

Student Transfer Procedure



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Approved by	Stanley College Academic Board
Authorised Officer	Registrar
Supporting documents, procedures and forms of this procedure	Student Transfer Policy Application for Enrolment Form (Higher Education) – International Students Course Variation Form Refund Policy and Procedure Student Grievance and Complaint Policy and Procedure Letter of Offer and Student Agreement for Higher Education
Related Legislation and Codes of Practice	Education Services for Overseas Students (ESOS) Act 2000 National Code 2018, Standard 8
Audience	Public

1. PROCEDURE

Transferring from Stanley College to Another Provider

- 1.1 Any Stanley College student seeking to transfer to another provider without completing six months of their principal course at Stanley College must submit the following to the Registrar's Office:
- A *Course Variation Form*;
 - Evidence to demonstrate the student meets one of the requirements specified in 4.4 of the *Student Transfer Policy*; and
 - A valid *Letter of Offer* from the new provider.

- 1.2 Once a complete request has been received, the Registrar and Program Manager will meet to assess the request.
- 1.3 A decision will be provided to the student within 14 working days of the complete application has been received.

Approved Transfer Requests

- 1.4 If the transfer request has been approved, the Registrar's Office will:
 - a. Issue a *Letter of Release* at no cost to the student;
 - b. Cancel the student's Confirmation of Enrolment (CoE) via PRISMS; and
 - c. Inform the student via email of the approved release request and to contact Department of Home Affairs (DoHA) to seek advice on whether a new visa is required.
- 1.5 The Registrar's Office will record the following on Stanley College's Student Management Database (eBECAS):
 - a. The application for release;
 - b. The assessment of the release request;
 - c. All supporting documentation provided by the student;
 - d. The decision of the release request; and
 - e. The notification sent to the student.

Refused Transfer Requests

- 1.6 If the transfer request has been refused, the Registrar's Office will:
 - a. Issue a written response to the student outlining the reasons for the refusal; and
 - b. Inform the student of their right to appeal the decision within 20 working days, as per *Student Grievance and Complaint Policy and Procedure*.
- 1.7 The Registrar's Office will record the following on Stanley College's Student Management Database (eBECAS):
 - a. The application for release;
 - b. The assessment of the release request;
 - c. All supporting documentation provided by the student;
 - d. The decision of the release request; and
 - e. The notification sent to the student.

Review of Decisions and Appeals

- 1.8 Applicants may seek a review of a decision if they are dissatisfied with the transfer request outcome.
- 1.9 The procedure of assessing complaints is outlined within the *Student Grievance and Complaint Policy and Procedure*.
- 1.10 If a student lodges a complaint, the student is required to continue with their study and assessments until a decision has been made.

Refunds

1.11 If the student is granted a Letter of Release and is entitled to a refund, the refund will be assessed in accordance with Stanley College's *Refund Policy*.

Transferring from Another Provider to Stanley College

1.12 Students applying to transfer to Stanley College from another provider will be issued with a CoE if they meet Stanley College's Admission requirements and can demonstrate that:

- a. The provider is no longer registered to deliver courses to international students;
- b. The provider has been sanctioned by an Australian, State or Territory Government Department that prevents the student from continuing their course;
- c. The course is no longer available to international students;
- d. The provider has issued a Letter of Release; or
- e. The student's Government sponsor has provided a written letter to support the change of provider.

1.13 Students wishing to transfer from another provider will be required to:

- a. Complete an *Application for Enrolment Form (Higher Education) – International Students*; and
- b. Provide written evidence to demonstrate that they meet a requirement outlined in 4.4 of the *Student Transfer Policy*.