

## Transfer Between Registered Providers Policy and Procedure

### 1. Rationale

This Oxford English Language Centre (Oxford) policy aims to ensure that Oxford complies with Standard 7 of the National Code – Transfer between registered providers. This means that Oxford:

- does not knowingly enrol any transferring international student prior to completing 6 months of their principal course being completed except under the circumstances described in clause 3.1 of this policy
- assesses student requests for transfer to other providers using this policy
- provides a written response to student requests for transfer
- enables students to appeal through the Complaints and Appeals Policy and Procedure
- keeps copies of all documents.

### 2. Scope

This policy applies to all Oxford staff, students applying to study with Oxford, and students currently studying with Oxford on student visas.

This policy details acceptable reasons for students to transfer between registered providers within the first 6 months of studying their principal course, and the procedures for assessing student applications to transfer.

Students who have studied longer than this period can use the normal application process for a transfer and no letters of release need to be sighted or produced.

### 3. Policy

3.1 Oxford will 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:

- the original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered
- the original registered provider has provided a written letter of release
- 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
- 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.

3.2 If any of these conditions apply, Oxford can enrol a student before he or she has completed six months of the principal course.

3.3 Oxford will not actively recruit a student before the student has completed six months of his or her principal course.

3.4 Current students seeking to transfer to other providers before completing 6 months of their principal course will be assessed according to this policy and procedures.

3.5 Transfer Requests (release letter applications) can ONLY be submitted after attending a face-to-face interview with the Student Admin Coordinator. Transfer Request will take

up to 10 working days to assess upon receipt of a complete application (including all supporting documents). The letter advising the outcome of the application will be emailed to student at the email address student provided in the application. If a release letter is refused, the letter will outline the reason(s) for refusal and inform the student of their right to appeal the decision using the Appeals procedure.

- 3.6 Transfer Request should include all relevant supporting documentation. Please note that incomplete applications will not be considered.
- 3.7 Ozford will only issue a release letter when it is satisfied that the request meets the eligibility criteria as defined in clause 3.5 of this policy.
- 3.8 Students requesting for a release letter from Ozford MUST include all relevant supporting documentation listed below:
- A personal statement from the student outlining the reason they are requesting a release from Ozford
  - Official transcript of study
  - A letter of offer from another institution which includes the following:
    - provision for continuous enrolment - there must be no gap between the time of discontinuation from Ozford and commencement at the other provider;
    - confirmation that the start date for the course at the other registered provider has not passed, or that the student has been issued with an approval for a late commencement by the provider; and
    - Where the student is under 18 and not under the care of a parent or suitable nominated relative, specific advice that the provider accepts responsibility for approving the student's accommodation, support and general welfare arrangements.
- 3.9 The Transfer will be approved and a letter of release granted only if:
- a student has provided a letter from another registered provider confirming that a valid enrolment offer has been made; and
  - where the student is under 18:
    - must have written evidence that the student's parent or legal guardian supports the transfer; AND,
    - where the student is not being cared for in Australia by a parent or suitable nominated guardian, written confirmation that the new provider will accept responsibility for approving a student's accommodation, support and general welfare arrangements as per Standard 5; AND
    - there will be no welfare gap
- 3.10 The Head of Student Support will make any final decision as to whether to grant a letter of release for any student.
- 3.11 Letters of release will automatically be provided to students under any of the following circumstances:
- provider default due to Ozford no longer offering the course
  - sanctions imposed on Ozford by the Australian government prevent the student from continuing in the course
  - a government sponsor deems that the transfer is in the best interest of their student.

- 3.12 Where a letter of release is granted subject to clause 3.7, there will be no cost to the student, and the student will be advised that they need to contact DIBP to seek advice on whether a new student visa is required.
- 3.13 The approval of transfer of a student to another institution does not indicate the agreement to provide any refund. Refunds are governed by the Refund Policy independent of this policy.
- 3.14 Conditional offers of enrolment may be made to students from other providers, subject to the current provider giving the student a release letter. Confirmation of Enrolment cannot be provided to the student unless the student's current provider issues them with a letter of release.
- 3.15 Ozford will assess and respond to a student's request to transfer within 10 working days of the request being submitted.

#### **4. Procedure**

##### **4 Procedures For Students Wishing To Transfer To Ozford**

- 4.1 The student who is on-shore and who has indicated that they are currently studying at another institution submits an application to the Admissions Department.
- 4.2 The Admissions Department reviews PRISMS to determine if the student has completed 6 months of their principal course. The copy of the student visa in the passport is also reviewed to ascertain what the principal course is and when the student arrived in Australia.
- 4.3 If the student has completed 6 months, the Admissions Department will proceed with the enrolment process.
- 4.4 If the student has not completed 6 months of their principal course, the student will be asked to provide an appropriate letter of release in support of their application. A "conditional" offer will be supplied that states that an offer of a place is contingent on their obtaining a letter of release.
- 4.5 If the student is receiving a Government scholarship, the student will need to supply written support from the government department/agency sponsor agreeing to the change which will stand in lieu of any letter of release.
- 4.6 If such a letter of release is received and there are no other outstanding matters of concern, the Course Enrolment Application and Offer Letter Policy and procedures will be implemented.
- 4.7 If no satisfactory letter of release is obtained from the student, the application process is halted and the student will be informed that Ozford cannot accept their application at this time. The student is advised that they will be welcome to re-activate their application when the 6 month period has passed.
- 4.8 Note that a letter of release is not required under the following circumstances:
- the original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered;

- 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
  - 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.
- 4.9 Under any of these circumstances, the Admissions Department will proceed with enrolment process.
- 4.10 The above assessment procedure should not take more than 15 working days once the student has provided the necessary documentation.
- 4.11 All requests, considerations, decisions and copies of letters of release should be placed on the student's file with the application documentation.

