STUDENT TRANSFER POLICY

The National Code 2007 Standard 7 contains provisions that restrict the ability of registered providers from enrolling students within the first 6 months of their principal course with another provider (“Restricted Period”). The principal course is the highest qualification in a package of courses.

A registered provider may enrol a student who has completed the Restricted Period with another registered provider. However, exceptions which allow registered providers to enrol a student during the Restricted Period do apply.

The intent of National Code 2007 standard 7 is to recognise overseas students as consumers and support them to exercise choice, while acknowledging that they may also be a group that requires support to transition to study in Australia.

This document sets out English Unlimited’s (“College”) policy in relation to student transfer from one provider to another during the Restricted Period and which is consistent with the National Code 2007 as well as Queensland legislation (see: section 10 of the Education (Overseas Students) Regulations 1998).

Students requesting transfer to English Unlimited from other providers

In accordance with the National Code 2007 standard 7.1:

1) The College must not knowingly enrol a student wishing to transfer from another registered provider during the Restricted Period.

2) The College will only accept students who have not completed the Restricted Period in the following circumstances:

- the original provider has ceased to be registered or the course in which the student has enrolled has ceased to be registered
- the original provider has provided a written letter of release
- the original provider has had a sanction imposed on its registration by the Australian Government or State Government that prevents the student from continuing his or her principal course
- any Government sponsor of the student considers the change to be in the student’s best interests and has provided written support for that change

3) Were one of the circumstances in clause 2) above applies, allowing the College to accept a student during the Restricted Period, then the College may only accept the student if the student has:

- demonstrated commitment to studies
- good attendance
- paid all their tuition fees for the course
Students requesting transfer from English Unlimited to other providers

1) Provided that paragraph 2) below has been satisfied, the College will grant a transfer to another registered provider and issue a letter of release to a student who requests one, unless the student is trying to avoid being reported to DEEWR for failing to meet the College’s course progress requirements (see: Course Progress Policy).

2) Before a transfer to another registered provider is granted the following must be provided:
   a) evidence of a valid enrolment offer from another registered provider (a copy of an enrolment offer or letter of offer is sufficient evidence); AND
   b) payment of all course fees that are due and payable.

3) A transfer will not be granted where it is clear that an application for a transfer has been made by a student in an attempt to avoid being reported to DEEWR for failing to meet the College’s attendance or course progress requirements

Application to be in writing

4) Students who wish to transfer to another registered provider during the Restricted Period must make a written application for the transfer using the College’s form.

Counseling student

5) Where an application for a transfer is made, a Student Services staff shall meet with the student to establish the reason why the student wishes to transfer to another provider.

6) If there are concerns about the student’s transfer, Student Services staff will notify the student of these concerns and the possible implications, including loss of fees as a result of the student’s withdrawal from the course (see: Cancellation and Refund Policy). A record of the notification of concerns must be kept in the student’s file.

7) Where after the Student Services staff has notified the student of concerns, the student still desires a transfer then a transfer will be granted, subject to the following paragraph 8.

Conditions to satisfy before granting transfer

8) The Student Services staff must, prior to granting the transfer and issuing a letter of release:
   a) advise the student that their decision to transfer to a different registered provider may have visa implications and they should contact the nearest Department of Immigration and Citizenship (DIAC) office as soon as possible to discuss this with them.
   b) ensure that the student has provided the following:
      i. evidence of a valid enrolment offer from another registered provider (a copy of an enrolment offer or letter of offer is sufficient evidence); AND
      ii. payment of all course fees that are due and payable;
Information in letter of release
9) The letter of release must provide information about whether or not the student:
   a) demonstrated a commitment to the student’s studies during the course; and
   b) had a good attendance record for the course; and
   c) paid all fees.

Refusal to grant transfer and student’s right of appeal
10) Where a letter of release is not granted the student will be provided with written reasons for refusing the request and will be informed of his or her right to appeal the decision in accordance with our complaints and appeals policy.

Timeframe for granting of transfer
11) The college shall process the transfer within 10 working days from the date that the transfer request is made.
12) A letter of release will be issued at no cost to the student.
13) Copies of requests for letters of release, notification of colleges concerns and any action and related documentation will be maintained in the student’s file both in hard copy and electronically.

Policy Review
This policy will be reviewed as part of the College’s three year policy review cycle.

TABLE A - NOTICE PERIODS REQUIRED, CANCELLATION FEE & DOCUMENTS REQUIRED

<table>
<thead>
<tr>
<th>School</th>
<th>Course cancellation notice period</th>
<th>Cancellation fee</th>
<th>Documents required</th>
</tr>
</thead>
<tbody>
<tr>
<td>ELICOS</td>
<td>A student may cancel or withdraw from a course at any time (See: Cancellation and Refund Policy). Students who intend to withdraw from a course are asked to inform the College by the end of week 7 of the term.</td>
<td>Where a student cancels a course before the course start date, fees, including cancellation fees are payable (See: Cancellation and Refund Policy). Where a student withdraws from a course after the course start date, fees will be forfeited (See: Cancellation and Refund Policy)</td>
<td>Course variation form and If the student is withdrawing to transfer to a new provider in the first 6 months of the course, a Letter of offer from the new provider.</td>
</tr>
</tbody>
</table>
Student request for release letter flowchart

Student fills in transfer request within first six months of study at the principal course

The request is assessed by the College in accordance with their transfer request policy

Transfer request is granted

The College documents the decision, providing a letter informing the student of its decision and advice of his or her right to appeal.

Appeal is successful

The student is granted a letter of release and advised to contact DIAC. All documentation is kept on file

Appeal is unsuccessful

No change to enrolment. All documentation is kept on file.