

Transfer between Providers Policy and Procedure

Purpose

The purpose of this policy and procedure is to ensure NAHB effectively addresses Standard 7 of the revised National Code 2017 transfer between registered providers

Responsibility

The Administration Manager is responsible for the implementation of this procedure and to ensure that staff and students are aware of its application. Student Support Manager and the Training Manager will implement its requirements.

Definitions

- a) eCoE means Electronic Confirmation of Enrolment issued by an educational institution to a student pursuant to the ESOS Act.
- b) ESOS Act means the Education Services for Overseas Students Act 2000 and all association legislation including the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2017 (“National Code”)
- c) International student means any student studying at NAHB on a student visa.
- d) RTO Registered Training Organisation.
- e) PRISMS means the Provider Registration and International Students Management System pursuant to the ESOS Act.

Requirements /Process

- a) NAHB must not actively recruit students where the recruitment would conflict with the requirements of this procedure and/or Standard 7 of the National Code
- b) NAHB will not knowingly enrol students currently enrolled at another RTO who have NOT completed at least six months of study of their principal course.
- c) NAHB will not allow the transfer of students enrolled with the Institute to another RTO who have not completed at least six months of study of their principal course; unless the student falls into one of the categories listed below and the requirements of the ESOS Act are complied with.
 - 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,
 - 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.
- d) No fee can be charged to the student by the Institute for issuing a letter of release.
- e) If a letter of release is refused by a registered provider a student may appeal the provider’s decision. (refer Complaints and Appeals Policy and Procedure)

Letter of Release (Transfer OUT)

