Transfer between Registered Providers Policy

1. PURPOSE/OBJECTIVE

This policy has been developed in line with Standard 7 – Transfer between Registered Providers of the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007 (the National Code 2007).


The policy outlines the conditions under which Curtin University Sydney will consider a student request for a transfer between registered providers. This policy should be read in conjunction with the policies outlined above.

2. APPLICATION

This policy applies to all students enrolled at Curtin University Sydney who hold a student visa to study in Australia.

3. POLICY STATEMENT

If a student has been affected by Special Circumstances of an unexpected nature and wish to withdraw from their studies and obtain a refund / remission of debt, the student must be able to demonstrate that their circumstances;

- Were beyond their control; and
- Did not make their full impact on the student until on or after the census date; and
- Affected the student

- It is an Australian regulatory requirement that students must complete six months of their “principal course of study” before changing or transferring between registered providers.

- Curtin University Sydney is restricted from enrolling students from another registered provider's course prior to the student completing six months of his/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 of 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.
Policy Content

- Curtin University Sydney will not seek to enroll a student who has not yet completed their first 6 months of their principal course of study with another registered provider.
- For students on a ‘packaged offer’ their ‘principal course of study’ is the final or highest level of study to be undertaken with Curtin University Sydney.

- Curtin University Sydney may have packaged offers / eCoE package agreements with other institutions in Sydney, whereby students are on a packaged student visa to study a preliminary course at the articulation pathway institution followed by the principal course at Curtin University Sydney. Curtin University Sydney has the responsibility to issue a Letter of Release for students in these packaged offers irrespective of whether the student has commenced study in the principal course.

- Students who have not yet completed six months of study in their principal course may still request a transfer. Students should familiarise themselves with the Refund Agreement in regard to Fee penalties, located under ‘Current Students/Forms” at http://www.sydney.curtin.edu.au/

- Students enrolled with Curtin University Sydney, who have not yet completed six months of their principal course of study, will not be authorized to transfer to another registered provider unless it is deemed by Curtin University Sydney to be in the student’s best interest (refer 5.7).

- Students who are unsuccessful in their request to transfer prior to completing 6 months of their principal course at Curtin University Sydney may appeal that decision. For further advice students should refer to Curtin University Sydney Complaints and Appeals Policy at http://www.sydney.curtin.edu.au/

- A student requesting a transfer must satisfy Curtin University Sydney management that they have a genuine and legitimate basis for such a request.

- Students who apply to transfer after accepting their enrolment offer, but before starting classes, will not be approved except in extreme circumstances such as:
  - Inability to secure an Australian visa;
  - Compassionate and compelling circumstances

  In most cases it is envisaged that it will be in the student’s best interest to at least attempt the course that they have originally chosen to pursue.

Circumstances in which Curtin University Sydney will grant approval for a transfer includes but is not limited to the following:

- Curtin University Sydney is unable to continue to provide the course;
- Student demonstrates he/she is experiencing threat to physical or mental health or safety by remaining at Curtin University Sydney and demonstrates clearly how this will be alleviated through a transfer;
- Course of study is not consistent with documented course requested on their application;
- Any 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;
- The student is not coping in the program, and has sought academic assistance from Curtin University Sydney that has not improved their academic performance.

A transfer cannot be approved 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
- 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.

Curtin University Sydney deems the following circumstances as reasonable grounds to DECLINE a student request for transfer in the first six months of the principal course of study:

- The transfer may jeopardize the student’s progression through a package of courses;
- Student has a change of mind;
- Student has not passed internal or external assessments in the first six months;
- Student expresses difficulty with course material but has not sought assistance from the Student Services Manager;
- Curtin University Sydney forms the view that the student is trying to avoid being reported to DIAC for failure to meet the provider’s academic progress and attendance requirements;
- The student does not have a valid enrolment offer from a CRICOS registered provider;
- The course for which the student is intending to enroll in with the other provider, is similar to or the same as the course in which the student is currently enrolled at Curtin University Sydney;
- Student is experiencing homestay or other accommodation problems;
- Student is experiencing course schedule conflict with personal, work, or other non-study commitments;
- Student is experiencing adjustment difficulties moving to Australia.

Curtin University Sydney 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 Curtin University Sydney staff – e.g. resolving homestay disputes, or receive a referral to professional support services.

**Letter of Release**

- Applications to transfer will be assessed under points 5.7 and 5.8 of this policy. When assessing the request all circumstances will be taken into account and the student will be advised in writing within 5 working days from the receipt of the application.

- If approved a letter of release will be issued to the student at no cost and student advised to contact DIAC to find out what action, if any, they need to take in regard to their student visa.

- The following are to be provided to Curtin University Sydney, before Curtin University Sydney will assess the application:
  - A valid enrolment offer from another CRICOS registered provider;
  - A completed ‘Transfer of Provider’ form;
  - Where the student is under 18, the student’s parent or legal guardian supports the transfer; or if the student is not being cared for in Australia by a parent or suitable nominated relative, the valid enrolment letter confirms that the registered provider will accept responsibility for approving the student’s accommodation, support and general welfare arrangements.
Transferring to Curtin University Sydney from another Registered Provider

- Student's wishing to transfer to Curtin University Sydney from another provider before completing six months of their principal course, must provide Curtin University Sydney with a ‘Letter of Release’ from their original provider before Curtin University Sydney will confirm their enrolment. However Curtin University will issue the Offer Letter prior to receiving the letter of release.

Administrative procedures

- This policy and related documentation is accessible through the Curtin University Sydney website at: http://www.sydney.curtin.edu.au/

- Academic notes via MAZE to be updated with any changes made to a student’s enrolment.

- Completed forms to be placed on student’s file once all actions have been completed.

- Copies of ‘Letters of Release’ will be maintained on the Student file.

Procedure

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<th>Step</th>
<th>Who</th>
<th>Notes</th>
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<tr>
<td>1.</td>
<td>Curtin University Sydney Student seeks request to transfer to another provider Complete ‘Course Withdrawal Form’</td>
<td>Admissions Manager</td>
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<td>2.</td>
<td>If student is doing his/her principal course</td>
<td>Admissions Manager</td>
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<td>3.</td>
<td>If student is NOT doing his/her principal course</td>
<td>Admissions Manager</td>
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4. DEFINITIONS

- **International Student**
  For the purpose of this policy, an International student is defined as one who is not an Australian or New Zealand citizen or the holder of a permanent residency or humanitarian visa. For the purposes of this policy, students who are in Australia, as a result of their parents/legal guardians being on a temporary business visa (e.g., visa subclass 457), are regarded as International Students.

- **Six months of study**
  Six calendar months from the commencement of the principal course. Where a deferment of study has been granted in the first semester, this absence is not included in the six months of study. Students are expected to complete their six months of study upon their return.

- **National Code**
  The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (2007). Nationally consistent standards and procedures for providers who deliver educational services to international students.

- **Principal Course of Study**
  The final or highest level of study to be undertaken by an international student. A Curtin University Sydney Diploma would be the principal course unless packaged with a Curtin University Sydney undergraduate course in which case the degree becomes the principal course.

- **DIAC**
  Department of Immigration and Citizenship: The Australian government agency responsible for issuing students with visas.

5. RELATED DOCUMENTS

- Course Withdrawal Form
- Letter of Release (Curtin University Sydney)
## AMENDMENT HISTORY

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*This policy has been replicated for Curtin College (Sydney)*

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Any hard copy (Printed) version of this document is to be regarded as out of date. The current revision can only be verified by direct reference to the Intranet. L:\Policy Library\Curtin University Sydney\Policies\Transfer between Registered Providers Policy.docx