



TRANSFER BETWEEN REGISTERED PROVIDERS

Area	Administration		Classification	International Students	
Last Updated	Jun 2011	Version	2010-01	Co-ordinating Responsibility	CEO / DOS International Student Liaison Officer Administration
Next Review	Dec 2011	Approved by	Janet Lawrence CEO/DOS	Distribution	Policy and Procedure Manual, Website

PURPOSE

To ensure a smooth transition within the legal frame of students choosing to study with ALACC. It is also to ensure that the student has a guideline to follow in regards to student transferral and addresses Standard 7 of the National Code 2007: Transfer Between Registered Providers.

POLICY

Australasian Lawrance Aged Care College will assess 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 its procedures as outlined below.

The purpose of this procedure is to ensure that Students do not transfer to another Australian education provider if they have not finished six calendar months of study in their principal Course except for the circumstances outlined in the procedure below.

After the first six months of the principal course no restrictions apply.

And as such, ALACC will not seek to enrol, or enrol, a student who has not completed six months of their principal course of study with another registered provider 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 sanction(s) imposed on its registration by the Australian Government or state governments 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

A letter of release will be granted in the following situations:

- The Institute is unable to continue to provide the course.
- 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.
- The current course of study is clearly not consistent with the documented course requested for on their application.
- The student has provided a letter from another registered provider confirming that a valid enrolment offer has been made to the student.
- A student establishes that he or she was misled, in respect to by an Education or Migration agent, engaged by ALACC, regarding ALACC and / or its courses

A letter of release will normally not be granted in the following situations as they are considered to be detrimental to the student:

- The proposed transfer will jeopardise the student's progression through a package of courses.
- The student has unsatisfactory course progress and has been, or is about to be, reported to DIAC, via PRISMS.
- The student has not accessed ALACC's student support of welfare services after being requested to do so.

ALACC will not charge the student for the release letter.

Note: Standard 7.3 (b) is not applicable to ALACC as no students under 18 years of age are enrolled

Step PROCEDURE

1	<p>Students wishing to apply for a Release Letter must submit an Application to Transfer Provider form to Administration. The Form is available on-line and from the reception area at the Preston premises. The student needs to:</p> <ul style="list-style-type: none"> • Provide a copy of a valid Offer Letter / evidence of enrolment from the receiving institution • Meet one of the grounds for release – <ul style="list-style-type: none"> ○ RTO has cancelled/ceased to offer the student's program (letter from RTP required) ○ Unable to meet academic requirements for entry into the program (documentation required) ○ Exceptional circumstances (documentation required) ○ Government sponsor considers the change to be in the best interest of the student (documentation required) • The following grounds are not deemed acceptable for student release (this list is not inclusive) <ul style="list-style-type: none"> ○ Personal reasons that are not deemed exceptional circumstances (moving to a provider closer to their home, transferring to be closer to their friends, etc) ○ We form a view that the student is trying to avoid being reported to DIAC for failure to meet attendance or academic progress requirements ○ The transfer may jeopardise the students progression through a package of courses ○ The transfer would be detrimental to the students future study, welfare and/or career objectives ○ The student has not accessed RTO's student support of welfare services after being requested to do so <p>The documents provided by the student do not, in our RTO view, adequately support grounds upon which the transfer is requested</p>
2	<p>Upon receipt of the Application to Transfer Provider Form, an authorised administrator is to contact the student and arrange a meeting in 5 working days to discuss the application. This meeting should counsel the student about the decision, via implications (if applicable), cancellation process and any applicable refunds</p>
3	<p>A letter of release shall be provided for a student also where :</p> <ul style="list-style-type: none"> • A student can provide evidence that he or she was misled by a education or migration agent engaged by ALACC regarding the ALACC and its course, which constitutes a breach of the ESOS Act, or • An appeal (internal or external) on a matter that may reasonably result in the student wishing to seek a transfer supports the student.
4	<p>Students will be notified of the outcome of their application via mail within 10 working days of attending the above mentioned meeting (or receipt of the application with Administration).</p>

5	<p>APPROVED: If the application is approved, the student will be notified and will need to meet with Administration to collect the Release Letter. Release letters may be forwarded to the student by registered post is required. The student will be advised to notify DIAC of change of provider and for visa advice; to cancel their enrolment at our RTO; and to submit a refund application if appropriate. Administration is to then update Vettrak (advising of the release letter, update PRISMS, Print and place course variation in compliance folder, and ensure all relevant paperwork has been placed in the students file. A statement of attainment is to be attached to the student release letter.</p>
6	<p>REJECTED: If the application is rejected, the student will be provided with written reasons for refusing the request and will be informed of his or her right to appeal the ALACC's decision. If the student chooses to appeal, they must lodge an appeal in writing with the Director of Studies within 20 working days of the notification. (Refer to Complain and Appeals Policy)</p>

