cancellation of Enrolment (Release)
RTO:	91781
CRICOS Provider Number:	03256G

1. POLICY STATEMENT

The purpose of this policy is to provide information on how NORTWEST will assess overseas student transfer requests within the restricted period. The policy also provides an outline of the circumstances in which NORTWEST will allow both the enrolment of transferring students and the release of students from NORTWEST to another provider as required by the National Code of Practice (Standard 7).

2. RESPONSIBILITY

The CEO is responsible for the implementation of this policy and to ensure that staff and students are aware of the requirements, and that staff implement the procedures.

3. DEFINITIONS

3.1 **Overseas student** – students studying in Australia on a student visa.

3.2 **Principal course** - The principal course of study refers to the main program of study to be undertaken by an overseas student where a student visa has been issued for multiple programs of study. The principal program of study would normally be the final program of study where the overseas student arrives in Australia with a student visa that covers multiple programs.

3.3 **Restricted period or six months of the principal course** - refers to six calendar months from the commencement of the principal program and is not directly relative to teaching term(s) or semester(s).

3.4 **Exceptional Personal circumstances:** must be substantiated and include, but are not limited to:

- Compassionate and compelling circumstances.
- Circumstances associated with welfare or accommodation that makes it in the student's best interests to take up residency in another state or territory. If the change of residency is in the same state as the campus, the student must demonstrate sound reason for not being able to travel to the campus.

3.5 **Compassionate or Compelling circumstances** - are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. Compassionate or compelling circumstances could include, but are not limited to:

- Serious illness or injury, where a medical certificate states that the student was unable to attend classes

- Bereavement of close family members such as parents or grandparents
- Major political upheaval or natural disaster in the home country requiring emergency travel when this has impacted on the student's studies, or
- A traumatic experience which could include:
 - Involvement in, or witnessing of a serious accident
 - Witnessing or being the victim of a serious crime
- When this has impacted on the student, these cases should be supported by police or psychologists' reports
- Where NORTWEST was unable to offer course unit/s, or
- Inability to begin studying on the course commencement date due to delay in receiving a student visa.

3.6 These above are only examples of what may be considered compassionate or compelling circumstances. NORTWEST's staff will use their professional judgment to assess each case on its individual merits. Documentary evidence must be provided to support these claims and copies of these documents must be placed and kept on the student's file.

4. REQUIREMENTS

4.1 NORTWEST will ensure that it will not knowingly enrol an overseas student wishing to transfer from another registered provider's course prior to the student completing six months of his or her principal course of study except where:

- a. The original registered provider has ceased to be registered, or the course in which the student is enrolled has ceased to be registered.
- b. The original registered provider has provided a written letter of release.
- c. 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
- d. 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.

4.2 NORTWEST will provide a letter of release, if granted, at no cost to the student. Students are advised to check the DIBP website or call them on 131881 to seek advice on whether a new student visa is required.

4.3 Where NORTWEST does not grant a letter of release, the student will be provided with written reasons for refusing the request noting the decision, the reasons for the decision, the factors taken into consideration and reflect the student's individual circumstances.

4.4 Students are informed of their right to appeal the NORTWEST decision in accordance with the complaints and appeals policy.

4.5 NORTWEST will maintain 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.

4.6 Students are expected to comply with NORTWEST policies and procedures.

4.7 Requests for transfer away from NORTWEST will not be approved if students:

- a) Have outstanding course fees.
- b) Found a cheaper course at another provider.
- c) Lost interest in the course or changed their mind about the course.
- d) Apply for release in order to avoid being reported to DIBP for failing to meet attendance and academic progress requirements.
- e) Have not provided written confirmation from another registered provider that a valid enrolment offer has been made.

- f) Are transferring to a lower level qualification than the one they are currently enrolled into.
- g) Are transferring to a course which will jeopardise their progression through a package of courses.
- h) A reason that is considered detrimental to student.

