



Transfer between Registered Providers Policy and Procedures

Approving authority	Academic Board
Approval date	19 May 2014
Purpose	This policy outlines the policy and procedures for the transfer of students to other registered providers from the Institute and from other registered providers to the Institute
Responsibility for implementation	Head of School (HE)
Next scheduled review	May 2018
Document Location	R:\OIHE\Policies\Transfer between registered providers policy and procedures.docx
Associated documents	Academic Progress Policy Deferring, suspending or cancelling a student's enrolment Policy & Procedures

Note: This Policy and Procedure is the same as that applied by Ozford College of Business.

1. Purpose

This policy aims to ensure that Oxford Institute of Higher Education (the "Institute") complies with Standard 7 of the National Code – Transfer between registered providers. This means that the Institute:

- 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
- assesses student requests for transfer to other providers using this policy
- provides a written response to student requests for transfer
- enables students to appeal through the Grievance Policy
- keeps copies of all documents.

2. Rationale

Providers are restricted from enrolling transferring students prior to the student completing 6 months of their principal course. This policy details acceptable reasons for transfer within this period, and the procedures for assessing applications to transfer. Students who have studied longer than this period can use the normal application process for a transfer and no letters of release need to be sighted or produced.

3. Scope

This policy applies to all staff, contractors and international students applying to study with the Institute or studying with the Institute on student visas.

4. Policy

4.1 The Institute will not seek to recruit international students within the first 6 months of their course unless:

- 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 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 course, 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.
- 4.2 All current international students seeking to transfer to other providers within 6 months of commencement of their principal course need a letter of release to be able to enrol in another institution.
- 4.3 Transfer requests from the Institute will not be granted unless there are exceptional circumstances as agreed by the Institute that need to be taken into consideration. These factors include, but are not limited to:
- compassionate grounds, e.g. illness of the student or illness or death of a close family member
 - exceptional circumstances, e.g. family emergency, natural disaster
 - capacity of the Institute to meet the student's requirements.
- 4.4 Transfer requests from the Institute will not be granted where:
- the transfer might have a negative impact on future study options including breaking an agreed package of programs for which eCoEs have been issued.
 - the student has unpaid course fees
 - the student may be seeking transfer only to avoid being reported for failure to meet academic progress or attendance requirements.
- 4.5 The Head of Student Services & Administration will make any final decision as to whether to grant a letter of release for any international student.
- 4.6 Letters of release will be provided when or if:
- provider default due to the Institute no longer offering the course.
 - sanctions imposed on the Institute by the Australian government prevent the student from continuing in the course
 - a government sponsor deems that the transfer is in the best interest of their student.
- 4.7 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.
- 4.8 Conditional offers of enrolment may be made to students from other providers, subject to the current provider giving the student a release letter. Confirmation of Enrolment cannot be provided to the student unless their current provider issues them with a letter of release.
- 4.9 No Confirmation of Enrolment will be issued until a student has provided the Admissions Department with the original of the academic transcript/statement of results from the other provider, and the Head of School (HE) has assessed that the student can be fitted into a class.
- 4.10 The Institute will assess and respond to a student's request to transfer within 10 working days of the request being submitted.

Procedures

5. Procedure for assessing international students wishing to transfer to the Institute

- 5.1 The Admissions Department receives an application from a student who is on-shore and who has indicated that they are currently studying at another institution.
- 5.2 The Admissions Department reviews PRISMS to determine if the student has completed 6 months of their principal course. The copy of the student visa in the passport is also reviewed to ascertain what the principal course is and when the student arrived in Australia.
- 5.3 If the student has completed 6 months, the Admission Policy and procedures will be implemented.

- 5.4 If the student has not completed 6 months of their principal course, the student will be asked to provide an appropriate letter of release in support of their application. A “conditional” offer will be supplied that states that an offer of a place is contingent on their obtaining a letter of release.
- 5.5 If the student is receiving a Government scholarship, the student will need to supply written support from the government department/agency sponsor agreeing to the change which will stand in lieu of any letter of release.
- 5.6 If such a letter of release is received and there are no other outstanding matters of concern, the Admissions Policy and procedures will be implemented.
- 5.7 If no satisfactory letter of release is obtained from the student, the application process is halted and the student will be informed that the Institute cannot accept their application at this time. The student is advised that they will be welcome to re-activate their application when the 6 month period has passed.
- 5.8 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 and the Admissions Letter Policy and procedures will be implemented.
- 5.9 The above assessment procedure should not take more than 15 working days once the student has provided the necessary documentation.
- 5.10 All requests, considerations, decisions and copies of letters of release should be placed on the student’s file with the application documentation.