### **Procedures For Students Wishing To Transfer From Oxford**

- 4.12 The student is to organise a face-to-face interview with the Student Support team to discuss the intention to transfer.
- 4.13 The Student Support team will meet with student and discuss students' intention to transfer.
- 4.14 The student must complete and submit a written request to transfer to another provider with supporting documents. The student should attach supporting material to a completed "Withdraw Cancellation" form including the conditional letter of offer from the registered provider of the course to which they wish to transfer, confirming that a valid conditional enrolment offer has been made and any other documentary evidence in support of their application or that is referred to in their application.
- 4.15 Where the student is under 18, a written letter of support from the parent/guardian or carer must also be provided to Oxford, there must be written confirmation that the new provider will accept responsibility for approving accommodation, support and general welfare arrangements and no welfare gap in the arrangement.
- 4.16 With these documents sighted, the Student Support team will assess the transfer request considering:
- Is the transfer to the detriment of the student?
  - Is the student fully aware of any study issues involved in the transfer? (Check any notes on student records)
  - Is the student subject to an intervention strategy and simply trying to avoid being reported for unsatisfactory course progress or poor attendance? (Check relevant notes on student records)
  - Are the reasons for transfer based on reasonable grounds, such as Oxford not being able to meet the student's needs?
  - Does the student have any outstanding fees payable? (if they do, these must be paid before a letter of release can be provided)
- 4.17 If any of the answers are unclear, they should be referred to the ELICOS Coordinator to interview the student and gain a fuller understanding of the circumstances.

- 4.18 The ELICOS Coordinator will assess whether the request should be refused or alternatively grant the letter of release.
- 4.19 Reasonable grounds for refusing the student's request, including when a transfer can be considered detrimental to the student and student course progression include:
- Transferring to a course that may jeopardise the student's progression through a package of courses.
  - The student has recently started studying the course and the full range of support services are yet to be provided or offered to the student.
  - Whether there are any issues with the capacity of student to meet the new course requirements.
  - The student is trying to avoid being reported to Immigration (currently Department of Home Affairs) for failure to meet the provider's attendance or academic progress requirements.
  - The transfer might have a negative impact on the student's future study options.
  - The student has failed to meet satisfactory academic progress in its current course.
- 4.20 Circumstances in which a transfer may be granted include:
- Evidence that transferring to a course that better meets the study capabilities of the student.
  - Evidence that transferring to a course that better meets the long-term goals of the student, whether these relate to future work, education or personal aspirations.
  - Evidence that transferring to a course related to students' previous field of study.
  - Evidence that the student will get access to greater support.
  - Evidence that student's reasonable expectations about the current course are not being met.
  - Evidence that student was misled by the provider or an education or migration agent regarding the provider or its course.
  - An appeal (internal or external) on a matter that may reasonably result in the student wishing to seek a transfer supports the student.
- 4.21 If the answers to the above are clear and in accordance with policy, the letter of release will be granted at no charge to the student. The student will also be advised of the need to contact Immigration (currently Department of Home Affairs) to get advice on whether a new student visa is required. The student will be advised to follow the procedures to formally discontinue their enrolment at Ozford.
- 4.22 If the ELICOS Coordinator deems the transfer will be detrimental to the student, the student will be informed in writing of the outcome, and the reasons for refusal, and advice the student that they may appeal the decision by following the Complaints and Appeals Policy and Procedure.
- 4.23 The above assessment procedure will not take more than 10 working days from the day the necessary documents are submitted.
- 4.24 All requests, whether approved or refused, together with considerations, decisions and copies of letters of release will be placed on the student's file.

## **5. Feedback**

Feedback or comments on this policy and procedure is welcomed by the Executive Management Team.



Ground Floor, 123 Lonsdale St  
Melbourne  
Victoria 3000  
Australia

[date]

[student ID]

[name]

[address]

Dear [name],

I am writing to confirm that I have considered your request for a transfer to another registered CRICOS provider. This is a letter to confirm that your request for release has been granted on (DATE).

Please be reminded that you must complete a Cancellation of Enrolment form. Failure to complete this form may result in you being liable for tuition fees for future semesters, or your results being withheld by Oxford for outstanding fees.

Please ensure you contact Immigration (Department of Home Affairs) to seek advice on whether a new student visa is required.

Yours sincerely,

Head of Student Support



Ground Floor, 123 Lonsdale Street  
Melbourne  
Victoria 3000  
Australia

[date]

[student ID]

[name]

[address]

Dear [name],

I am writing to confirm that I have considered your request for a transfer to another registered CRICOS provider.

The decision is that your request has been denied.

Your request was denied for the following reasons: *[delete if request approved]*

- the transfer might have a negative impact on your future study options
- no evidence was provided to support the transfer
- you have started studying the course and the full range of support services are yet to be provided or offered to you
- You are trying to avoid being reported to DIBP for failure to meet attendance or academic progress requirements

Please refer to Oxford's Complaints and Appeals Policy and Procedure if you wish to appeal against this decision.

Yours sincerely,

Head of Student Support