



Manage Transfer between Registered Education Providers

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| Purpose | The purpose of this policy and procedure is to address Standard 7 of the revised National Code 2018 Manage student transfer between Registered Education Providers and to provide Procedure for students and staff in relation to Applications for Transfer between Registered Education Providers. |
| Scope | This Policy and Procedure relates to international students studying with Swann College on Student Visa. |
| Policy | <p>a) Under Standard 7 of the National Code 2018, Registered Education Providers must not knowingly enrol a Student wishing to transfer from another registered education Provider's Course prior to the Student completing six calendar months of his/her Principal Course of study, except in limited circumstances as outlined in this policy.</p> <p>b) The College is entitled to determine the circumstances in which it will provide or refuse to provide a Release Letter. Where a Student requests a transfer within the period of six months of commencement of their Principal Course the Administration Officer will assess the request for transfer against this policy.</p> <p>c) Students must co-operate with the Administration Officer and attend any appointments scheduled for them including in respect of support services provided by the College.</p> <p>d) Applying to Transfer between Registered Education Providers, the student must continue attending their regular classes. Non-attendance will not assist a student in being granted a letter of release.</p> <p>e) No Release Letter is required from the College where:--</p> <ul style="list-style-type: none">• <i>the Student has completed at least 6 calendar months study in his or her Principal Course; or</i>• <i>the College has ceased to be registered or the Course in which the Student is enrolled has ceased to be registered; or</i>• <i>The College has a sanction imposed on it that prevents the Student from continuing his or her Principal Course.</i> <p>f) A student who wishes to apply to transfer to another provider within the first 6 months of the Student's Principal Course at the College must complete the Request for Letter of Release form. The form is available at the front office of Swann College on request. The student is advised during this process they MUST continue studying and attending at Swann College in their enrolled course.</p> <p>g) The College will grant a Letter of Release if the student has provided a valid Letter of Offer from another Provider and satisfy at least one of the following Criteria</p> <ol style="list-style-type: none">1. The Transfer is in the best Interest of Student's further studies2. There is a evidence that the Overseas student's reasonable expectations about their current course are not being met. |



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| | <ol style="list-style-type: none">3. There is a evidence of Compassionate or Compelling Circumstances.4. The Overseas student is unable to achieve satisfactory course progress at the level they are studying, even after engaging with the intervention strategy to assist the student5. There is a evidence that student was misled by misled by the registered provider or an education or migration agent regarding the registered provider or its courses and the course is therefore unsuitable to their needs and/Or study objectives.6. An appeal (internal or external) on another matter results in a decision or recommendation to release the overseas student. The letter of release will be provided to the students at no cost. <p>h) Notwithstanding that the requirements of paragraph 'g' above are satisfied, no Letter of Release will be granted where</p> |
| | <ol style="list-style-type: none">1. the student has outstanding fees to the College. If any fees is paid after the decision not to grant the Letter of release; then, the College will grant the letter of Release if requested by the student.2. The student has no valid reason to transfer3. The transfer would be detrimental to the student's welfare and /or studies <p>i) Any request for a Letter of Release will be processed within 10 days of the application for the Letter of Release.</p> <p>j) If the application of the Letter of Release is refused the student will be provided with written reasons for refusing the letter and will be advised of his or her right to appeal the decision in accordance with the Complaints and Appeals Policies of the College.</p> <p>k) Enrolling a transferring student:</p> <ul style="list-style-type: none">• The College will not knowingly enrol a student wishing to transfer from another Registered Education Provider's course prior to the student completing six months of his or her principal course of study except where:--- <ul style="list-style-type: none">❖ <i>the original Registered Education Provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered;</i>❖ <i>the original Registered Education Provider has provided a written letter of release;</i>❖ <i>the original Registered Education 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</i> |



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| | <p><i>or her principal course, or</i></p> <ul style="list-style-type: none">❖ <i>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.</i><ul style="list-style-type: none">• In the event that the College knowingly enrolls a student wishing to transfer from another Registered Education Provider's course prior to the student completing six months of his or her principal course of study documentary evidence of at least one of the four conditions listed above must be obtained and placed in the transferring student's file.• The Swann College will not seek to enrol a student who has not yet completed six months of their principal course of study with another Registered Education Provider unless the requirements of the National Code are met and then only in accordance with this procedure. |
| Procedure | <ol style="list-style-type: none">1. Student applies for transfer on request form with the relevant forms.2. The following documents (where applicable) must be attached to the request for release application form: (1). A copy of the letter of offer from other provider (2) any other documentation on the grounds of which is release is requested.3. The college Administration officer will assess the application.4. The college may not agree and refuse the Application of release.5. Letter/Email of Refusal & advise student the rights of Appeal .6. Then, the student can decide to appeal or not.7. If the appeal is unsuccessful then.8. Student continues to study in enrolled classes.9. And appeal is the successful then,10. Letter of release issued.11. If the college approves the transfer then,12. Staff will issue the letter of release.13. Administration officer will update PRISMS and their Student Management System and then cancel the COE14. All the documents supporting to Release application from students |



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| | and by college, will be filed into the student's file. |
| Reporting Procedure & Cancellation | <p>a) No appeal process will be followed in case of Withdrawal but cancellation request needs to be received either by Withdrawal/Cancellation form or email with supporting Documents or reasons (Emails are considered only Under Special Circumstances)</p> <p>b) The date Student lodge the request will be considered as Student Default date for the reporting purposes.</p> <p>c) Swann will report the outcome of the default within 7 days.</p> <p>d) Swann College will cancel the CoE within 7 days of the default.</p> <p>e) TPS Director will be notified by 5 days of default.</p> <p>f) Refund will be made as per Refund Policy of Swann College.</p> <p>g) Swann College reserve the right of Cancellation of CoE in event of payment default as per Letter of offer.</p> |
| Policy Delegated Authority | CEO and RTO Manager |
| Approved by and Responsibility Authority | CEO and RTO Manager |
| Approved Date: | 01.08.2019 |
| Forms and Documents | Release Application Form Complaints and Appeal form |
| Definitions (if any) | |
| Application for Transfer Between Registered Education providers | An application by a Student for Transfer Between Registered Providers (release). |