

Assessing Student Transfer Requests

Purpose

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 2017'.

The policy of National Australian Institute of Technology is to ensure that it does not enroll 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.

This policy specifies:

- The circumstances in which a transfer will be granted.
- The circumstances NAIT considers as providing reasonable grounds for refusing the student's request including when a transfer can be considered detrimental to the student; and
- A reasonable framework for assessing and replying to the student's transfer request having regard to the restricted period.

Requirement

Circumstances in which a transfer will be granted

The Institute supports the intent of the standard which recognizes 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 Institute will consider requests for transfer fairly and will consider individual circumstances to determine if the transfer is really required considering:

- if the course the student wishes to transfer to:
 - better meets the study capabilities of the student
 - better meets the long-term goals of the student, whether these relate to future work, education or personal aspirations
- 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.

Circumstances for refusing the student's request

Listed below are the factors that the Institute will consider to the student's detriment, but which will be considered in light of the student's individual circumstances and a broader range of factors, include:

- if the transfer may jeopardise the student's progression through a package of courses
- If the student has recently started studying the course and the full range of support services are yet to be provided or offered to the student (it is good practice to revisit the issue within a timeframe negotiated with the student); and
- if the student is trying to avoid being reported to DHA for failure to meet the provider's attendance or academic progress requirements.

The Institute will consider all transfer requests fairly, but such a request will be refused

unless:

- The student has a valid enrolment offer from the receiving provider;
- The Institute has had sanctions placed against its registration as a CRICOS Provider by the Australian Government or state or territory government or the registration of the course on CRICOS has been revoked and the student is prevented from continuing his/her principal course. A government sponsor (if any) deems that the transfer is in the best interest of the student and has provided written support for that change;
- The Institute believes there are reasonable grounds for the transfer; and
- An appeal (internal or external) on a matter that may reasonably result in the student wishing to seek a transfer, supports the student.

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

TRANSFER REQUEST ASSESSMENT PROCEDURE

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

1.1 Transfer Request Assessment Process for Incoming students

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

For this procedure to be completed the applicant must provide their passport and a copy of their Student Visa (to look up on PRISMS). Once this information is obtained the following steps are taken:

- 1.1.1 Admissions Manager accesses the student information via PRISMS to ascertain that the length of studies completed in their current principal course of study is greater than 6 months. Copy of student visa is used to ascertain what the principal course is and when the student did arrive in Australia.
- 1.1.2 If they have completed more than 6 months of their principal course of study, the application process proceeds as for all applicants.
- 1.1.3 Where a student has NOT completed 6 months of their principal course of study, student is asked to provide an appropriate letter of release in support of their application.
- 1.1.4 To support their application, students may be provided with a 'Conditional' Letter of Offer which clearly states that an offer of a place is contingent on their obtaining a letter of release.
- 1.1.5 If such a letter of release is received and the student has no outstanding fees to be paid to the previous institution or other outstanding matters of concern, the application proceeds as for all applicants.
- 1.1.6 If no satisfactory letter of release is obtained from such students, the application process is halted and the student is informed that they are unable to transfer at this time. They are welcome to re-activate their application when 6-month period has passed.

(Note: In a very rare circumstances where the original institution or course has ceased to be registered, or sanctions have been placed on the original institution by an Australian government which do not allow the student to continue with the course, no letter of release is required. Evidence of this occurrence, however, would be needed to be placed in the student file.)

1.2 Transfer Request Assessment Process for 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.

1.2.1 Students make a written request (e-mail is acceptable) to Admissions Manager to transfer to another provider. Given below are circumstances along with reasons for a 'release letter' to be issued:

- National Australian Institute of Technology has cancelled/ceased to offer your program (letter from National Australian Institute of Technology is supplied)

- Government sponsored considers the change to be in your best interest, if you are a sponsored student (written confirmation from sponsored is required)

- Exceptional circumstances (documentation required to support circumstances and a letter of offer from another provider is required). Exceptional circumstances may include the following:

- The transfer is perceived as being favorable to the student's safety, welfare and well-being.
- The transfer is perceived to enhance educational prospects of the student.
- The student was not given correct advice about the course by the agent.

1.2.2 The student is asked to provide a valid 'offer of enrolment' from the new provider authenticating the transfer and indicating the benefits of transferring from their current course of study.

1.2.3 In assessing the application to transfer, the Admissions Manager will check the following points:

- Ensure any outstanding fees are paid
- Ensure the student is fully aware of all issues relating to transfer between registered providers.
- Check student records to ensure the student is not trying to avoid being reported to DHA due to lack of course progress.

1.2.4 Once the above issues have been addressed by the Admissions Manager, a 'Letter of Release' will be granted at no charge to the student. The student will also be advised of the need to contact DHA and obtain a new visa if the course they transfer to is not a Higher Education / VET course. Any issues will be reported to the CEO.

1.2.5 The Admissions Manager must report the student's termination of studies via PRISMS

Please Note:

The student will be informed about the outcome of their application within 10 working days provided all necessary documentation has been provided by the student along with the application.

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 registered provider does not indicate agreement to provide any refund. Refunds are governed by the refund policy independent of this policy.

Upholding student's right as a customer right through Complaints and Appeals Process

Should an application for transfer be refused, or the student does not agree with the decision made by National Australian Institute of Technology, the student has the right to access the Institute's complaints and appeals processes within 20 working days.