



STUDENT TRANSFER POLICY

OVERVIEW

The purpose of this policy is to undertake the following:

- Provide opportunities to students to transfer to another registered training provider
- Provide opportunities to students to transfer from another registered training provider
- Address standard 7 of the National Code related to student transfers between registered providers
- Provide opportunities to students to transfer to another course within NVR Education Australia

COMPLIANCE

This policy complies with Standard 7: Overseas Student Transfers of the National Code of Practice 2018.

RESPONSIBILITY

The Student Services Manager is responsible for the implementation of this policy and to ensure that staff and students are aware of its application and that staff implements its requirements.

REQUIREMENTS

- No fee can be charged to the student by the College for processing a transfer request to another registered training provider. All course fees will be refunded in accordance with organisations refund policy
- NVR Education Australia is restricted from enrolling transferring students in the first six months of their principal course of study except in accordance with standard 7 of the national code
- If a transfer request is refused by NVR Education Australia a student may appeal NVR Education Australia decision through its complaints and appeals procedure.

POLICY

PROCESSING STUDENT TRANSFER REQUEST TO ANOTHER PROVIDER

NVR Education Australia will grant students transfer request in following circumstances only if the students are seeking to transfer to another registered provider's course of study prior to completing six months of their principle course with the organisation.

- The student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with NVR Education Australia intervention strategy to assist the student in accordance academic monitoring procedure of the organisation
- There is evidence of compassionate or compelling circumstances
- NVR Education Australia fails to deliver the course as outlined in the written agreement
- There is evidence that the student's reasonable expectations about their current course are not being met
- There is evidence that the student was misled by NVR Education Australia or its agent regarding NVR Education Australia or its course and the course is therefore unsuitable to their needs and/or study objectives
- An appeal (internal or external) on another matter results in a decision or recommendation to release the student.
- Students must apply for transfer using the "Release Application Form" and attach a copy of their new letter of offer from another registered provider
- Applications for transfer will be considered and responded to within 14 days of being received by the college
- If a transfer request has been granted, then the student request will be approved through PRISMS. Process of finalising transfers in PRISMS can be accessed from the PDF document available in the link: <https://prisms.education.gov.au/Information/ShowContent.ashx?Doc=How%20To%20Manage%20Student%20Transfers%20in%20PRISMS.pdf>
- A transfer request will normally not be granted in the following situations:



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- Student fees are in arrears
- The student does not satisfy any of the situations mentioned above
- The proposed transfer will jeopardise the student's progression through a package of courses
- The student cannot provide a letter from another registered provider confirming that a valid enrolment offer has been made
- There are no legitimate compassionate or compelling circumstances
- If a transfer request is refused, the student will be advised in writing regarding NVR Education Australia intention to refuse the request with details regarding reason for refusal. Student will be informed of their rights of appeal using the college complaints and appeals procedure. The student must submit this request within 20 working days of receiving intention to refuse the request from NVR Education Australia
- NVR Education Australia will finalise the student's refusal status in PRISMS if the appeal finds in favour of NVR Education Australia, or the overseas student has chosen not to access the complaints and appeals processes within the 20-working day period, or the overseas student withdraws from the process. Process of finalising transfers in PRISMS can be accessed from the PDF document available in the link:
<https://prisms.education.gov.au/Information/ShowContent.ashx?Doc=How%20To%20Manage%20Student%20Transfers%20in%20PRISMS.pdf>
- A copy of the student's letter of release application; notes recording the assessment of the application and a copy of all correspondence to the student by NVR Education Australia must be placed in the student's file (electronic or hard copy) for at least a period of 2 years.

All students are requested to contact Immigration department to seek advice on whether a new student visa is required once transfer request has been granted.

ENROLLING A TRANSFERRING STUDENT

NVR Education Australia will accept students transferring from other providers in following circumstances only if the student hasn't completed six months of their principal course of study:

- The releasing registered provider, or the course in which the overseas student is enrolled, has ceased to be registered
- The releasing registered provider has had a sanction imposed on its registration by the ESOS agency (i.e. ASQA) that prevents the overseas student from continuing his or her course at that registered provider
- the releasing registered provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS
- any government sponsor of the overseas student considers the change to be in the overseas student's best interests and has provided written support for the change.

A cancellation of a Confirmation of Enrolment (CoE) must be provided as an evidence from the previous registered provider along with evidence related to circumstances mentioned above.

A cancellation of a Confirmation of Enrolment (CoE) alone will not be accepted as an evidence that the student has been released from the previous registered provider if the student hasn't completed six months of their principal course of study.

All students are requested to contact Immigration department to seek advice on whether a new student visa is required once transfer request has been granted.



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PROCESSING STUDENT TRANSFER REQUEST TO ANOTHER COURSE WITHIN NVR EDUCATION AUSTRALIA

Students may transfer to another course offered by NVR Education Australia in the following circumstances:

- Where it is considered that the course that the student wishes to transfer to;
 - better meets the study capabilities of the student; and/or
 - better meets the long-term goals of the student, whether these relate to future work, education or personal aspirations; and/or
 - Or, where the student claims or can provide evidence that his or her reasonable expectations about the current course are not being met.
- In order for a request for transfer to be considered, students must apply for transfer using the "Course Transfer Application Form"
- The outcome of the student's application for course transfer will be provided in writing within 10 working days of receipt of application.
- All unused course fee will be allocated to the new course as per organisations refund policy.
- All students are requested to contact Immigration department to seek advice on whether a new student visa is required once transfer request has been granted.

ASSOCIATED DOCUMENTS AND FORMS

- *NVR International Student Handbook*
- *Release Application Form*

DOCUMENT CHANGES AND MODIFICATIONS

Date	Summary of changes	Approved by
24/08/2020	Updated to NVR formatting	