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| Document ID: | ENR 3.4 Student Transfer Request Assessment |
| Responsibility: | Manager, Admissions |
| Version No: | 5 |
| Issue date: | 27/07/2009 |

POLICY TITLE: STUDENT TRANSFER REQUEST

AMENDMENT HISTORY:

| Issue Date: | Summary of Changes |
|-------------|---|
| 29/6/07 | Initial version of Policy to comply with National Code 2007 |
| 26/3/07 | Review of Policy section by Banki Haddock Fiora against National Code 2007 requirements and recommended changes |
| 10/2/09 | Re-branding |
| 11/05/2009 | Amend STS 4.2 policy title to Complaint and Grievance |
| 27/07/2009 | Amend to reflect ESOS Audit Actions |



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PURPOSE:

This Policy addresses Standard 7 of the revised National Code 2007: Transfer Between Registered Providers.

SCOPE:

This policy and procedure comes into effect 1 July, 2007.

This Policy applies to all students enrolled at ACN and must be followed by all staff managing enrolments or admissions.

Students undertaking a packaged offer of Diploma and Degree will have the Degree as their principal course. Students who are on this packaged offer, and who are still in the diploma portion of this package, are considered to have not yet completed 6 months of their principal course¹.

More information about the National Code is available at:

http://www.dest.gov.au/sectors/international_education/publications_resources/profiles/revised_national_code.htm

POLICY

It is an Australian regulatory requirement that registered providers assess requests from students for a transfer between registered providers prior to the students completing six months of their principal course of study in accordance with the provider's documented procedures.

ACN must not knowingly enrol a student wishing to transfer from another registered provider's course prior to the student 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 student 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 student from continuing his or her principal course, or
- d. 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.

ACN students enrolled with ACN, and who have not yet completed six months of their principal course of study will be allowed to transfer to another registered provider on request unless it is determined by ACN management to be detrimental to the student to allow the transfer.

Students who have not yet completed six months of study of their principal course may request a transfer for consideration (FORM ENR 3.4.1 F1:- Request for Transfer Prior to Completing First Six Months of Principal Course). ACN will respond to such a request within 5 business days of receipt from the student.

¹ A student must remain with his or her provider for all of his or her courses prior to the principal course in a package of courses.

http://aei.dest.gov.au/AEI/ESOS/NationalCodeExplanatoryGuide/PartD/Standard_1.htm

http://aei.dest.gov.au/AEI/ESOS/NationalCodeExplanatoryGuide/PartD/Standard_7.htm



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ACN will inform the student in writing of the decision and give reasons if the student's request is denied.

If they are unsuccessful in their request to transfer prior to completing 6 months of their principal course at ACN, ACN students can appeal the decision. Student should use FORM STS 4.2.1 F1- Appeal of Declined Transfer Request and refer to ACN's Complaint and Grievance Policy (STS 4.2 Complaint and Grievance Policy) for further advice.

Please note that ACN will process requests for transfer at no cost to the student. In addition, if a transfer is approved and a 'Letter of Release' issued, this will be at no cost to the student.

Examples of circumstances which will be relevant in granting approval for a transfer are as follows (however all factors will be considered in the light of the student's individual circumstances):

1. The course the student wishes to transfer to:
 - a. better meets the study capabilities of the student; or
 - b. better meets the long term goals of the student, whether these relate to future work, education or personal aspirations;
2. The student wishes to change course in order to get access to greater support (this 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);
3. The student claims or can provide evidence that his or her reasonable expectations about the current course are not being met;
4. The student can provide evidence that he or she was misled by the provider or an education or migration agent regarding the provider or its course, which constitutes a breach of the ESOS Act;
5. La Trobe University (care of ACN) is unable to continue to provide the course;
6. Student has successfully withdrawn from the course and applied for a Refund compliant with the ACN Refund Policy on the ACN application form (see also ADM 2.4.1 Cancellation and Refund Policy);
7. The student demonstrates that he or she is experiencing threat to physical or mental health or safety by remaining at ACN and demonstrates clearly how this will be alleviated through a transfer;
8. The course of study is not consistent with the documented course requested for on their application;
9. The student wishes to study at another La Trobe campus and possesses a Letter of Offer from La Trobe;
10. Any government sponsor of the student considers the change to be in the student's best interest and has provided a written, authorised support for that change;
11. A letter from another registered provider confirming that a valid enrolment offer has been made is supplied to ACN, and ACN forms the view that the student is genuinely intending to study with that provider – e.g. has paid a deposit.



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Examples of circumstances which will be relevant in declining a request for a transfer are as follows (however all factors will be considered in the light of the student's individual circumstances):

1. The transfer may jeopardise the student's progression through a package of courses;
2. The student has not passed internal or external assessments in the first 8 months of a package of courses;
3. The student has recently started studying the course and the full range of support services are yet to be provided (unless a timeframe has been negotiated with the student and met by ACN);
4. The student expresses difficulty with course material and has been offered the Academic Skills Unit services but has not availed themselves of them;
5. The student has been warned for non-attendance;
6. The student is experiencing homestay or other accommodation problems but has not availed themselves of student support services;
7. The student is experiencing course schedule conflict with personal, work, or other non-study commitments but has not availed themselves of student support services;
8. The student is experiencing adjustment difficulties moving to Australia but has not availed themselves of student support services;
9. ACN forms the view that the student is trying to avoid being reported to DIAC for failure to meet the provider's attendance or academic progress requirements;
10. ACN believes that the course 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.

A transfer will always be refused unless:

- a student has a valid enrolment offer from the receiving provider; and
- if the student is an under-18 student, there is written evidence that the student's parent or legal guardian supports the transfer AND (unless the student is being cared for in Australia by a parent or suitable nominated relative) written confirmation that the new provider will accept responsibility for approving a student's accommodation, support and general welfare arrangements as per Standard 5 of the National Code 2007.

ACN believes that students have a right to access resources to enhance and facilitate their study. Students have the responsibility to access and avail themselves of those resources available through the Academic Skills Unit, or to seek assistance from General ACN staff – e.g. resolving homestay disputes, or receive a referral to professional support services (refer: REFERENCE STS 4.7 R1- Counselling Services List and Rates).

After the first 6 months of the principal course, no transfer restrictions apply.

This policy and the related procedures are available to students and staff on the ACN website.



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ACN will take reasonable steps to ensure its staff with student contact, its marketing and recruitment staff and agents are aware of the policy and procedures and notify potential students (or parent/guardian if the student is under 18 years of age).

REFERENCES:

| Policy Number: | Policy Title |
|-------------------------|--|
| ADM 2.4.1. | Cancellation and Refund Policy |
| ENR 3.4.1 | Student Transfer Request Assessment Procedure |
| FORM ENR 3.4.1 F1 | Request for Transfer Prior to Completing First Six Months of Principal Course |
| FORM ENR 3.4.1. F2 | Appeal of Declined Transfer Request |
| REFERENCE ENR 3.4.1. R1 | Outcome Confirmation - Request for Transfer Prior to Completing Six Months of Principal Course |
| STS 4.2 | Complaint and Grievance Policy |
| REFERENCE STS 4.7 R1 | Counselling Services List and Rates |
| REFERENCE ENR 3.4.1.R2 | Letter of Release |
| FORM ACD5.1.5 F1 | LTU Discontinuation of Enrolment |
| REFERENCE ENR 3.4 R1 | Student Transfer Request Assessment Procedure |