

Student Transfer to Another Provider Policy and Procedures

Purpose

The purpose of this policy and the procedures is to streamline the process of transfer of international students between the registered providers to comply with Standard 7 of the National Code 2007.

Responsibility

The student administration manager and marketing manager are responsible for the implementation of this procedure and to ensure that the staff members and students at RGIT Australia are aware of its application and that staff implement its requirements.

Policy

- The Institute will not actively recruit any students where the recruitment would conflict with the requirements of Standard 7 of the National Code 2007.
- The Institute will not charge the student any fees for issuing a Letter of Release.
- The Institute is restricted from enrolling transferred students in the first six months of their principal course of study, except in accordance with Standard 7 of Part D of the National Code.
- If a Letter of Release is refused by the Institute, a student may appeal the provider's decision.

Procedures

1. Letter of Release

- Students should apply for a Letter of Release using RGIT's application form.
- Application for a Letter of Release will be considered by the student administration manager and responded to within 14 days of receipt.
- A Letter of Release may be granted in accordance with this procedure given that the student can provide written confirmation that a valid enrolment offer has been made by another registered provider.
- A Letter of Release may normally be granted in either of the following situations:
 - a. RGIT is unable to continue to provide the course
 - b. The student can demonstrate that 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.
 - c. The student provides evidence that s/he was misled by the RGIT staff or education or migration agent regarding the provider or its course, which constitutes a breach of the ESOS Act, or

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Date Implemented: November 2008

Version: 8.1

Responsibility: Student Admin Manager

Date Created: June 2008

Next Review: December 2016

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d. If an internal or external appeal outcome related to a letter of release supports the student.

- A Letter of Release will normally **not** be granted in the following situations:
 - a. the student has not completed 6 months of their principal course
 - b. the proposed transfer will jeopardise the student's progression through a package of courses
 - c. The student cannot provide a letter from another registered provider confirming that a valid enrolment offer has been made.

If a Letter of Release is refused, reasons for the refusal will be documented in writing and the student will be informed of his or her rights of appeal using the Institute's Complaints and Appeals Procedure.

A copy of the student's Letter of Release application and a copy of the response letter given to the student by the Institute must be placed in the student's file.

- 2.0** The policy supports the intent of the National Code 2007 which recognises overseas students as consumers and supports them to exercise choice, while acknowledging that they may also be a group that requires support to transition to study in Australia. The policy guides decision making on the student's request at RGIT Australia by catering a range of factors. It should also enable the individual circumstances of the student to be considered to determine if the transfer will be to the detriment of the student.

The range of factors may include:

- if the course the student wishes to transfer to better meets the long term goals of the student, whether these relate to future work, education or personal aspirations
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 - If the student wishes to change course in order to get access to greater support (may be through the services offered by another provider, commercial or non-for-profit services or through access to family, friends or a cultural support network)
 - If the student claims or can provide evidence that his or her reasonable expectations about the current course are not being met.
- 3.0** The Institute will advise the student to contact the government agency which issued the student's visa to determine whether a new student visa is required.

Enrolling a Transferring Student

- RGIT will not knowingly enrol a student wishing to transfer from another registered provider prior to the student completing six months of his or her principal course of study, except where:
 - a. another registered provider has ceased to be registered, or the course in which the student is enrolled has ceased to be registered

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- b. another registered provider has provided a written Letter of Release
- c. another 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
- d. Any government sponsor of the student considers the change to be in the student's best interests and has provided written support for that change.

4.0 If applicable, applicants transferring from another provider may apply for Credit Transfer using RGIT's standard Credit Transfer process.

5.0 Revision History

Revision	Date	Description of modifications
1	June 2008	Original
2	June 2009	Responsibilities for Letter of Release reassigned.
3	December 2009	Minor formatting
4	December 2011	Annual Review
4.1	May 2012	Domain change
5	August 2012	Introduction added to Point 1
6	December 2012	Overall editing and update
6.1	July 2013	Minor editing
7.0	May 2015	Review
8.0	June 2016	Overall update
8.1	August 2016	Minor formatting

Reference: Standard 7 (The National Code 2007)