

Austech Institute for Further Education

Student Transfer Policy (and Procedure)

 <p>aife Austech Institute for Further Education</p>	Title
	Student Transfer Policy and Procedure
	Version: 1.2 29 February 2008

The Management of Austech Institute for Further Education will process all requests from students for transfer both to and from other providers in accordance with the following policy and procedure, which complies with Standard 7 of the 2007 National Code (see Appendix A).

The Management of Austech Institute for Further Education provides a supportive environment and the support services necessary for all of its students to achieve their educational goals.

Transfers to other providers

Management of Austech will only consider requests from a student for transfer to other providers within the first six months of the student's primary course if the student provides a valid enrolment offer from another registered provider and can demonstrate exceptional circumstances. Such circumstances may include:

- any government sponsor considers the change to be in the student's best interests;
- evidence that the course is inappropriate because it does not meet the needs of the student;
- compassionate and compelling circumstances (for example, if the student is experiencing personal difficulty or educational problems that cannot be addressed by the Austech's resources);
- if the student is under 18, there is written evidence that the student's parent or legal guardian supports the transfer and written confirmation that the new provider will accept responsibility for approving a student's accommodation, support and general welfare arrangements as per Standard 5 of the National Code.

The Management of Austech will not refund a student's fees even if a letter of release is granted.

The Management of Austech will not grant a letter of release to a student:

- if the transfer may jeopardise the student's progression through a package of courses;

- within 2 weeks of course commencement;
- if the Administration Manager believes that the student is trying to avoid being reported to DIAC for failure to meet attendance or academic progress requirements.

Applications for release should be submitted in writing on the Student Transfer Request Form and lodged at Reception. Reception will forward the request to the Administration Manager. The Administration Manager will respond in writing to the request within 10 working days. The Administration Manager will follow Austech Institute for Further Education's Complaints and Appeals Process.

If the student is not satisfied with the Administration Manager's response, they can appeal following the normal procedure, or externally through the external appeal process established by Austech. Students are also entitled to appeal under Australian consumer protection laws.

If the Administration Manager approves the request, he will issue a Letter of Release at no cost to the student, advising the student of the need to contact DIAC to seek advice on whether a new student visa is required. If the Administration Manager does not approve the request, he will issue a letter explaining the reasons for refusal, together with advice that it is possible to lodge an appeal if the student thinks there are sufficient grounds.

Administration officers of Austech will maintain records of all requests from students for a letter of release, the assessment of that request, and the decision regarding the request.

These documents will be stored on the student's file.

Transfers from other providers

In accordance with Element 7.1 of the National Code 2007, Austech Institute for Further Education will not enroll any student wishing to transfer from another registered provider's course prior to their completing six months of their 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.

Austech Institute for Further Education will not actively recruit a student before the student has completed six months of their principal course and all courses before the principal course (where the student is enrolled in a course package) except in the circumstances outlined in the paragraph above.

In cases where authorized staff of Austech Institute for Further Education attempt to process a student enrolment, but are alerted by PRISMS that the student is currently enrolled with another registered provider and is yet to complete the first six months of their primary course, Austech staff will not complete the enrolment unless authenticated documentary evidence as described above has been presented. The Operations Manager will be responsible for ensuring that adequate evidence has been provided in such exceptional cases.

Copies of all relevant documents will be retained on the student's file if the enrolment is completed.

APPENDIX A

Extract from the National Code 2007

Standard 7 - Transfer between registered providers

Outcome of Standard 7

Registered providers assess requests from students for a transfer between registered providers prior to the student completing six months of the principal course of study in accordance with their documented procedures.

7.1 The receiving registered provider must not knowingly enrol the 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.

7.2 The registered provider must have and implement its documented student transfer request assessment policy and procedure, which is available to staff and students. The policy must specify:

- a. the circumstances in which a transfer will be granted
- b. the circumstances the registered provider considers as providing reasonable grounds for refusing the student's request, including when a transfer can be considered detrimental to the student, and
- c. a reasonable timeframe for assessing and replying to the student's transfer request having regard to the restricted period.

7.3 The registered provider must grant a letter of release only where the student has:

- a. provided a letter from another registered provider confirming that a valid enrolment offer has been made, and
- b. where the student is under 18;
 - i. the registered provider has written confirmation that the student's parent or legal guardian supports the transfer, and
 - ii. where the student is not being cared for in Australia by a parent or suitable nominated relative, the valid enrolment offer also confirms that the registered provider will accept that responsibility for approving the student's

accommodation, support and general welfare arrangements as per Standard 5 (Younger students).

7.4 A letter of release, if granted, must be issued at no cost to the student and must advise the student of the need to contact DIAC to seek advice on whether a new student visa is required.

7.5 Where the registered provider does not grant a letter of release, the student must be provided with written reasons for refusing the request and must be informed of his or her right to appeal the registered provider's decision in accordance with Standard 8 (Complaints and appeals).

7.6 The registered provider must 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.