

Transfer Between Registered Providers Policy and Procedure

Policy Purpose

The purpose of this policy is:

1. for overseas students who wish to withdraw from studies at the Institute prior to completing 6 months of their principal course and begin studies at another institution
2. to ensure overseas students wishing to transfer from other institutions have completed a minimum of 6 months study in their principal course or have obtained release letters
3. to ensure the Institute is compliant with Standard 7 of the National Code 2007 and the procedure regarding Release Letters in regards to:
 - a. students who wish to withdraw from the Institute to transfer to another registered provider
 - b. a new applicant who has been with their previous registered provider for a period less than six months of the principal course
 - c. a Letter of Release issued by the Institute at no charge to the student or a written explanation provided in case of the rejection.

Policy Scope

Circumstances where the Institute will allow a student to obtain a Letter of Release include:

1. The student can demonstrate compassionate or compelling circumstances which necessitate transfer to another provider
2. The student is experiencing academic or personal difficulties which have not been resolved after the student accessed the Institute's support services or an individually tailored intervention strategy was put in place
3. The proposed transfer course 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
4. To enable the student 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)
5. The student's claims or provides evidence that his or her reasonable expectations about the current course are not being met, subject to appropriate Intervention Strategies having already been activated with the student
6. The student provides evidence that he/she was misled by the Institute or an education or migration agent regarding the Institute or its courses, which constitutes a breach of the ESOS Act
7. An appeal supports the student (internal or external) on a matter that may reasonably result in the student wishing to seek a transfer

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8. The student is required to move interstate.

Reasons for not issuing a release letter may include but not be limited to:

1. The transfer may jeopardise the student's progression through a package of courses
2. 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 (the Institute will put an Interventional Strategy in place to support the student and review the issue within a timeframe negotiated with the student)
3. If the student is trying to avoid being reported to DIAC for failure to meet the Institute's academic progress requirements
4. All money owed to the Institute has not been paid
5. The student claims they are returning to their country
6. The student has been at the Institute for more than six months and has no valid reason for requesting the letter
7. The student is experiencing course schedule conflict with personal, work, or non-study commitments
8. The transfer is perceived as detrimental to the student's safety, welfare and/or wellbeing. An example could be where the proposed new training provider -
 - Has 2x10 hours days of study
 - Requires considerable extra travel
 - Requires attendance at hours outside of 8am-10pm in locations remote from built up areas or public transport.

Procedures for Institute students transferring to another registered provider

1. Students who wish to transfer to another registered provider must complete a Transfer between Register Providers Form – available from the reception area and from the Institute website.
2. If the student requires a release letter they must attach a Letter of Offer to their application for Letter of Release. The processing time is five working days.
3. While the Institute is under no obligation to release a student before six months of study in their principal course, the Institute will generally agree to request from an overseas student unless there is a good reason why the release should not be given. Letter of Release is issued at no cost to the student. If a release letter is not granted, the student will be notified in writing (Letter of Refusal) outlining the reasons for the decision.

