

Version	1.1
Last Amended	16 January 2017
Approved By	CEO
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Reference	Transfer between registered providers Policy and Procedures v1.1

Transfer between registered providers Policy and Procedures

1 Purpose

International students who are currently enrolled with another Provider across Australia and are requesting to enrol to another Provider are generally categorised as 'Transfer Students'. For this purpose, these students need to be released by their current Provider by means of providing a 'Release letter' unless the student has finished six (6) months in their Principal Course of Study.

This policy ensures that Windsor does not enrol any transferring international student prior to the completion of 6 months of their principal course unless that student has a valid letter of release agreeing to such a transfer.

2 Policy Statement:

The Windsor will not knowingly enrol the student wishing to transfer from another registered provider's course prior to the completion of six months 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.

All application from current Windsor students to transfer provider will be assessed in a timely manner and as per procedure outlined below.

3 Scope

This policy applies to:

- International students enrolled at Windsor and Prospective students.
- Windsor Marketing, Admissions, Academic, Student Services and Administrative staff.

All staff are made aware of the requirements of this policy through staff induction, regular meetings, staff updates and continuous improvement practices. Students are made aware of the

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transfer requirements through Student Prospectus, the College's website, Student Handbook, during the enrolment and orientation processes.

Definitions:

- Incoming student:
Any student who is currently enrolled with another education provider and is willing to transfer their studies at Windsor.
- Outgoing students:
Any student who is currently studying with Windsor and is willing to transfer his/her studies from Windsor to another provider.

The following procedures have been separated into 'Incoming students' and 'Outgoing students'

4 Procedures

2.1 Incoming students

The following procedure is relevant to any student who applies for a course within the Windsor and is currently studying on-shore with another registered provider.

For this procedure to be completed, the applicant must provide a copy of their Student Visa and a copy of CoE (Confirmation of Enrolment) from their original registered provider. Once this information is obtained the following steps are taken:

- I. Using student's COE from their original registered provider, the Student Support Officer will ascertain if the length of studies completed in their current principal course of study is greater than 6 months. Student Support Officer may also request the copy of the student visa & the passport to ascertain student's arrival date to Australia.
- II. If they have completed more than 6 months of their principal course of study, the application process will be finalised as per Windsor's policies and procedures.
- III. Where a student has **NOT** completed 6 months of their principal course of study, they will be advised to provide an appropriate letter of release from their current education provider unless any of the conditions (a-d) as listed under policy statement are applicable.
- IV. To support with the release letter application, student may be provided with a conditional letter of offer which must clearly state that an offer of a place is contingent on applicant obtaining a letter of release.

Note: Where a student is in receipt of a Government scholarship, he/she should provide written support from the government agreeing to the change which will stand in lieu of any letter of release.
- V. If satisfactory letter of release is not obtained from such students, the application process will be halted and the student will be informed that they are unable to transfer at this time. They are welcome to re-activate their application when the six-month period into the principal course of study is passed.

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2.2 Outgoing Students

a) The National Code 2007 restricts the capacity of students to transfer to other providers prior to completing six months of their principal course. Windsor will not allow students to transfer to another provider within six months of the commencement of their principal course of study in circumstances where the transfer would be detrimental to the study plan as detailed in their application.

Circumstances that are considered detrimental to a student's study plan could be but are not limited to:

- Change in Study Plan
- Transfer to a lower level of studies
- Increased tuition costs, particularly in cases where deposits paid in advance to Windsor are non-refundable
- Increased duration of studies in Australia
- Within 6 months of a course beginning students may experience home-sickness and transfer to another registered provider is not likely to overcome this problem
- Where Windsor is of the view that the student is avoiding being reported to Department of Education and Training, and Department of Immigration and Border Protection (DIBP) via PRISMS as a result of failure to meet academic progress requirements

Any requests that are received in relation to a student wishing to transfer education providers shall be the responsibility of the Director of Studies. The Director of Studies shall assess the applications to transfer education providers and conclude an outcome based on the following procedure.

b) The following procedure is relevant to those students wishing to transfer to another education provider prior to completing six (6) months of their principal course of study at Windsor.

- I. Student completes an Application to Defer, Suspend and Cancel form, and submits to the Director of Studies indicating their wish of transferring the course to another provider along with the detailed reasons.
- II. Release letter shall be issued only in situations as listed below:
 - Windsor has cancelled/ceased to offer student's course (letter from Windsor supplied)
 - Government sponsor considers the change to be in your best interest, if you are a sponsored student (written confirmation from sponsor required)
 - Exceptional circumstances (documentation required to support circumstances and a letter of offer from another provider is required)
- III. The student is required to provide a valid 'offer of enrolment' from the new provider authenticating the transfer and the student is able to provide a letter indicating the benefits of transferring from their current course of study.
- IV. In assessing the application to transfer, Director of Studies will check the following points:
 - Ensure any outstanding fees are paid
 - Ensure the student is fully aware of all issues relating the transferring of providers

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- Check student records to ensure the student is not trying to avoid being reported to Department of Education and Training, and DIBP via PRISMS due to the breach in course progress requirements.
- V. Once the above points have been addressed by the Director of Studies, a 'Letter of Release' (Appendix A) will be granted at no charge to the student. The student will also be advised of the need to contact DIBP to seek advice if a new visa will be required. Any relating issues will be reported to the CEO / Director of studies.
- VI. Director of Studies must report the student's termination of studies via PRISMS

Note:

- The above process should not take more than 10 working days once the student has provided all the necessary documentation.
- All decision regarding student transfer will be communicated to the student.
- All requests, considerations, decisions and copies of letters of release shall be placed on student's file
- The approval of transfer of a student to another institution does not indicate the agreement to provide any refund. Refunds are governed by the Windsor's refund policy independent of this policy.
- The letter of release will be issued at **no extra cost to the student.**
- Student will be advised that "Student need to contact the DIBP offices to seek advice on whether a new Student visa is required.
- In the event of refusal to release the student, Windsor will provide written reasons for refusal.
- Refusal of the release (Appendix B) will be consistent with the Windsor's policy and procedure and the other requirements of the standards, especially Standard 7.5 of National Code 2007.
- Windsor will inform the student of his or her right to appeal the Windsor's decision in accordance with the Windsor's complaints and appeals policy and procedure.

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5 Related Standard

This policy/procedure supports 'Standard 7' of the 'National Code of Practice for Registration Authorities & Providers of Education & Training to Overseas Students 2007'.

6 Related Documents/Forms

1. Application to Defer, Suspend or Cancel Enrolment Form

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