



## Student Transfer between Registered Providers Policy and Procedure (V2)

Date	Action	Version
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Responsibility for Implementation: Head of Admission and Student Services

Authority: Approved by PEO

### 1. Purpose

This policy outlines the procedures and circumstances in which an International Student can transfer between Registered Providers.

### 2. Scope

This policy applies to all International Students at EEVI.

### 3. Policy

In accordance with Standard 7 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018, EEVI ensures students must remain with their registered providers for the first six months of study. Students of EEVI are not allowed to transfer to another registered provider within this six-month period. After six months of study at EEVI, the student may transfer to another institute or registered provider without a letter of release. Similarly, EEVI does not enrol a student who wishes to transfer from another registered provider prior to completing six months of his or her first course of study; however, under the following contexts students can enrol at EEVI:

- a. If the primary registered provider has ceased to be registered, or the course in which the student is enrolled has ceased to be registered;
- b. If the primary registered provider has provided a letter of release;
- c. If the primary registered provider has had a sanction imposed on its registration by the Australian government or state or territory government which prevents the student from continuing his or her course;
- 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.



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### **3.1. Circumstances in which EEVI will grant approval for a transfer prior to completing the first six months of study are as follows:**

A student must satisfy EEVI management in their request for a transfer that they have a genuine case to support. The reasons may include:

1. EEVI is unable to continue to provide the course;
2. The student has successfully withdrawn from the course;
3. Student demonstrates s/he is experiencing threats to physical or mental health or safety by remaining at EEVI and demonstrates clearly how this will be alleviated through a transfer;
4. Course of study is not consistent with documented course requested for on their application;
5. A letter from another registered provider confirming that a valid enrolment offer has been made is supplied to EEVI, and EEVI forms the view that the student is genuinely intending to study with that provider – e.g. has paid a deposit.

### **3.2. Reasonable Circumstances to decline a student request for transfer prior to completing 6 months**

EEVI deems the following circumstances reasonable grounds to decline a student request for transfer prior to completing the first six months of the course of study:

1. The transfer may jeopardise the student's progression through a course;
2. Student has a change of mind;
3. Student has not passed internal or external assessments in the first 8 months of a course;
4. Student expresses difficulty with course material but has not availed themselves of student support services;
2. Student has not had 80% or more attendance;
3. Student is experiencing Homestay or other accommodation problems;
4. Student is experiencing course schedule conflict with personal, work, or other non-study commitments;
5. Student is experiencing adjustment difficulties moving to Australia;
6. EEVI forms the view that the student is trying to avoid being reported to DHA for failure to meet the provider's academic progress requirements;
7. EEVI believes that the course detailed in the letter of offer for the other provider will not provide adequate preparation for further study.

### **3.3. Transfer refusal**

A transfer will always be refused unless:

1. A student has a valid enrolment offer from the receiving provider; and
2. EEVI believes that students have a right to access resources to enhance and facilitate their study. Students have the responsibility to access and avail themselves of those resources available through the student support services, or to seek assistance from the Counsellor – e.g. resolving Homestay disputes, or receive a referral to professional support services.

## **4. Procedures for Assessing Applications for Transfer out of EEVI**

1. Students wishing to apply for a release letter must complete the Request to Cancel Enrolment Form available from Student Services Officer.
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2. A letter of release, if granted, is issued at no cost to the student.
3. Student Services Officer passes the application to the Administrative Manager.
4. The Administrative Manager reviews this application and gets back to the student within five working days.
5. The Administrative Manager approves the release letter under the following circumstances:
  - i. If EEVI is unable to continue to provide the designated courses;
  - ii. If the student can demonstrate they are experiencing a threat to physical or mental health or safety by remaining at EEVI and can demonstrate clearly how this will be alleviated through a transfer;
6. If the current course of study is clearly not consistent with the requested documented course on their application.
7. The Administrative Manager disapproves the application under the following circumstances:
  - i. If the student fees are in arrears;
  - ii. If the student's situation does not comply with any of the situations which may lead to a letter of release being granted;
  - iii. If the proposed transfer would jeopardise the student's progression through a course;
  - iv. If the student has unsatisfactory attendance and has been or is about to be reported;
  - v. If the student cannot bring a letter from another registered provider confirming that a valid enrolment offer has been made.
8. The Administrative Manager informs the student in writing with the response and retains one copy in the student's administration folder. If EEVI decides not to grant a letter of release, EEVI will, within 15 working days of receipt of the written request for a letter of release, provide the overseas student with written reasons for refusing the request and will inform the student of his or her right to appeal EEVI's decision in accordance with EEVI's appeals policy.
9. If a letter of release is granted, advice must be provided to the student of the need to contact the Department of Home Affairs (DHA) to seek advice on whether a new student visa is required.
10. In the case of students transferring from another registered provider and wishing to enrol at EEVI, the Marketing Officer talks to these students and verifies whether they are eligible to enrol at EEVI.
11. If the students are eligible to enrol at EEVI, the officer or a support office issues a Letter of Offer and passes them to the Administrative Manager to issue CoE.
12. If these students want to apply for RPL, the Marketing Officer checks if RPL is relevant. If so, refer to RPL Procedures.

## **5. Procedure for Assessing Applications for Transfers into EEVI**

1. EEVI receives an application from an on-shore student currently studying at another RTO.
2. The Administrative Manager uses PRISMS to decide if the student has completed 6 months of their course.
3. The Administrative Manager reviews this application and gets back to the student within five working days.
4. If eligible to transfer, application proceeds.
5. If ineligible to transfer, student must provide a letter of release from previous institution. Student may be provided a "conditional" offer -- i.e. an offer of a place is contingent on their obtaining a letter of release.
6. If the letter of release is provided and student has no outstanding fees or other outstanding matters of concern with their previous institution, the application proceeds.
7. If the letter of release is not provided, the application process is halted. Student is informed that they are unable to transfer at this time. Student may re-apply when the 6-month period has expired. Student is also to be informed of their right to appeal the decision.

Note: If the original RTO or course ceases to be registered, or under sanctions so that the student to continue with the course, no letter of release is required.