

# Transfer of Students between Providers Policy & Procedure



## Purpose

The main objective of Transfer of students between providers policy is to adhere to the ‘Standard 7 – Transfer between registered providers’ of the ‘National Code of Practice for Registration Authorities & Providers of Education & Training to Overseas Students 2007’.

## Scope

Transfer of students between providers’ policy and procedure would aide any student who applies for a course within CAC and/or is currently studying on-shore with another registered provider, administration staff and educators in making fair and informed decisions. This policy also applies to individuals, third party providers, CAC authorised agents involved in recruitment of students on behalf of CAC.

## Relevant standards, acts and legislations

The transfer of students between provider’s policy and procedures adheres to the ESOS Framework (ESOS ACT 2000) Standard 7.

## Definitions

COE	Certificate of Enrolment (COE) is an official document issued to the international students, in order apply for their student visa. It confirms that they have been accepted in a course and paid their fees.
Conditional Offer	Conditional offer letter means that student have not yet satisfied academic, English language or any other entry requirements. It includes details of offer conditions and how they can satisfy these requirements (including paying course deposits) will be mentioned in this offer letter.
CRICOS	The Commonwealth Register of Institutions and Courses for Overseas Students
DOS	Director of Studies
DIBP	Department of Immigration and Border Protection.
ESOS Framework	Education Services for Overseas Students Act 2000 is a national code that applies to delivering of education and training courses to overseas students.
Principal Course	The main course of study to be undertaken by an overseas Student where a Student Visa has been issued for multiple courses of study. The principal course of study would normally be the final course of study where the overseas student arrives in Australia with a Student Visa that covers multiple courses.
PRISMS	Provider Registration and International Student Management System
Six months of Principal Course	Six months of principal course means completion of the 1st six calendar months of the principal course. The calculation of this period starts from the date the student commenced the course.
Student Support Officer	Includes a student counsellor/student support services officer/advisor or welfare officer appointed by the Institute and working at the Institute or, in the case of Students

## Policy

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- CAC will not knowingly enrol a student transferring to CAC, who has not completed at least 6 months of their initial principal course without meeting specified criteria outlined in the ESOS Standards.  
Except:
  - a. the original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered
  - b. the original registered provider has provided a written letter of release
  - c. 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 his or her principal course; or
  - d. 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.
- CAC grants a letter of release only where the student has provided a letter from another registered provider confirming that a valid enrolment offer has been made.
- Students who have studied longer than six months can apply as normal and no letters of release needs to be sighted.
- CAC ensures this policy and procedures are reflected or summarised in its marketing and advertising of its training programs to prospective students prior to enrolment, as well as to education agents, and to provide accurate and ethical information.

## Procedures

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 procedures outlined below will be implemented, it has been separated into 'Incoming students' and 'Outgoing students.'

### 1. Incoming students

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

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

- i. Administration Manager accesses the student information via PRISMS. They are to ascertain if the length of studies completed in their current Principal course of study is greater than 6 months. They also use the copy of the student visa in the passport to ascertain what the principal course is and when they arrived in Australia.
- ii. In completing this process they would print a copy of the PRISMS record and attach to the student application.
- iii. If they have completed more than 6 months of their principal course of study, the application process proceeds as for all off-shore students.
- iv. Where a student has **NOT** completed 6 months of their principal course of study, they are asked to provide an appropriate letter of release in support of their application.
- v. To support the application 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. It also states that if they are under 18 and not in the custody of their parents, legal guardian, or 'suitable relative', which CAC will require evidence of their guardianship agreement and will have to approve these arrangements.

Please Note: if they are in receipt of a Government scholarship, they should provide written support from the government agreeing to the change which will stand in lieu of any letter of release.

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- vi. If such a letter of release is received and the student has no outstanding fees to be paid to the prior institution or other outstanding matters of concern, the application proceeds as for all off-shore applicants.
- vii. If no satisfactory letter of release is obtained from such students, the application process is halted and the student informed that they are unable to transfer at this time. They are welcome to re-activate their application when the 6 month period has passed.
- viii. Note that in the very rare circumstances where the original institution or course has ceased to be registered, or sanctions have been placed on the original institution by the Australian government which do not allow the student to continue with the course, no letter of release is required. Evidence of this occurrence would need to be placed in the student file.

## 2. 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 Administration Manager to transfer to another provider. The only reasons a 'Release Letter' shall be issued is if:
  - CAC has cancelled/ceased to offer the students program (letter from CAC supplied)
  - Government sponsor considers the change to be in the students best interest, if they are a sponsored student (written confirmation from sponsor required)
  - Exceptional circumstances (documentation required to support circumstances and a letter of offer from another provider is 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 Administration Manager 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 Administration Manager, 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 DIAC 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.
- v. The Administration Manager must report the student's termination of studies to the appropriate government agency(s) via PRISMS
- vi. Where the transfer is not in the best interest of the student, the request to transfer to another CAC 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

This decision of the appropriateness of the transfer will be made by the Training Manager and shall be given to the student in writing. (Appendix C)

- viii. The above process should not take more than 48 hours once the student has provided the necessary documentation.
- ix. All requests, considerations, decisions and copies of letters of release should be placed on student's file.
- x. 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.

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## APPENDIX A

### 'Conditional Letter of Offer' to Transfer

To

Name : *(Insert Details)*

Address: *(Insert Details)*

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 if you have any questions.

Regards

Student Administration  
Central Australian College  
8-10 Cross street  
Footscray West, 3012  
Ph- 03- 9687 4275  
Email- [info@cac.vic.edu.au](mailto:info@cac.vic.edu.au)

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## 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 Central Australian College 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:** *Central Australian Institute of Technology Pty Ltd*

**Provider CRICOS number:** *(Insert Details)*

**Qualification code:** *(Insert Details)*

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

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

Students are required to contact DIAC to seek advice on whether a new Student Visa is required.

Regards,  
Student Administration  
8-10 Cross Street  
Footscray, West 3012  
Ph- 03 9687 4275  
Email- admin@cac.vic.edu.au

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## APPENDIX C

### Letter of Refusal to Transfer

To

Name : *(Insert Details)*

Address: *(Insert Details)*

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 CAC 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 CAC **in writing** within 20 working 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 Student Administration.

If no response is received within 20 working days CAC will proceed with the reporting process.

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

Regards,

Student Administration  
8-10 Cross Street  
Footscray, West 3012  
Ph- 03 9687 4275  
Email- [info@cac.vic.edu.au](mailto:info@cac.vic.edu.au)

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