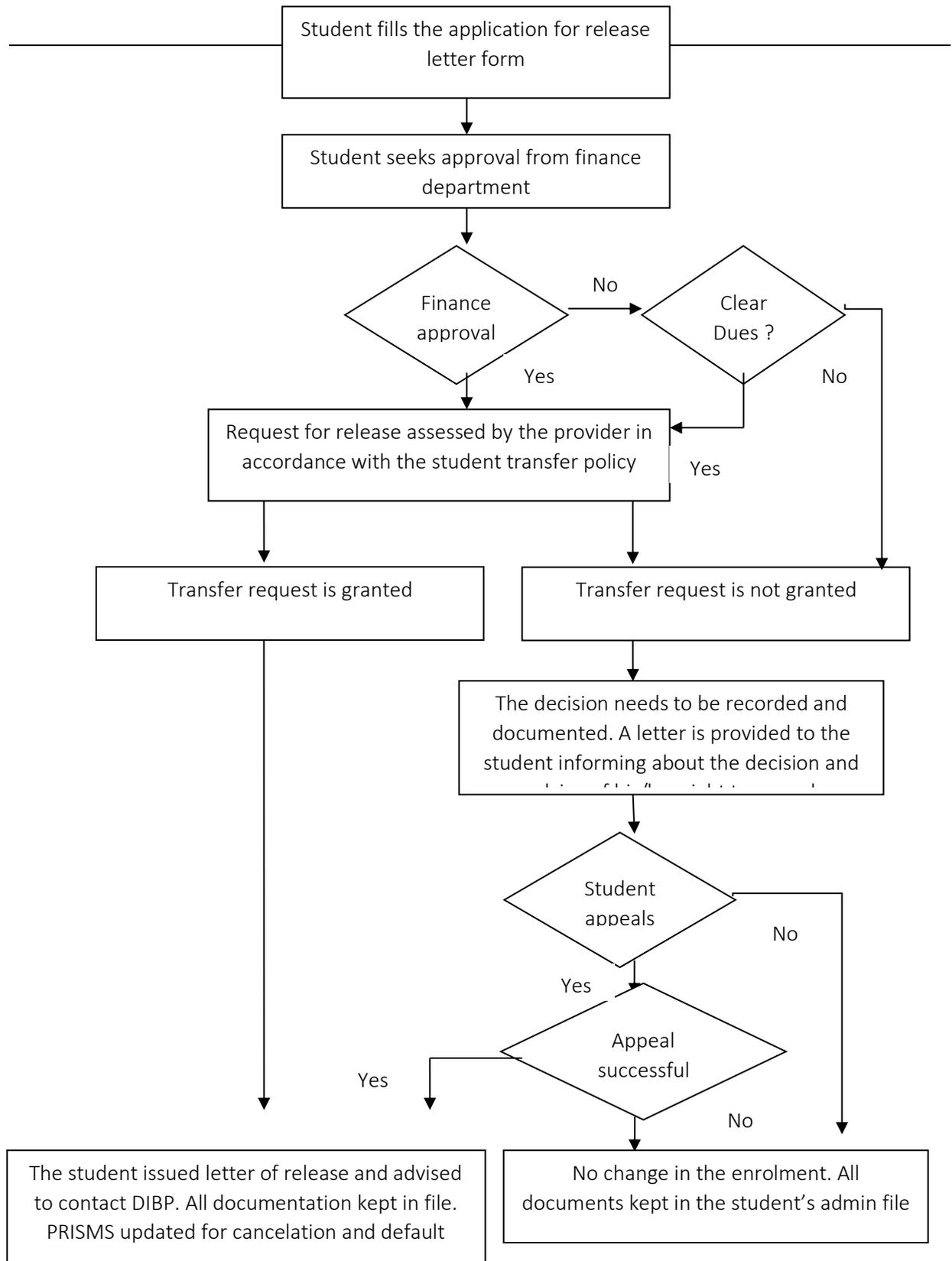
- a) Students must apply for a letter of release on the appropriate form. (Application for release letter form)
- b) Student must seek approval from the finance department before lodging the application with the administration manager.
- c) Applications for a letter of release will be considered by the Administration Manager and may be referred to the Training Manager and responded within 10 working days of being received by the Institute.
- d) Application for release letter will be processed in accordance with this procedure and only if the student can provide written confirmation that a valid enrolment offer has been made by another registered provider.
- e) The release will only be given when Brighton Institute believes that a transfer at this time will not be considered detrimental to the student.
- f) The record of the decision will be placed in the student admin file.
- g) Student must be informed within 10 working days from the date of lodgment of the application.
- h) A letter of release will normally be granted in the following situations shown below;
 - The Institute is unable to continue to provide the course; or
 - The student can demonstrate they are experiencing threat to physical or mental health or safety by remaining at the Institute and can demonstrate clearly how this will be alleviated through a transfer; or
 - The current course of study is clearly not consistent with documented course requested for on their application.
 - In exceptional compassionate circumstances beyond the student's control, such as serious illness or death of a close family member (independent evidence of the exceptional circumstances is required) and the exceptional compassionate circumstances has led to a permanent change in the student's circumstances that makes continued enrolment inappropriate.
- i) A letter of release will normally not be granted in the following situations shown below;
 - The requirements of the written agreement have not been met by the student; or
 - The student has a change of mind, or
 - Not enough documented evidence to support reasons or claims in the application for letter of release is submitted; or
 - The student does not satisfy any of the situations which normally lead to a letter of release being granted; or
 - The proposed transfer will jeopardise the student's progression through a package of courses; or
 - The student has unsatisfactory academic progress and is in the intervention process; or
 - The student has unsatisfactory behaviour and has been or is about to have their enrolment suspended or cancelled and be reported to Department of Immigration and Border Protection; or
 - The student cannot provide a letter from another registered provider confirming that a valid enrolment offer has been made.
 - The student has not cleared the tuition fee due.
- j) The below sections applies for current students, however, NAHB is not taking applicants who are under 18 at this time.
- k) If a letter of release is refused, reasons for the refusal will be documented in writing and the student will be informed of their rights to access the Institute complaints and appeals procedure.

