

# Transfer of Provider Policy

## Policy

Salford College will objectively assess and facilitate a transfer between registered providers where circumstances warrant such a process.

## Purpose

The purpose of this policy is to outline the conditions under which Salford College will consider a student request for a transfer between registered providers.

## Responsibility

The Admissions Manager will be responsible for compliance with this policy where students are enrolled in Vocational Education and Training (VET) programs.

## Guidelines

The 2007 National Code outlines that a student must complete six months of their principal course of study before changing or transferring between providers, except where:

- *the original registered provider has ceased to be registered or the program in which the student is enrolled has ceased to be registered;*
- *the original registered provider has provided a written letter of release;*
- *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 program, 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.*

Salford College offers academic programs in VET. It is possible that a student might be completing courses that are 'packaged' i.e. ELICOS → Certificate III → Diploma → Degree. It is important to note that the principal course in a package is the highest or last course. In the example above this means the degree course is the principal course so if a student is seeking to transfer they are only eligible (without consent) to transfer after six months of their degree course.

1. A student does not have to apply for a transfer of providers once six months has elapsed of their principal course however they must cancel their enrolment with their principal provider so that they are not at risk of being reported for erratic course progress or unsatisfactory course progress and do not continue to be charged tuition fees by their previous provider.
2. The **policy supports the intent of the National Code 2007** which recognises 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 policy guides decision making on the student's request at Salford College Australia by catering to a range of factors. It should also enable the individual circumstances of the student to be considered to determine if the transfer will be to the detriment of the student.

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The range of factors that guide the consideration of letter of release may include:

- a. *if the course the student wishes to transfer to better meets the long-term goals of the student, whether these relate to future work, education or personal aspirations*
- b. *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)*
- c. *If the student claims or can provide evidence that his or her reasonable expectations about the current course are not being met*
- d. *if the course the student wishes to transfer to:*
  - i. *better meets the study capabilities of the student*
  - ii. *better meets the long-term goals of the student, whether these relate to future work, education or personal aspirations*

3. A student must satisfy Salford College that they **have a genuine case to request a transfer**. Salford College will consider the following circumstances as reasonable grounds for a transfer:

- a. Salford College is unable to continue to provide the program of study;
- b. The student demonstrates they are experiencing a threat to their physical or mental health or safety by remaining at Salford College and demonstrates clearly how this will be alleviated through a transfer;
- c. The student is not coping in the program, and has sought academic assistance from Salford College that has not improved their academic performance;
- d. The student is required to move interstate;
- e. The program of study is not consistent with the documented program requested on the student's application;
- f. The student provides evidence that s/he was misled by the Salford staff or education or migration agent regarding the provider or its course, which constitutes a breach of the ESOS Act, or: If an internal or external appeal outcome related to a letter of release supports the student.
- g. A student under 18 must have written evidence that the students parent or legal guardian supports the transfer AND, if appropriate, written confirmation that the new provider will accept responsibility for approving the students accommodation, support and general welfare agreements as per Standard 5.
- h. A sponsor of the student considers the change to be in the student's best interest and has provided written, authorised support for that change; and
- i. A student has a valid enrolment offer from the receiving provider.

4. Salford College considers the following circumstances as reasonable grounds to decline a student transfer request prior to completing the first six months of the principal program of study:

- a. The transfer may jeopardise the student's progression through a package of programs;
- b. The student has a change of mind;
- c. The student has not passed an in-semester or end of semester assessment in the first semester of their program;
- d. The student expresses difficulty with the program of study but has not sought assistance from Salford College Student Support staff;
- e. The student has been warned for non-attendance or poor course progress;

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- f. The student is experiencing Homestay or other accommodation problems;
  - g. The student is experiencing program schedule conflict with personal, work, or other non-study commitments;
  - h. The student is experiencing adjustment difficulties moving to Australia;
  - i. Salford College forms the view that the student is trying to avoid being reported to DIBP for failure to meet attendance or academic progress requirements;
  - j. The student owes Salford College tuition fees;
  - k. Salford College believes that the program detailed in the letter of offer for the other provider will not provide adequate preparation for further study e.g. the other Provider's course does not articulate into the Principal Course.
5. A student transfer request will always be refused unless a student has a valid enrolment offer from the receiving provider.

