



# **Learner Transfer Between Registered Providers Policy and Procedure**

1. PURPOSE .....	3
2. SCOPE .....	3
3. POLICY.....	3
4. PROCEDURE .....	3
Accepting A Learner From Another Registered Provider .....	3
Issuing A Letter Of Release .....	4
5. RESPONSIBILITIES.....	5

## 1. PURPOSE

- 1.1. This document specifies Laneway International College's (the College) learner transfer between registered providers policy and procedure..

## 2. SCOPE

- 2.1. This document applies to all staff and learners in the College.

## 3. POLICY

- 3.1. The College will not knowingly enrol a learner wishing to transfer from another registered provider's course prior to the learner completing six months of his or her principal course of study except where:
  - a) the original registered provider has ceased to be registered or the course in which the learner 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 learner from continuing his or her principal course; or
  - d) any government sponsor of the learner considers the change to be in the learner's best interest and has provided written support for that change.
- 3.2. The College will not actively recruit a learner before the learner has completed six months of his or her principal course.
- 3.3. The College will ensure it has and implements its documented learner transfer between registered providers policy and procedure, which is available to staff and learners, and specifies:
  - a) the circumstances in which a transfer will be granted;
  - b) the circumstances the registered provider considers as providing reasonable grounds for refusing the learner's request, including when a transfer can be considered detrimental to the student; and
  - c) a reasonable timeframe for assessing and replying to the learner's transfer request having regard to the restricted period.
- 3.4. The College will grant a letter of release only where the learner has provided a letter from another registered provider confirming that a valid enrolment offer has been made.
- 3.5. A letter of release, if granted, will be issued at no cost to the learner and will advise the learner of the need to contact the Department of Immigration and Border Protection to seek advice on whether a new student visa is required.
- 3.6. Where the College does not grant a letter of release, the learner will be provided with written reasons for refusing the request and will be informed of his or her right to appeal the College's decision.
- 3.7. The College will maintain records of all requests from learners for a letter of release and the assessment of, and decision regarding, the request on the learner's file.

## 4. PROCEDURE

### Accepting A Learner From Another Registered Provider

- 4.1. Where an international learner seeks to transfer from another registered provider before they have completed 6 months of their principal course of study the following procedure will apply.
- 4.2. The College receives an application from a learner who is on-shore and is currently undertaking study at another registered provider.

- 4.3. Utilising information from the learner's passport, including their student visa and the date the learner arrived in Australia, the Administration and Enrolment Coordinator will determine if the learner has completed 6 months of their principal course of study with the other registered provider.
- 4.4. If the learner *has* completed 6 months study in their principal course of study, the application process proceeds as per all standard applications.
- 4.5. If the learner *has not* completed 6 months study in their principal course of study, they are required to provide a Letter of Release from the registered provider they are currently studying with. The College will provide the learner with a "conditional" letter of offer that clearly states that an offer of a place is contingent on their obtaining a Letter of Release from the registered provider that they are currently studying with.
- 4.6. If the learner is a government-sponsored student, they are required to provide written support from their sponsor agreeing to the change that will stand in lieu of a Letter of Release.
- 4.7. Once a Letter of Release is received, the application proceeds as per all standard applications.
- 4.8. If the learner does not provide a Letter of Release, the application process will be put on hold and the learner informed that they are unable to transfer at that time. The learner will be invited to re-activate their application when they have completed 6 months in their principal course of study.
- 4.9. In the circumstances where the original registered provider or course has ceased to be registered, or sanctions have been placed on the original registered provider by the Australian government which do not allow the student to continue with the course, no Letter of Release is required.

#### **Issuing A Letter Of Release**

- 4.10. The following procedure applies to international learners wishing to transfer from the College to another registered provider prior to completing 6 months of commencement of their principal course of study:
- 4.11. The international learner will present, in person, to the Administration and Enrolment Coordinator and provide a written request that they wish to transfer from the College to another registered provider. The Administration and Enrolment Coordinator will arrange an exit interview where the learner will provide an original copy of a valid Letter of Offer from the registered provider to which the learner wishes to transfer.
- 4.12. The Administration and Enrolment Coordinator will check the financial status of the learner to determine if there are fees owing or if the learner is entitled to a refund. The Administration and Enrolment Coordinator will advise the learner if there are any fees owing and discuss how payment will be settled or, if a refund is due, how much will be refunded and when.
- 4.13. During the exit interview the Administration and Enrolment Coordinator will:
  - a) discuss the reasons for the learner wishing to transfer to another registered provider;
  - b) sight the original Letter of Offer from the registered provider that the learner wishes to transfer to;
  - c) make a copy of the Letter of Offer.
- 4.14. Following the exit interview, the Administration and Enrolment Coordinator will make an assessment of the learner's request for a transfer to another registered provider, taking into account the factors mentioned above, and come to a decision on whether to provide the learner with a Letter of Release.
- 4.15. If the Administration and Enrolment Coordinator agrees to the learner's request for a transfer to another registered provider, they will provide the learner with a Letter of Release within 5 working days. The Letter of Release will be provided to the learner at no charge and will advise the learner of the need to contact DIBP to seek advice on whether a new student visa is required.
- 4.16. The learner must, if applicable, pay any outstanding fees or return any loaned College equipment before receiving the Letter of Release.

- 4.17. If the Administration and Enrolment Coordinator denies the learner's request for a transfer to another registered provider, the learner will be provided with a letter detailing the decision to refuse the request within 5 working days and will be informed of their right to appeal the decision through the College's complaints and appeals process.
- 4.18. The request for transfer to another registered provider, a copy of the Letter of Offer from the other registered provider, a copy of the written advice to the learner of the decision and, if granted, a copy of the Letter of Release will be placed on the learner's file.
- 4.19. The Administration and Enrolment Coordinator will advise the Department of Education and DIBP through PRISMS that the learner has transferred to another registered provider.
- 4.20. The Administration and Enrolment Coordinator will ensure that the following tasks are undertaken:
- Issue a Statement of Attainment for the transferring student, if applicable; and
  - Inform relevant College staff that the student has withdrawn from the course so that records can be updated and any necessary arrangements are made.
- 4.21. Letters of Release will always be provided if:
- The College's registration has been revoked;
  - Sanctions imposed on the College by the government prevent the learner from continuing in the course;
  - A government sponsor deems that the transfer is in the best interest of the learner.

## 5. RESPONSIBILITIES

- 5.1. The Chief Executive Officer is responsible for the implementation of this policy and procedure and to ensure that staff and learners are aware of its content.

Policy and Procedure Contact Person	Dan Wortley
Contact Details	dan@laneway.edu.au

Revision History			
Date	Version	Description of Modifications	Approved By
12/06/2017	1.0	Original	Dan Wortley
14/06/2017	1.1	Document style and content edits	Dan Wortley
31/08/2017	1.2	Document style and content edits	Dan Wortley
30/09/2017	1.3	Minor edits	Dan Wortley