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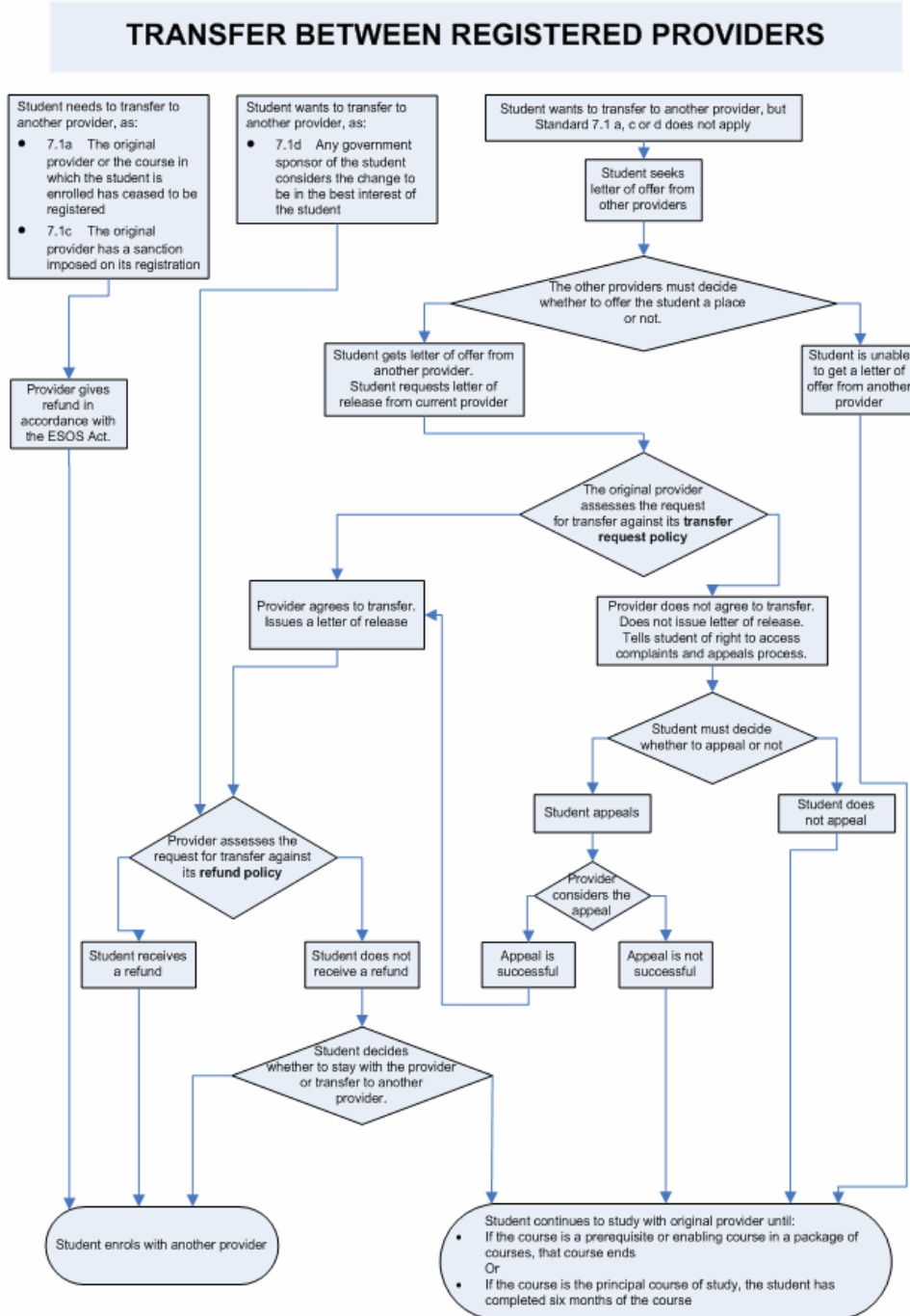
4. The student is advised that he/she is able to access the Institute's Grievance Procedure.
5. When a student transfers to another registered provider the Institute is required to inform DIAC via the PRISMS system on the date that they leave the Institute. The student is advised to contact DIAC to determine whether a new student visa is required.
6. Any refunds of course fees paid to Hales Institute will be assessed in accordance with the Institute's refund policy.

Students Applying to the Institute from other education providers

1. Hales Institute will not knowingly enrol the student wishing to transfer from another registered provider's course prior to the student completing six months of the principal course of study except where:
 - The original registered provider has provided a written letter of release
 - 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 had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing their 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.
2. When the Conditional Letter of Offer is issued to a student that has been with their previous registered provider for a period of less than six months of their principal course, the Admissions Officer advises the applicant that they will need to provide the appropriate documentation (ie a Letter of Release from their previous registered provider; evidence that their original provider has ceased to operate or has a sanction imposed on it; or written support from a government sponsor) before a CoE can be issued.
3. If the applicant has been with their previous registered provider more than six months of their principal course then no Release Letter is required by the Institute
4. When the Admissions Officer enters the applicant's details into PRISMS to inform DIAC of the new student, and the system indicates if the student is with another registered provider. The Admissions Officer must contact the student or student's agent to confirm the student's status with their previous registered provider.
5. The student or the student's agent must supply a copy of the CoE from the previous registered provider.

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6. The Institute cannot register the student into PRISMS until the previous provider has released the student's enrolment in PRISMS.



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Responsibility	Education Group Manager and Institute Manager
Policy Endorsed By	Continuous Improvement Committee
Endorsement Date	30 August 2010
Policy Complies with	AQTF 2007 and National Code 2007
Version Number	Ver 2-2010