## POLICY: TRANSFER BETWEEN REGISTERED PROVIDERS

<table>
<thead>
<tr>
<th>POLICY NUMBER:</th>
<th>To be defined</th>
<th>VERSION:</th>
<th>4.0</th>
</tr>
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<tbody>
<tr>
<td>DATE ADOPTED:</td>
<td>19 March 2012</td>
<td>DATE LAST REVIEWED:</td>
<td>10 September 2012</td>
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<tr>
<td>DATE OF NEXT REVIEW:</td>
<td>10 September 2014</td>
<td>REVIEW FREQUENCY:</td>
<td>Two years</td>
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<tr>
<td>AUTHORISED BY:</td>
<td>Chief Executive Officer</td>
<td>REVIEWED BY:</td>
<td>Manager International Operations</td>
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<td>RESPONSIBLE FOR REVIEW:</td>
<td>Manager International Operations, Academic Director</td>
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<td>REVIEW PROCESS:</td>
<td>Manager International Operations, Academic Director</td>
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<td>DOCUMENT MANAGEMENT:</td>
<td>U:/Policies and Procedures</td>
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<tr>
<td>COMMUNICATION</td>
<td>All relevant staff will be automatically notified by email when the reviewed policy has been authorized</td>
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**Policy context:** This policy relates to:

- **HE Standards Framework 2011**: Chapter 4: 3.6
- **ESOS**: 7.1, 7.2, 7.3, 7.4, 7.5, 7.6
- **NVR Standards 2011**
- **Legislation or Other Requirements**: Tertiary Education Quality and Standards Agency Act 2011, The Education Services for Overseas Students (ESOS) Act 2000
- **Other Policies**: Refund Policy, Deferral or Withdrawal Policy, Complaints & Appeals Policy
- **Forms and Other Documents**: Letter of Release, Letter of Release Refusal
Policy Information:

**Policy**

IIBT is committed to assessing requests from students for a transfer between registered providers prior to the student completing six months of his or her principal course of study in accordance with their documented procedures.

**Scope**

This policy applies to all students enrolled at IIBT who possess a student visa to study in Australia.

**Procedures**

**Transfer Student Enrolment**

The enrolling staff member shall not knowingly enrol a student who has not completed six months of their principal course.

**Course Enrolment Transfer from another Provider**

On receipt of an application for transfer of enrolment the enrolling staff member shall:

Ensure that the student has completed at least six months of his or her principal course of study unless:

- The original registered provider has ceased to be registered or the course 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.
- Any Government Sponsor of the student deems that a transfer is in the student’s best interest and supports the transfer request in
### Course Enrolment Transfer to Another Provider

When a student requests a transfer of their enrolment to another registered provider the enrolling staff member shall:

- Provide the student with advice on IIBT procedures for applying for course transfer, including the need to formalize the request in writing stating the reasons for which they desire to transfer their course enrolment to another provider.
- Advise the student that their request may take as long as, but will not extend past a 7-day assessment period.
- Provide a letter of release only after the student has provided a letter indicating a valid enrolment offer from another registered provider.
- In the case of a student under the age of 18 years of age, only grant a letter of release where the student's 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, the Overseas Student Contact Officer shall also be required to provide support for the transfer. 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 DIAC for further information concerning their student visa requirements.
- Refuse an application for transfer where a transfer is considered detrimental to the student’s academic progress.
- Provide a release refusal letter with written reasons outlining the reasons why the student’s request for transfer has been refused.
- Provide advice of IIBT complaints and appeals process should a release refusal letter be issued.
- Ensure that all records associated with a transfer application are filed within IIBT student records system.

### Transfer Approval

Circumstances in which IIBT will grant Transfer Approval are:

- IIBT is unable to continue to provide the course
- The student is enrolled in an IIBT course that ceases to be registered or has had a sanction imposed by regulatory authorities that prevents IIBT from continuing to offer it
- The course the student wishes to transfer to:
o better meets the study capabilities of the student
o better meets the long term goals of the student, whether these relate to future work, education or personal aspirations

- The student wishes to change course in order to get access to greater support
- The student claims or can provide evidence that his or her reasonable expectations about the current course are not being met.
- The student can provide evidence that he/she was misled by IIBT or an education or migrant agent regarding IIBT or its courses, which constitutes a breach of the ESOS Act. In such case, documentary evidence should be provided.

Transfer Request Refusal
IIBT considers the following circumstances reasonable grounds for refusing the student’s request for transfer prior to completing the first six months of the Principal Course of Study:

- The transfer may put at risk the student’s progression through a package of courses or be detrimental to the student
- The student changes his/her mind
- The student has been warned for non-attendance
- The student is trying to avoid being reported to DIAC for failure to meet the provider’s attendance or academic progress requirements.
- IIBT believes that the course detailed in the letter of offer for the other provider will not provide adequate preparation for further study – e.g. the other provider’s course does not articulate into the Principal Course.