

ESOS.9.7.01 Transfer between Registered Providers Operating Policy and Procedures

1. Policy

The Navitas College of Public Safety (NCPS) will objectively assess and facilitate a transfer between registered providers where circumstances warrant such a process.

2. Purpose

The purpose of this policy is to outline the conditions under which NCPS will consider a student request for a transfer between registered providers.

3. Responsibility

The Course Coordinator will be responsible for compliance with this policy where students are enrolled in Vocational Education and Training (VET) programs.

The Higher Education Registrar will be responsible for compliance with this policy where students are enrolled in Higher Education (HE) programs.

4. Guidelines

The 2007 National Code outlines that a student must complete six months of their principal course of study before changing or transferring between providers, except where:

- a. the original registered provider has ceased to be registered or the program 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 program, 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.

NCPS offers academic programs in both higher education and VET. Therefore a student might be completing courses that are 'packaged' i.e. ESL → Diploma → Degree. It is important to note that the principal course in a package is the highest or last course. In the example above this means the degree course is the principal course so if a student is seeking to transfer they are only eligible (without consent) to transfer after six months of their degree course.

A student does not have to apply for a transfer of providers once six months has elapsed of their principal course. However, if the student cancels their enrolment with NCPS, the student must be reported to DIAC via PRISMS.

A student must satisfy NCPS that they have a genuine case to request a transfer. NCPS will consider the following circumstances as reasonable grounds for a transfer:

- NCPS is unable to continue to provide the program of study;
- The student demonstrates they are experiencing a threat to their physical or mental health or safety by remaining at NCPS and demonstrates clearly how this will be alleviated through a transfer;
- The student is not coping in the program, and has sought academic assistance from NCPS that has not improved their academic performance;
- The student is required to move interstate;
- A government sponsor of the student considers the change to be in the student's best interest and has provided written, authorised support for that change; and a student has a valid enrolment offer from the receiving provider.

NCPS consider the following circumstances as reasonable grounds to decline a student transfer request prior to completing the first six months of the principal program of study:

- The student has not completed six months of the principal course of study;
- The transfer may jeopardise the student's progression through a package of programs;
- NCPS forms the view that the student is trying to avoid being reported to DIAC for failure to meet attendance or academic progress requirements;
- NCPS believes that the program 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 student transfer request will always be refused unless a student has a valid enrolment offer from the receiving provider.

Please refer to Letter of Release – Declined (NT816)

5. Procedure – NCPS Student Transfer Request
Where NCPS is the principal course provider

- 5.1 Student must submit an Application for a Letter of Release (NF801);
- 5.2 The student must also attach a typed letter that contains the student's name, student number and an explanation for the transfer request;
- 5.3 Also attach a copy of offer letter from the proposed institution and any supportive documents such as medical certificate; and
- 5.4 If a request for fees refund also applies, the student must attach to this application a "Request for Refund of Fees (NF201)
- 5.5 Students will be advised of the outcome of their request within 10 working days of the request in writing;
- 5.6 Where a transfer request has been approved, the student's enrolment at NCPS will be cancelled and notification will be provided to DEEWR and DIAC via PRISMS of the student's cessation of studies at NCPS. Where relevant, cancellation fees and penalties will be applied in accordance with NCPS Fee Refund Policy; and
- 5.7 Where a Student Transfer Request has been declined, the student's enrolment will remain current and the student will be advised of the reason for the refusal of the request in writing.
- 5.8 All documentation relating to requests for transfer will be kept on the student's file.

6. Letter of Release

- 6.1 NCPS is required to provide a Letter of Release (NT813) to a student where a student has requested such a letter and such request is approved in accordance with NCPS policy above.
- 6.2 The Letter of Release will provide information on whether or not the student:
 - a) Demonstrated a commitment to their studies; and
 - b) Had a good attendance record; and
 - c) Paid all fees for the program.
- 6.3 The Letter of Release will be provided at no cost to the student.
- 6.4 The Letter of Release will advise the student of the need to contact DIAC to seek advice on whether a new student visa is required.

7 Procedure – Student Transfer Request to Enrol with NCPS

- 7.1 Where six months has not elapsed in the student's principal course, the student must be referred to the principal course provider and is subject to the other providers release policy;
- 7.2 If the other provider indicates it will release the student, NCPS will assess the application and determine if it will issue an offer letter in accordance with the policies prescribed above.

8. Appeal Against Student Transfer Request

Where a Student Transfer Request has not been supported, the student can lodge an appeal in accordance with the NCPS Grievance Policy (ESOS.8.01)

9. Authority

Authorised by the General Manager (Public Safety)

10. Approved

Approved by the Higher Education Board on 4 June 2009.

11. Amendments

Date	Modified by	Sections amended/added	Approved by HEB (if required)
3/8/09	Jodie Reeve	Addition of information in Guidelines section and references to Letter of Release	4/8/09
27/11/09	Jodie Reeve	Change of name & logo, amended document references	Minor change
16/03/10	Jodie Reeve	Revised circumstances in which a request for transfer would be declined.	Minor change