

Student Transfer Policy and Procedure

PURPOSE

This policy applies to international students only.

In accordance with the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018, SIIT will not knowingly enrol a student transferring from another education provider prior to the student completing six months of their principal course.

A student may apply to transfer to another provider after they have completed at least six months of their principal course. In the case of a package of courses for example, Cert III, Cert IV and finally Diploma, the principal course is the highest course – the Diploma.

The only exceptions are the circumstances outlined below:

- SIIT ceases to be registered or the course in which the student is enrolled has ceased to be registered.
- SIIT has provided a written letter of release
- SIIT 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, or
- any government sponsor of the student (if applicable) considers the change to be in the student's best interest and has provided written support for that change.

This policy sets out the procedure for assessing requests from students to transfer into and out of SIIT prior to the student completing six (6) months of their principal course.

The circumstance in which we supply a release letter to students prior to completing six (6) months of their principal course will be assessed as detailed in this documented procedure.

The timeline for a response to application for transfer into and out of SIIT will be ten (10) business days from the date we receive the transfer application form. The form will be date stamped and signed as received by the Student Service Officer and in their absence by the Academic Manager.

This Student Transfer Policy is made available to all students and staff (via the Student Handbook) and clearly details the circumstances in which a transfer will and will not be granted.

Note: this policy has not been developed to cater for students under the age of 18 years. SIIT does not enrol students under the age of 18 years.

PROCEDURE - Transferring to SIIT

The student requests to transfer into our college

The Student Transfer Policy has been developed primarily to cater for international students holding a student visa and outlines the process with regard to transfer between providers.

Application Process

A student wishing to transfer to SIIT from another college must complete the Student Transfer Application form, available on our website or available from reception or from the program coordinator.

Once completed, this document, with supporting evidence, must be submitted to the CEO or the Academic Manager for assessment. Applications will be assessed within the timelines listed below.

Processing Timelines

The student's request will be assessed within ten (10) business days of application. Students who are transferring from another college and have not completed a minimum of six (6) months of their principal course will require a letter of release from the previous college and/or other appropriate documentation. All documentation must be placed in the student's records.

Decision

A formal decision will be provided to the student within the above timeline. The decision might be to:

- approve transfer request
- refuse transfer request or
- request more information from the student and require a resubmission of application with further documentation.

Process

The student will need to provide formal evidence that they have completed a minimum of 6 months of their principal course. If this is not provided, SIIT will not enrol them unless they have a written letter of release from their current provider or if any of the sub sections in the National Standard 7.1 (a) through (d) have been met.

The CEO or the Academic Manager will complete the investigations to ensure the course detailed by the student is in fact the principal course; this could easily be completed by checking dates on the student's visa. In the case where the student has enrolled in a package of courses for example, Cert III, Cert IV and finally Diploma, the Diploma is the principal course.

Therefore, if the student has only completed the first qualification – Certificate III then this would not be considered as acceptable to enrol the student without a letter of release from the prior college or meeting other reasons as detailed in Standard 7.1.

Grounds for Accepting Students

There are several circumstances where a student transfer is acceptable:

1. In the case that the original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered SIIT would be able to enrol the student before they had completed a minimum of six months of the principal course.
2. In assessing the application for transfer, SIIT further investigates the previous provider to ensure they indeed have ceased to be registered in providing the course in which the student was enrolled. Checks can be completed by going to the Department of Education website: www.cricos.education.gov.au. Once SIIT has completed the investigations and verified that the provider has ceased to be registered, or the course in which the student is enrolled has ceased to be registered, the next step is to interview the student and then complete the enrolment process.
3. In the case that an international student wishes to enrol with SIIT and they have not completed at least 6 months of the principal course, but have supplied a 'Letter of Release' from the other registered provider, SIIT would accept this as evidence of release. The student will follow the standard enrolment procedures regarding entry requirements for the course of enrolment and supplying appropriate documentation in support of their application.
4. In the case that an international student wishes to enrol with SIIT and they have not completed at least 6 months of the principal course, but have stated in their application that 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 and the student has provided evidence to support this statement. In assessing the application for transfer, we would further investigate the evidence and if validated, SIIT would accept this as evidence and follow its Student Transfer Policy to enrol the student in the course of their choice.

