

STUDENT TRANSFER BETWEEN PROVIDERS POLICY & PROCEDURE

1. Policy

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

Providers are restricted from enrolling transferring students prior to the student completing 6 months of their principal course. As such Yorke Institute is unable to knowingly enrol a student transferring to Yorke Institute, who has not completed at least 6 months of their initial principal course without meeting specified criteria outlined in the ESOS Standards.

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.'

2. Procedure

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

Incoming students

Yorke Institute may not enrol a student wishing to transfer from a course delivered by another provider (the outgoing provider) before the student completes six months of study of their principal course unless:

- i. The outgoing provider ceases to be registered or the course in which the student is enrolled ceases to be registered;
- ii. The outgoing provider provides a letter of release;
- iii. A sanction imposed by government prevents the student continuing their course; or
- iv. A government sponsor considers the change of provider as being in the student's best interests and supports the change.

In the rare circumstances that the outgoing provider or course has ceased to be registered, or government sanctions have been placed on the original institution that do not allow the student to continue with the course, no letter of release is required. Evidence of this occurrence must be placed in the student file. Similarly, a letter of release will not be required when Yorke Institute receives evidence verifying the opinion of a government sponsor that it supports change of provider as being in the best interests of the student. Such evidence must be retained in the student file.

At the time of creating a CoE, PRISMS will alert Yorke Institute if the student is yet to complete six months of study in their principal course. PRISMS will ask whether the student requires a letter of release.

If the student meets categories I, iii or iv above no letter of release is required. Otherwise enrolment must not proceed until a letter of release is provided, and signed by the Student Administration Officer and retained in the student file. The provision and sighting of the letter of release must be recorded in PRISMS, following the prompts provided after seeking to create the CoE.

Obtaining a letter of release

If a student requires a letter of release but has not obtained one, the Student Administration Officer may assist as follows.

- i. To support the application for a letter of release they can be provided with a 'Conditional Letter of Offer' (Appendix A) which clearly states that an offer of a place is contingent on their obtaining a letter of release.
Note: if they are in receipt of a Government scholarship, they should provide written support from this government agreeing to the change which will stand in lieu of any letter of release.
- ii. If such a letter of release is received and the applicant has no outstanding fees to be paid to the prior institution or other outstanding matters of concern, the applicant proceed as for all off-shore applicants.
- iii. If no satisfactory letter of release is obtained from the applicant, the applicant process is halted the applicant informed that they are unable to transfer at this time. They are welcome to re-activate their applicant when the 6 months period has passed.
- iv. Once student has completed more than 6 months of their principal course of study, the process proceeds as for all off-shore student

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.

- i. Students make a written request (e-mail is satisfactory) to Student Administration Officer to transfer to another provider. The only reasons a 'Letter of Release' shall be issued is if:
 - Yorke Institute has cancelled/ceased to offer the students program (letter from Yorke Institute supplied)
 - Yorke Institute is satisfied that a letter has been issued by another registered provider confirming that a valid enrolment application has been made
 - Government sponsor considers the change to be in the students best interest, if they are a sponsored student (written confirmation from sponsor required)
- ii. The student is asked 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.
- iii. In assessing the application to transfer, the Student Administration Officer 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.
 - 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.
- iv. Once the above points have been addressed by the Student Administration Officer, a 'Letter of Release' (Appendix B) will be granted at no charge to the student. The student will also be advised of the need to contact the Department of Immigration and Border Protection (DIBP) to seek advice on whether a new student visa is required.
- v. The Student Administration Officer must report the student's termination of studies to the appropriate government agency(s) via PRISMS
- Where the transfer is not in the best interest of the student, the request to transfer to another RTO will be refused. Reasons for refusal may include but are not limited to:
 - New course outcome is not suitable to student situation
 - New course location is not suitable
 - Provider is not a CRICOS registered provider
 - The welfare of the student may be compromised

Where a letter of release is not granted, the student will be provided with written reasons for refusing the request. The student will be informed of his or her right to appeal Yorke Institute's decision in accordance with the Complaints and Appeals Policy.

- This decision of the appropriateness of the transfer will be made by the Student Administration Officer or RTO Manager and shall be given to the student in writing. (Appendix C)
- The above process should not take more than 48 hours once the student has provided the necessary documentation.
- All requests, considerations, decisions and copies of letters of release should 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 refund policy independent of this policy available from the website.

APPENDIX A

'Conditional Letter of Offer' to Transfer

To *(Insert Student name)*,

I am writing to acknowledge your application to enrol in course *(insert Course name & Code)*.

As you **have not** completed the first six (6) months of your principal course of study at your current education provider, we are only able to offer you a 'conditional' offer of enrolment at this stage.

This condition of enrolment is based on you attaining a 'Letter of Release' from your current education provider in your principal course of study.

This 'Conditional Letter of Offer' is valid for a period of 10 working days from the date of this letter and your 'Letter of Release' must be presented before any further action will be taken in respect to this application.

Please do not hesitate to contact Student Administration Officer if you have any questions.

Regards

Student Administration Officer
Yorke Institute Pty Ltd

APPENDIX B

Letter of Release of student within first six (6) months of study

To whom it may concern,

This letter is to confirm that *(Insert RTO name)* is releasing the following student although they have not completed the first six (6) months of study in their principal course of study:

Student Name: *(Insert Details)*
Student Visa number: *(Insert Details)*
Student Address: *(Insert Details)*

The above mentioned student has been enrolled in the qualification *(insert qualification title and code)* and has requested a transfer to another education provider. The education provider that the release is being granted for has been evidenced with a 'Conditional Letter of Offer' from the following provider:

Provider name: *(Insert Details)*
Provider CRICIS number: *(Insert Details)*
Qualification code: *(Insert Details)*

Yorke Institute acknowledges that it has informed the student that from the date of this 'Letter of Release' it is no longer is the provider of the principal course of study for the student as identified within the Student Visa.

Yorke Institute will be notifying the appropriate government agency(s) of this change by terminating the student's CoE via PRISMS.

Students are required to contact Department of Immigration and Border Protection to seek advice on whether a new Student Visa is required.

Regards,

Student Administration Officer
Yorke Institute Pty Ltd

APPENDIX C

To **(Insert Student name)**,

I am writing to acknowledge your application to transfer to another provider within the first six (6) months of your principal course of study.

As you have not completed the first six (6) months of your principal course of study and Yorke Institute has **refused** your application on the grounds that it believes the transfer would not be in your best interests.

This decision that this transfer is not in your best interests are due to:

- New course outcome is not suitable to student situation
- New course location is not suitable
- Provider is not a CRICOS registered provider
- The welfare of the student may be compromised
- Other Reason that are not in the best interests of the student.....

(Outline how this is transfer is not in the best interests of the student)

If you feel you have reasonable grounds for your transfer and wish to appeal this decision, you **must** contact Yorke Institute **in writing** within 20 days outlining your circumstances. This process is outlined in the attached 'Complaints & Appeals Policy and Procedure' and further information on this process / decision can be gained from the Student Administration Officer.

If no response is received within 20 working days Yorke Institute will close the application and you are required to continue with your studies in line with the original enrolment conditions.

Please do not hesitate to contact Student Administration Officer if you have any questions.

Regards,

Student Administration
Yorke Institute
13 Elizabeth Street, Richmond,
Victoria, Australia