**6. Exceptional circumstances:**

Exceptional circumstances are defined as:

- a. an illness which can be better treated through relocation (a medical certificate is required)
- b. bereavement involving close family members such as parents or grandparents which necessitate relocation (where possible, a death certificate should be provided)
- c. the student being unable to study at the current institution as a result of a traumatic experience which has impacted on the student (these cases should be, where possible, supported by police or psychologists' reports)

**7. Procedure – Salford College Student Transfer Request**

**Where Salford College is the principal course provider**

- a. Student must submit an Application for a Letter of Release ([www.salfordcollege.edu.au](http://www.salfordcollege.edu.au));
- b. The student must also attach a typed letter that contains the student's name, student number and an explanation of the transfer request; and
- c. Attach a copy of offer letter from the proposed institution and any supportive documents such as a medical certificate or any other supporting documents to validate your claim.
- d. If a request for fees refund also applies, the student must attach to this application a "Application for Refund of Fees".

**8. Where Salford College is NOT the principal course provider**

- a. Student must be referred to the principal course provider with which the offer is packaged and the student is subject to the other providers release policy;
- b. Where a student wishes to transfer between Salford College and a related institution, and that transfer maintains the integrity of the university or principal course package, Salford College will approve the transfer and notify the university/other provider of the change of

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provider by letter. A copy of such letter will also be retained within the relevant student file.

#### 9. Procedure – Student Transfer Request to Enrol with Salford College

- a. Where six months have not elapsed in the student’s principal course, the student must be referred to the principal course provider and is subject to the other providers release policy;
- b. Salford College will assess the student’s application and determine if it will issue an offer letter;
- c. Where six months have not elapsed in the student’s principal course, the student must provide a letter of release from the previous provider before the issue of CoE unless there is no need for a letter of release as per standard 7 of ESOS act;
- d. Where a student is eligible to transfer to Salford College, no Confirmation of Enrolment (CoE) will be issued unless all required documentation is provided.

#### 10. Outcome of Student Transfer Request

- a. Students will be advised of the outcome of their request within 10 working days of the request in writing;
- b. Where a transfer request has been approved, the student's enrolment at Salford College will be cancelled and notification will be provided to DEPARTMENT OF EDUCATION and DIBP of the student's cessation of studies at Salford College. Where relevant, cancellation fees and penalties will be applied in accordance with Salford College’s Fee Refund Policy; and
- c. Where a Student Transfer Request has been declined, the student's enrolment will remain current and the student will be advised of the reason for the refusal of the request in writing;
- d. Where a student request for a letter of release has been declined, the student has access to the Salford College complaints and appeals process.

#### 11. Letter of Release

Salford College will provide a Letter of Release to a student where a student has requested such a letter and such a request is approved; provided the student meets the criteria laid out for transfer of provider request.

12. All requests, considerations, decisions and copies of letters of release should be placed on student’s file. Also the” **register of letters of release** “must be updated.

13. 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

#### 14. Successful application for release letter

- a. The letter of release will be issued at **no extra cost** to the student

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- b. Student will be advised that “Student need to contact the DIBP offices to seek advice on whether a new Student visa is required.

**15. Unsuccessful Application for release letter:**

- a. If the student has been unsuccessful in the request to transfer prior to completing 6 months of their principal course at Salford College then College will provide written reasons for refusal.
- b. Refusal of the release will be consistent with the institution’s student transfer request assessment policy and procedure and the other requirements of the standards,

**16. Appeals against Student Transfer Request**

Where a Student Transfer Request has not been approved, the student can lodge an appeal in accordance with Salford College Complaints and Appeals Policy.

**17. Authority**

- 18. Authorised by Chief Executive Officer

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