4.8 Attendance during release application process

- a) If a student applies for a release, it is their responsibility to maintain their attendance requirement as per NORTWEST attendance policy. NORTWEST will continue to mark and calculate attendance throughout the duration of release considerations.
- b) If a student receives a refusal release outcome letter, the student is required to continue to attend classes and maintain attendance requirements.
- c) If a student receives a positive release outcome, the student is no longer required to attend classes beyond the date of the release letter.
- d) If at any stage the student's attendance falls below 70%, the student will be reported regardless of release outcome in accordance with attendance policy requirements.

5. REFUNDS

If a student transfer to another provider is approved, they are subject to the provisions of the NORTWEST Fees and Refunds policy.

6. PROCESS

6.1 Students wishing to transfer to another Registered Provider – within first 6 month of their principal course:

- a. Students requesting transfer to another provider must complete the NORTWEST Request form available from reception or download from the NORTWEST website with the following documentation attached:
 - A statement explaining reasons for release request, and
 - An offer letter from new provider confirming a valid offer of enrolment has been made.
- b. Students are advised to also understand the Fees and refunds policy in making an application decision. NORTWEST will assess the application against the conditions of the policy and other NORTWEST documentation. The Training Officer may also have to consider academic progress and issues affecting studies. NORTWEST will respond in writing to the student within 10 working days of the required documentation being submitted.
- c. A student has the right to appeal against the NORTWEST decision to refuse transfer as per the Complaints and Appeals policy. NORTWEST will maintain the student's enrolment until the internal or external appeal process is complete as per the complaints and appeals policy. Students must maintain attendance and academic progress at NORTWEST until the outcome is resolved.
- d. NORTWEST will retain a copy of all documentation on the student file.

6.2 Students wishing to transfer to NORTWEST from another Registered Provider – prior to completion of 6 month of their principal course

- a. Students requesting transfer to NORTWEST must complete a NORTWEST Application form. Students must meet the provisions of 3.1 of this policy and provide additional evidence to support their application for admission. A letter of release from the current registered provider may be also required.
- b. NORTWEST will assess the application against the conditions of this policy and other NORTWEST documentation. NORTWEST will respond to the student within 10 working days of the required documentation being provided.

- c. Where the student is accepted a conditional letter of offer will be provided. Where refused, a letter outlining the reasons for refusal will be provided to the student.
- d. NORTWEST will maintain a copy of all the documentation on file.

6.3 Students wishing to transfer to or from a Registered Provider – after the first 6 month of their principal course

- a. Where a student has completed 6 months with their registered provider, the application for transfer will proceed the same as for enrolling students.
- b. Students requesting transfer to another provider must complete the NORTWEST Request form available from reception or download from the NORTWEST website with the following documentation attached:
 - A one page statement explaining reasons for release request, and
 - An offer letter from new provider confirming a valid offer of enrolment has been made.
- c. Students are advised to also understand the Fees and Refunds policy in making an application decision. Students should lodge the application for withdrawal from NORTWEST in a timely matter.

7. RECORDS AND INFORMATION

All documentation will be kept in the student record both in the main student file and electronically.

6. ASSOCIATED DOCUMENTS

Forms and Record Keeping:

Title	Document Location	Responsible Officer	Minimum Retention Period
Request for Cancellation Form	1. Student's File 2. Student Administration Database	Admissions Manager	7 years after last entry
Letter of Cancellation (Release)	Student's File 2. Student Administration Database	Admissions Manager, sign off by CEO/ QAM	7 years after last entry

7. REFERENCES

- Education Services for Overseas Students (ESOS) Act 2000
- The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007
- Standard 6 of The National Code
- PRISMS User Manual.

8. IMPLEMENTATION

The Student Support Services Policy and Procedure will be implemented throughout NORTWEST via:

1. An announcement notice emailed to all students and staff
2. Inclusion on the NORTWEST website - Downloads
3. Inclusion on the NORTWEST online policy library in Student (Wisenet) Portal.

9. REVISION HISTORY

Revision	Date	Description of modifications
1	12 th April 2010	Original

2	22 February 2012	Updated
3	May 2012	Updated
4	July 2014	Updated text
16	January 2016	Review and update reference documents
17	March 2017	Update company name, logo and footer

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