

STUDENT TRANSFERS POLICY

OVERVIEW

The purpose of this policy is to undertake the following:

- Provide opportunities to students to transfer to another registered training provider
- Provide opportunities to students to transfer from another registered training provider
- Provide opportunities to students to transfer to another course within New Cambridge College Sydney (NCCS).

COMPLIANCE

Standard 7 of the National Code related to student transfers between registered providers

RESPONSIBILITY

The Admissions and Student Services Manager is responsible for receiving and processing Student Transfer Requests

The RTO Manager is responsible for making decisions regarding the application and ensuring compliance with the National Code.

REQUIREMENTS

- If a release is granted, it must be at no cost to the student. All unused course fees will be refunded in accordance with organisations refund policy
- NCCS is restricted from enrolling transferring students in the first six months of their principal course of study except in accordance with standard 7 of the national code
- If a transfer request is refused by NCCS a student may appeal NCCS decision through its complaints and appeals procedure.

PROCEDURE

Processing Student Transfer Request to another provider

NCCS will grant students transfer request in following circumstances only if the students are seeking to transfer to another registered provider's course of study prior to completing six months of their principle course with the organisation.

- The student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with NCCS intervention strategy to assist the student in accordance academic monitoring procedure of the organisation

- the course the student wishes to transfer to better meets the study capabilities of the student, 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 access greater or more specific 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)
- There is evidence of compassionate or compelling circumstances
- NCCS fails to deliver the course as outlined in the written agreement
- There is evidence that the student's reasonable expectations about their current course are not being met
- There is evidence that the student was misled by NCCS or its agent regarding NCCS or its course and the course is therefore unsuitable to their needs and/or study objectives
- An appeal (internal or external) on another matter results in a decision or recommendation to release the student.

Admissions and Student Service Manager or Delegated Staff Member

- Students must apply for transfer using the "*Release Application Form*" and provide at least 1 month notice
- Student must attach a copy of a valid letter of offer from another registered provider
- Students must provide a letter detailing the reasons for their release and attend a meeting for further discussion.
- Students are to attend a meeting to discuss the application further
- Applications for transfer will be considered and responded to within 14 days of being received in full by the college
- A transfer request will normally not be granted in the following situations:
 - Student fees are in arrears
 - Students need to have paid up until the end of the current term
 - The student has reassessments pending to complete
 - The proposed transfer will jeopardise the student's progression through a package of courses
 - 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)
 - The student is seeking release to avoid reporting to Immigration for failure to meet student visa requirements and is not actively engaging in intervention activities
 - The student does not satisfy any of the situations mentioned above
 - The student cannot provide a letter from another registered provider confirming that a valid enrolment offer has been made
 - There are no legitimate compassionate or compelling circumstances
 - The student has not completed 6 months of their primary course (the highest level course the student is enrolled in) AND there are no extenuating circumstances
 - The transfer to the new course may be detrimental to the student's wellbeing, career or study objectives as stated in the student's original admissions application and the Genuine Temporary Entrant Statement.
 - The student is applying to transfer to study at a lower AQF level
 - The student wishes to transfer to another registered provider in a similar course delivered by NCCS

- The student wishes to transfer to another registered provider in a course of the same academic background as previously studied in Australia or home country
 - The student wishes to enrol with another registered provider with the intention of gaining PR in Australia
 - The student's personal statement is inconsistent with other information provided to NCCS
- If a transfer request has been granted, then the student request will be finalised in line with the '*Deferral of commencement, suspension of studies and cancellation of enrolment*', approved through PRISMS.
- Approved requests will be processed for the following term
- Process of finalising transfers in PRISMS can be accessed from the PDF document available in the link:
<https://prisms.education.gov.au/Information/ShowContent.ashx?Doc=How%20To%20Manage%20Student%20Transfers%20in%20PRISMS.pdf>
- If a transfer request is refused, the student will be advised in writing regarding NCCS intention to refuse the request with details regarding reason for refusal. Student will be informed of their rights of appeal using the college complaints and appeals procedure. The student must submit this request within 20 working days of receiving intention to refuse the request from NCCS
- NCCS will finalise the student's refusal status in PRISMS if the appeal finds in favour of NCCS, or the overseas student has chosen not to access the complaints and appeals processes within the 20-working day period, or the overseas student withdraws from the process. Process of finalising transfers in PRISMS can be accessed from the PDF document available in the link:
<https://prisms.education.gov.au/Information/ShowContent.ashx?Doc=How%20To%20Manage%20Student%20Transfers%20in%20PRISMS.pdf>
- A copy of the student's Release Application Form; supporting information and notes recording the assessment of the application and a copy of all correspondence to the student by NCCS must be placed in the student's file (electronic or hard copy) for at least a period of 2 years.

All students are requested to contact Immigration department to seek advice on whether a new student visa is required once transfer request has been granted.

Enrolling a transferring student

NCCS will accept students transferring from other providers in following circumstances only if the student hasn't completed six months of their principal course of study:

- The releasing registered provider, or the course in which the overseas student is enrolled, has ceased to be registered
- The releasing registered provider has had a sanction imposed on its registration by the ESOS agency (i.e. ASQA) that prevents the overseas student from continuing his or her course at that registered provider
- the releasing registered provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS
- any government sponsor of the overseas student considers the change to be in the overseas student's best interests and has provided written support for the change.

A cancellation of a Confirmation of Enrolment (CoE) must be provided as an evidence from the previous registered provider along with evidence related to circumstances mentioned above.

A cancellation of a Confirmation of Enrolment (CoE) alone will not be accepted as an evidence that the student has been released from the previous registered provider if the student hasn't completed six months of their principal course of study.

Admissions and Student Services Manager or Delegated Staff Member

- Check if the student has received approval of transfer request from the other provider in PRISMS if the student hasn't completed six months of their principal course of study with another registered provider
- Place the screen shot of the transfer approval from PRISMS in relevant student file
- Applicants for Credit Transfer must complete the Credit Transfer application form, attach a copy of a verified Award or Statement of Attainment and submit the application
- Issue the complete offer letter and COE as per relevant procedure.

All students are requested to contact Immigration department to seek advice on whether a new student visa is required once transfer request has been granted.

Processing Student Transfer Request to another course within NCCS

Students may transfer to another course offered by NCCS in the following circumstances:

Where it is considered that the course that the student wishes to transfer to;

- better meets the study capabilities of the student; and/or
- better meets the long-term goals of the student, whether these relate to future work, education or personal aspirations; and/or
- Or, where the student claims or can provide evidence that his or her reasonable expectations about the current course are not being met.

Admissions and Student Service Manager or Delegated Staff Member

- In order for a request for transfer to be considered, students must apply for transfer using the "*Course Transfer Application Form*"
- The outcome of the student's application for course transfer will be provided in writing within 10 working days of receipt of application.
- All unused course fee will be allocated to the new course as per organisations refund policy.

All students are requested to contact Immigration department to seek advice on whether a new student visa is required once transfer request has been granted.

ASSOCIATED DOCUMENTS AND FORMS

- *Release Application Form*
- *Course Transfer Application Form*
- *Deferral of commencement, suspension of studies and cancellation of enrolment*
- *Complaints and Appeals Policy*
- *Complaints and Appeals Form*

DOCUMENT CHANGES AND MODIFICATIONS

Date	Summary of changes
04/11/2016	Updated document to meet new requirements
21/12/2017	Updated to meet new National Code 2018 requirements
09/03/2018	Revised for additional requirements
23/01/2020	Update to new procedure template
01/07/2022	Clarification of circumstances/requirements
23/05/2024	Update to position titles and clarification of points supplied