



Transfer of Provider Procedures Int

Outgoing Student Transfers

Step 1. Application

No.	Who	Actions
1.1	Student/Applicant	<p>a) Students wishing to transfer to another provider must first complete a Transfer of Provider Request Form, along with any supporting documentation.</p> <p>b) Supporting documentation may include but are not limited to: Letter of Release, Letter of Offer or Conditional Letter of Offer, Transcripts, letters from Government sponsors, letters or documents proving compelling circumstances for the need to transfer provider</p> <p>c) Student submits all documentation to the RTO</p>
1.2	RTO Manager	<p>a) The RTO Manager will assess outgoing transfer applications by checking the following:</p> <ul style="list-style-type: none"> • Ensure any outstanding fees are paid • Ensure the student is fully aware of all issues relating to 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

Step 2. Assessing the application

No.	Who	Actions
2.1	RTO Manager	<p>a) The application is evaluated and a decision reached (see flow chart)</p> <p>A Transfer of Provider Request will be considered and Letter of Release may be granted under the following circumstances:</p> <ul style="list-style-type: none"> • compassionate or compelling circumstances • The provider and the course better meets the student's academic capabilities and requirements • The previous institution has ceased to be registered or the course in which the student is enrolled has been cancelled or ceased to be registered • The previous institution 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, or • 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 • Exceptional circumstances (documentation required to support circumstances and a letter of offer from another provider is required.)



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		<p>b) in addition to the above, a Letter of Release can only be granted where the student has:</p> <ul style="list-style-type: none"> • provided a letter from another registered provider confirming that a valid enrolment offer has been made, and • where the student is under 18; <ul style="list-style-type: none"> i. The registered provider has written confirmation that the student’s parent or legal guardian supports the transfer, and ii. Where the student is not being cared for in Australia by a parent or suitable nominated relative, the valid enrolment offer also confirms that the registered provider will accept that responsibility for approving the student’s accommodation, support and general welfare arrangements as per Standard 5 (Younger students). <p>A Letter of Release will not be issued under the following circumstances:</p> <ul style="list-style-type: none"> • The request is within six months of commencement of the principal program • The student does not have a valid Letter of Offer from the receiving provider • The student has Financial difficulties or Outstanding Payments • The student is under 18 and there is no written authority from the Parent or Legal Guardian • Where the RTO Manager does not agree that the transfer is in the students best interest or academic capabilities • The new course provider is not a CRICOS provider
2.2	Marketing or Admissions Officer	<p>a) Where Transfer Applications for incoming student are successful, the application and enrolment proceeds as for all international students</p> <p>b) If a Letter of Release is granted, then this will be issued at NO cost to the student.</p> <p>c) Students should also be informed that they are to contact DIBP to seek advice on whether a new Student VISA is required.</p>
2.3	SSO	<p>a) Update Student Transfer Application Register with student and application details as well as outcome of application for all applicants whether transfer granted or refused.</p> <p>b) Send Letter of Refusal to Transfer to students who were refused a transfer. Letter must also inform the student of their right to access the Complaint and Appeals process within 20 days of the decision.</p> <p>c) Notification must be sent within two working days of any decision being reached.</p>



Incoming Student Transfers		
No.	Who	Actions
1.1	Student	a) Students wishing to transfer from another provider must first complete a Transfer of Provider Request Form, along with any supporting documentation. b) Supporting documentation may include but are not limited to: Letter of Release, Letter of Offer or Conditional Letter of Offer, Transcripts, letters from Government sponsors, letters or documents proving compelling circumstances for the need to transfer provider c) Student submits all documentation to the RTO
1.2	Student Support Officers (SSO)	a) Receive and process requests for transfer b) Pass completed and processed application to the RTO Manager
	RTO Manager	a) The application is assessed and a decision reached based upon the following: b) Consider whether or not the student has completed at least 6 months of principle course of study. c) If within the first 6 months of Principle Study course with no letter of release provided d) If within the first 6 months of Principle Study course with no letter of release provided, the student is advised the application process is discontinued and the student informed that they are unable to transfer at this time, with the following exceptions: <ul style="list-style-type: none"> • the original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered; • the original registered provider has provided a written letter of release, agreeing to such a transfer; • the original 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 in his or her principal course; • 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 e) Students who are refused an incoming transfer are to be informed that they may reactivate their application when the 6 month period has passed. a) If the student is applying at any time following the initial six-month period of the principal program the application process proceeds as for all international students.



		b) Applications for transfer must be processed within 10 working days from the date of submission.
1.4	Marketing or Admissions Officer	a) Where Transfer Applications for incoming student are successful, the application and enrolment proceeds as for all international students b) If a Letter of Release is granted, then this will be issued at NO cost to the student. c) Students should also be informed that they are to contact DIBP to seek advice on whether a new Student VISA is required.
	SSO	a) Update Student Transfer Application Register with student and application details as well as outcome of application for all applicants whether transfer granted or refused. b) Send Letter of Refusal to Transfer to students who were refused a transfer. Letter must also inform the student of their right to access the Complaint and Appeals process within 20 days of the decision. c) Notification must be sent within two working days of any decision being reached.

