

Transfer of Students between Providers Policy and Procedure

Policy

RGIT is restricted from enrolling transferring students prior to a student completing 6 months of their principal course of study. This means RGIT is unable to knowingly enrol a student transferring to RGIT, who has not completed at least 6 months of their initial principal course without meeting specified criteria outlined in the ESOS National Code 2018.

This policy details the procedures for assessing applications to transfer within this period. The procedures outlined below will ensure that it does not enrol any transferring international student prior to the 6 months of their principal course being completed unless that student has a valid letter of release agreeing to such a transfer and the below procedures will be implemented.

Students who have studied longer than this period of 6 months can apply as normal and no letters of release need to be sighted.

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

Responsibility

The student service 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

Procedure

Any requests that are received in relation to a student wishing to transfer education providers shall be the responsibility of Student Administration. Student Administration shall assess the applications to transfer education providers and conclude an outcome based on the following procedure at no cost to the student.

Incoming students

The following procedure is relevant to any student who applies for a course within RGIT 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 appropriate student number (to look up PRISMS). Once this information is obtained the following steps are taken:

- Student Administration accesses the student information via PRISMS. They are to ascertain if the length of studies completed in their current Principal course of study is greater than 6 months. They also use the copy of the student visa in the passport to ascertain what the principal course is and when they arrived in Australia.
- In completing this process, they would print a copy of the PRISMS record and attach to the student application.
- If they have completed more than 6 months of their principal course of study, the application process proceeds as for all off-shore students.
- Where a student has **NOT** completed 6 months of their principal course of study, PRISMS is to be checked to ascertain if the student has been released from their current provider.

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- To support the application, they can be provided with an "Offer of Enrolment" which clearly states that an offer of a place is contingent on their being released by their current provider.
- If the current provider provides a Release on PRISMS, the application proceeds as for all off-shore applicants.
- If the current provider has not advised on PRISMS that the student has been released, the application process is halted and the student informed that they are unable to transfer at this time. They are welcome to re-activate their application when the 6 month period has passed.
- Note that in the very rare circumstances where the original institution or course has ceased to be registered, or sanctions have been placed on the original institution by the Australian government which do not allow the student to continue with the course, no letter of release is required. Evidence of this occurrence would need to be placed in the student file.
- If the student is in receipt of a Government scholarship, they should provide written support from the government agreeing to the change which will stand in lieu of any letter of release.

Outgoing students

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.

- Students make a written request (e-mail is satisfactory) to Student Administration to transfer to another provider. The only reasons under which a student will be released are if:
 - RGIT has cancelled/ceased to offer the students program (letter from RGIT supplied)
 - the overseas student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with that registered provider's intervention strategy to assist the overseas student in accordance with Standard 8
 - there is evidence of compassionate or compelling circumstances
 - RGIT has failed to deliver the course as outlined in the written agreement
 - there is evidence that the overseas student's reasonable expectations about their current course are not being met
 - there is evidence that the overseas student was misled by RGIT or an education or migration agent, regarding RGIT or its course, and the course is therefore unsuitable to their needs and/or study objectives
 - there is evidence that the overseas student's reasonable expectations about their current course are not being met
 - an appeal (internal or external) on another matter results in a decision or recommendation to release the overseas student.
- The student is asked to provide a valid "Offer of Enrolment" from the new provider.
- In assessing the application to transfer, the Student Administration 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 the appropriate government agency(s) due to lack of course progress or poor attendance records.
- Once the above points have been addressed by the Administration Manager, information on the release of the student is entered into PRISMS
 - Where the request to transfer to another RTO is be refused, the student is to be advised in writing of the reasons for the refusal, and the student's right to appeal the decision within 20 working days of being advised of the decision and the institute will keep the student enrolment until the complaints and appeals process is finalised.
 - All requests, considerations, decisions and copies of letters of release should be placed on student's file for a period of two years after student ceased to be a student.
 - The approval of transfer of a student to another institution does not indicate the agreement to provide any refund. Refunds are governed by the refund policy independent of this policy.
- The institute will assess and reply to the overseas student's transfer request within 10 working days.

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
9.0	January 2018	Update with new national code 2018
9.2	June 2020	Updated footer
9.3	September 2020	Updated logo
9.4	September 2020	Minor formatting