- l) A copy of the student's letter of release application; notes recording the assessment of the application and a copy of the response letter sent to the student by the Institute must be placed in the student's file

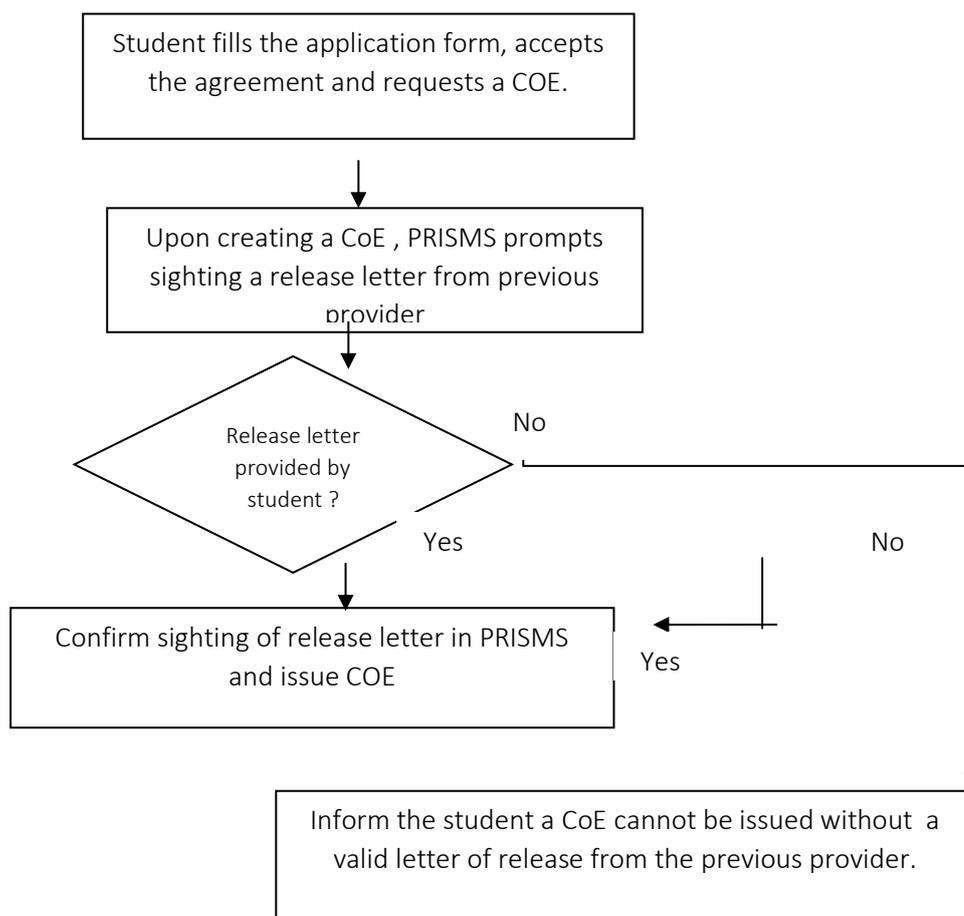
Enrolling a transferring student (Transfer IN)

- a) The Institute will not knowingly enrol a 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:
 - 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.
- b) All existing Credit Transfers and RPLs recognised by the previous RTO will be recognised by NAHB if the original evidence is provided
- c) In the event that the Institute knowingly enrolls a 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 documentary evidence of at least one of the four conditions listed above must be obtained and placed in the transferring student's file.
- d) The Institute will not seek to enrol a student who has not yet completed six months of their principal course of study with another registered provider unless the requirements of the National Code are met and then only in accordance with this procedure.
- e) Exceptions to the release letter requirement where a letter of release is not required in the following circumstances:
 - When a student fails to meet certain entry requirements for commencing a course, for which the student arrives in Australia for; the student is left without a provider in the absence of a release letter. In this situation, where the student is able to provide documentary evidence of their predicament (these documents will be accepted as "approximates" to a letter of release), transfer will be permitted.
 - Where a student's enrolment may have been cancelled under Standard 13 of the National Code 2017 ("Deferring, suspending or cancelling the student's enrolment"), there is no need for the provider to also issue a release letter - in this situation the cancellation would be sufficient.

Flowchart for procedure for release letter request (Transfer Out)



Flowchart for Transfer In Students



Document History		
Version No, Date	Modification Details	Modifications made by:
1.0, June 2017	Published the first version of the policy	PG

Related Documents

Letter of Release
Refusal of Letter of Release
Release letter Application form

Documents where the Policy is quoted

Website
Student Handbook

Review Date: June 2019