6. *Procedure for assessing transfer applications from international students wishing to transfer from the Institute:*

- 6.1 The student obtains the ‘Cancellation of Enrolment Form’ from the Institute’s website or from the Student Services staff.
- 6.2 The student completes and submits a written request to the Enrolment Officer to transfer to another provider using the ‘Cancellation of Enrolment Form’.
- 6.3 The student must attach supporting material to this form including the letter from the registered provider of the course to which they wish to transfer, confirming that a valid conditional enrolment offer has been made; and any other documentary evidence in support of their application or that is referred to in their application. Supporting material can include medical certificates, death certificates, funeral notices, press reports of natural disasters and statutory declarations, etc.
- 6.4 With these documents sighted, the Head of Student Services & Administration Coordinator/ Head of School (HE) will assess the transfer request considering the following questions:
 - Does the student have any outstanding fees payable? (if they do, these must be paid before a letter of release can be provided)
 - Is the student fully aware of any study issues involved in the transfer? (Check any notes on student records).
 - Is the student subject to an intervention strategy and simply trying to avoid being reported to The Department of Education for unsatisfactory course progress or poor attendance? (Check relevant notes on student records).
 - Are the reasons for transfer based on reasonable grounds, such as the Institute not being able to meet the student’s needs?
- 6.5 If the answers to the above are satisfactory and in accordance with policy, the letter of release will be granted at no charge to the student. The student will also be advised of the need to contact DIBP and obtain a new visa if the course they transfer to is not under the same visa code as the present course.

- 6.6 The Student Services Department follow the Cancellation of Enrolment policy and report student's termination of studies through PRISMS.
- 6.7 If any of the answers are unclear, they should be referred to the Head of School, to interview the student and gain a fuller understanding of the circumstances.
- 6.8 The Head of School (HE) will assess whether the request should be refused or alternatively grant the letter of release based on:
- whether there are compassionate grounds, e.g. illness of the student or illness or death of a close family member
 - whether there are exceptional circumstances, e.g. family emergency, natural disaster
 - whether there are any issues with the capacity of the Institute to meet the student's requirements.
 - whether the transfer might have a negative impact on your future study options
 - whether there are unpaid course fees
 - whether the student has failed to meet satisfactory academic progress
- 6.9 The Head of School will inform the student in writing of a negative outcome with reasons and indicate that the student may access the student grievance process as detailed in the Appeals Policy if they seek to appeal this decision.
- 6.10 The above assessment procedure will not take more than 15 working days once the student has provided the necessary documentation.
- 6.11 All requests, considerations, decisions and copies of letters of release should be placed on the student's file.

6. Associated documents

- Student release letter
- Response to student request for transfer



Lonsdale Campus:
123 Lonsdale Street
Melbourne 3000
Australia

(CRICOS No. TBA)

[date]

[student ID]

[name]

[address]

Dear [name],

I am writing to confirm that I have considered your request for a transfer to another registered CRICOS provider. This is a letter to confirm that our request for release has been granted on (DATE).

Please be reminded that you must complete a Cancellation of Enrolment form. Failure to complete this form may result in you being liable for tuition fees for future semesters, or your results being withheld by the Institute for outstanding fees.

Please ensure you contact the Department of Immigration and Border Protection (DIBP) to seek advice on whether a new student visa is required.

Yours sincerely,

Head of School

Oxford Institute of Higher Education Pty. Ltd. trading as Oxford Institute of Higher Education



Lonsdale Campus:
123 Lonsdale Street
Melbourne 3000
Australia

(CRICOS No. TBA)

[date]

[student ID]

[name]

[address]

Dear [name],

I am writing to confirm that I have considered your request for a transfer to another registered CRICOS provider.

The decision is that your request has been denied

Your request was denied for the following reasons: *[delete if request approved]*

- the transfer might have a negative impact on your future study options
- you have unpaid course fees
- you have failed to meet academic progress requirements
- we can meet your requirements at Ozford Institute of Higher Education

Please refer to the Institute's Complaints and Appeals Policy and Procedure if you wish to appeal against this decision.

Yours sincerely,

Head of School

Ozford Institute of Higher Education Pty. Ltd. trading as Ozford Institute of Higher Education