



Version 180808

POLICY AND PROCEDURE-STUDENT TRANSFER

Purpose

This policy is made available to both staff and students to enable the effective, efficient and fair handling of incoming and outgoing transfer students.

Scope

This policy applies to students undertaking ELICOS, VCE, VET and Higher Education courses at Acknowledge Education Pty Ltd, trading as Acknowledge Creativity, Front Cooking School, Melbourne Language Centre, and Stott's College.

Part 1 – incoming students

1. Acknowledge Education 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:
 - a. Either the other registered provider or the course in which the student is enrolled ceases to be registered; or
 - b. The other registered provider has agreed to the student's release and recorded the date of effect and reason for release in PRISMS; or
 - c. The other registered provider has had a sanction imposed on its registration by the government that prevents the student continuing in his/her course; or
 - d. any government sponsor of the student considers that change to be in the student's best interest and has provided written support for that change.
2. In accordance with Clause 1, Acknowledge Education will not actively recruit a student before the student has completed six months of his or her principal course, unless the exceptions in 1.1 apply or the student can demonstrate exceptional circumstances in support of the transfer.
3. Acknowledge Education's Registrar will follow the procedure in PRISMS to ensure that a CoE is only issued according to Standard 7 of the National Code.
4. Any refunds of course fees paid to the original provider will be in accordance with the original provider's refund policy.
5. All applications for incoming transfer will be considered and responded to within 14 working days. The Registrar will notify the student of the decision in writing.



Part 2 – outgoing students

1. Overseas students are restricted from transferring from their principal course of study for a period of six months.
2. Notwithstanding 2.1, students may apply for a release to enable them to transfer to another education provider in the following circumstances:
 - a. the overseas student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with that Acknowledge Education’s intervention strategy to assist the overseas student in accordance with Standard 8 (Overseas student visa requirements); or
 - b. there is evidence of compassionate or compelling circumstances; or
 - c. Acknowledge Education fails to deliver the course as outlined in the written agreement; or
 - d. there is evidence that the overseas student’s reasonable expectations about their current course are not being met; or
 - e. there is evidence that the overseas student was misled by Acknowledge Education or an education or migration agent regarding Acknowledge Education or its course and the course is therefore unsuitable to their needs and/or study objectives; or
 - f. an appeal (internal or external) on another matter results in a decision or recommendation to release the overseas student
3. If any of the exceptions in Clause 1 of this part applies, a release will only be issued where:
 - a. a student has a valid enrolment offer from the receiving provider; and
 - b. a student under 18 years of age must have written evidence that the student’s parent or legal guardian supports the transfer and, if appropriate, 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;
4. Acknowledge Education will not release the student in the first six months of their principal course in the following circumstances:
 - a. where the student’s progress is likely to be academically disadvantaged
 - b. where the transfer may jeopardise the student’s progression through a package of courses; or
 - c. where the transfer may be detrimental to the student’s welfare; or
 - d. where Acknowledge Education is concerned that the student’s application to transfer is a consequence of the adverse influence of another party; or



- e. where 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; or
 - f. where the student is intending to avoid being reported to the Department of Home Affairs for failing to meet Acknowledge Education attendance or academic progress requirements.
5. All applications for transfer will be considered within 20 working days and the applicant will be notified of the decision.
 6. A release, if granted, must be issued at no cost to the student. Acknowledge Education will also advise the student of the need to contact the Department of Home Affairs to seek advice on whether a new student visa is required.
 7. If a release is not issued, the student will be provided with written reasons for the refusal to issue. The student will also be advised as to the possibility of appealing Acknowledge Education's decision according to the Complaints and Appeals policy.
 8. Acknowledge Education will maintain records of all requests from students for a release (and the assessment of and decision regarding the request) on the student's file.
 9. All applications for incoming transfer will be considered and responded to within 14 working days. The Registrar will notify the student of the decision in writing.

Exceptional circumstances

1. Exceptional circumstances are defined as:
 - a. an illness which can be better treated through relocation (a medical certificate is required)
 - b. bereavement involving close family members such as parents or grandparents which necessitate relocation (where possible, a death certificate should be provided)
 - c. the student being unable to study at the current institution as a result of a traumatic experience which has impacted on the student (these cases should be, where possible, supported by police or psychologists' reports)

Applying for a course transfer

1. Students wishing to apply for a course transfer must submit an [Course Withdrawal Form](#). In response, outgoing students will receive either a release notification approving the transfer or a 'Letter of Refusal of Release' denying the application.
2. Incoming students will receive, where successful, a confirmation of enrolment. Unsuccessful students will receive a letter outlining Acknowledge Education's policy to not 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.
3. Where a student is issued with a 'Letter of Refusal of Release', the letter will detail the reason the student's application was not approved. In this instance the student will have 20 days to access the [college's complaints and appeals process](#).



Document approval

Endorsed by: Compliance Manager
Date endorsed: 27 January 2009
Effective date: 27 January 2009
Version number: 180808
Last amendment date/by: 8 August 2018
Review due date: 1 January 2020
Responsibilities: Compliance Manager
Contact: Compliance Manager

Document change and review log

Date Version By Notes

Date	Version	By	Notes
27/1/2009	1	RF	Initial authorisation
	2	N/A	
15/02/16	2	BS	Format document, alter application form, change to AE
30/06/2016	2.1	BS	Change logos
07/03/2017	2.3	BS	BS Slight change of wording for clarity to Applying for a Course Transfer (point 2)
171212	17121	BS	Change to reflect new National Code
180808	180808	BS	Reformat, add hyperlinks to course wd form