5. In the case where the international student is government sponsored and the student has requested a transfer to SIIT without first completing the minimum six months of the principal course at the other registered provider, this transfer request would be approved with formal advice and approval from the government sponsor who has stated that they consider the changes to be in the student's best interest. In this case, there is no need for a letter of release from the previous registered provider. Evidence will be attached to the student's file and detailed in PRISMS when creating the CoE.

Conditional Offer

In some cases, a student may not have completed six months of their principal course, but may still wish to transfer to SIIT. In this circumstance SIIT will provide the student with a conditional offer letter which clearly details that the letter is only a Conditional Offer Letter contingent on the student providing a Letter of Release from their current college. Once the student has provided the Letter of Release from their current provider, it will be validated by the CEO.

Enrolment

Once the transfer has been approved, the CEO will complete the final enrolment documentation and update PRISMS with the student's data creating the CoE.

Responsibilities & Action

The CEO is responsible for assessing applications for transfer and approving or not approving.

PROCEDURE - Transferring from SIIT

Students seeking to transfer to another college

Students wishing to transfer to another provider prior to completing six (6) months of their principal course and requesting a letter of release must firstly access this policy to ensure they are aware of the requirements

for release and then complete the Student Release Application form and attach the letter of offer from other registered provider and/or other supporting documentation.

Application Process

The application and supporting evidence will be assessed in accordance with our Student Transfer Policy. Should the documentation be assessed as a valid enrolment offer in line with our policy and the National Code Standards, SIIT will grant the student a letter of release – which will include the date of transfer and end of our responsibility for the student.

SIIT will issue a Letter of Release only if:

- the principal course of study is deemed unsuitable for the student with regard to the learning environment and/or educational needs, or
- for compassionate or compelling reasons.

SIIT will not issue a Letter of Release unless:

- a valid Letter of Offer of enrolment with the receiving provider is presented
- the new provider accepts responsibility for approving the student's support and general welfare in writing.

SIIT will formally notify the student of the date it will be cancelling their CoE via PRISMS and that they should contact DIBP to advise of the change of the registered provider, as this may affect their student visa.

A letter of release, if granted, is issued at no cost to the student.

Students will acknowledge receiving this notification via signing the student release application form.

The letter of release will include the following statements:

1. SIIT acknowledges that it has informed the student that from the date of this 'Letter of Release' that it is no longer the provider of the principal course of study for the student as identified within the Student Visa.
2. SIIT will be notifying the Department of Education (DE) / the Department of Immigration and Border Protection (DIBP) of this change by terminating the student's CoE via PRISMS.
3. The student is advised to contact the Department of Immigration and Border Protection (DIBP) to seek advice if a new student visa is required.

Release Not Granted

A release will not be granted under the following circumstances:

1. The student has not provided a letter of offer from another provider.
2. Documentation is either inaccurate and/or incomplete.
3. Where it may jeopardize the student's progress through a course.
4. Work commitments have been provided as a reason.
5. Travel to and from campus has been provided as a reason.
6. The student is using the release as a means to avoid being reported to DIBP for failure to meet our requirements.
7. The student does not want to study the course they are enrolled, anymore.
8. There is a lack of sufficient documentation in support of their claim for compelling or exceptional circumstances.
9. It is considered detrimental to the student to allow the release.
10. The student has outstanding fees owing to SIIT.

Complaints and Appeals

In the event that SIIT does not allow a release, we will provide a formal reason for our decision and the student has the right to access our complaints and appeal process at little or no cost to the student.

Responsibilities & Action

The CEO is responsible for assessing applications for transfer and approving or not approving.