



Transfer between Registered Providers Policy and Procedure

Purpose

The purpose of this policy and procedure is to address Standard 7 of the National Code 2018 and to provide policy and procedures for overseas students in relation to their applications for transfer between registered providers.

Scope

This policy applies to all overseas students studying with Wall Street College (WSC) on a student visa and prospective students on a student visa who seek to transfer to WSC.

Policy

WSC assesses requests from students for a transfer between WSC and other registered providers, prior to the student completing six months of their principal course of study, in accordance with this policy and procedure.

In line with Standard 7 of the National Code 2018, WSC will not knowingly enroll an overseas student wishing to transfer from another registered provider's course prior to the student completing six months of their principal course of study, except in limited circumstances as below:

- Releasing registered provider, or the course in which the overseas student is enrolled, has ceased to be registered;
- Releasing registered provider has had a sanction imposed on its registration by the ESOS agency that prevents the overseas student from continuing his or her course at that registered provider;
- 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.

Note that in the very rare circumstances where the original provider or course has ceased to be registered, or sanctions have been placed on the provider by the Australian government or the Federal Regulator, resulting in the student being unable to continue his/her course at original provider, WSC will consider the students enrolment without a release. Evidence of this occurrence would be placed in the student file.

After completing six calendar months of the principal course, an overseas student can transfer without needing to meet any of these conditions.



Procedure

Procedure (Transfer to WSC)

1. Any requests that are received in relation to a student transfer will be directed to the Campus Manager (PRISMS officer). The Campus Manager will then assess the application to transfer education providers and advise the student as to the outcome as outlined in the procedure.
2. Campus Manager accesses the student information via documents provided by student at the time of enrolment/application. This is done to determine if the student has completed six months of study in their principal course.
3. If they have completed more than six months of their principal course of study, the Campus Manager will process the application and will seek to ascertain the fee payment status from finance department.
4. If the student has NOT completed six months of their principal course of study, the relevant information is checked where the previous provider has recorded releasing information on PRISMS.
5. If releasing from the previous provider is required on PRISMS, for students who have not completed six months of their principal course of study, and it has not been provided, WSC will not enroll the student.
6. If Campus Manager rejects the application of transfer to WSC, student is informed about the decision via email.
7. If student release from the previous provider is provided, then the Campus Manager processes the application in accordance with WSC's Admissions Policy and Procedure.
8. In the event of a student who wishes to concurrently enrol in WSC prior to completing six months of their principal course of study, students must ensure they continue to comply with the course requirements of their principal course of study. They will also be required to provide all current enrolment information to the Campus Managers for assessment. WSC will only accept genuine applications of concurrent study. Students may be required to supply WSC with a statutory declaration stipulating that they understand the proposed enrolment is a concurrent enrolment and that they will comply with the conditions of both courses.
9. WSC will not accept a concurrent application if the student:
 - Has not completed six months of their principal course and the CoE of the principal course has been cancelled.
 - The delivery location of the principal course is more than 100 km from the delivery locations of WSC
 - The current principal course in which the student is enrolled is the same or very similar (in the same training package) to the proposed enrolled course(s) at WSC.



Procedure (Transfer from WSC)

1. Students who seek to transfer to another provider prior to completing six months of their principal course must make a written request to Campus Manager. The application must be accompanied with a valid 'Letter of Offer' from the new provider authenticating the transfer and a justification as to how the new intended course will benefit the student.

2. The circumstances outlined below stipulate when WSC may grant a transfer request in the overseas student's best interests. These include but are not limited to:

- WSC has cancelled/ceased to offer the course as outlined in the Written Agreement.
- The Government considers the change to be in the student's best interest, if they are a sponsored student (written confirmation from sponsor required).
- There is evidence that the student was misled by the registered provider or an education or migration agent regarding the registered provider or its course and the course is therefore unsuitable to their needs and/or study objectives.
- Student has provided sufficient evidence of compassionate or compelling circumstances. Compassionate or compelling circumstances may include:
 - Serious illness or injury, where a medical certificate states that the overseas student was/is unable to attend classes
 - Bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
 - Major political upheaval or a natural disaster in the student's home country requiring emergency travel which has impacted on the overseas student's studies
 - A traumatic experience

WSC was unable to offer a pre-requisite unit, or the overseas student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol, WSC will use their professional judgement to assess each case on its individual merits.

- Student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging in an intervention strategy in accordance with Standard 8 of National Code 2018 and the WSC's Course Progress Policy and Procedure.
- There is evidence that the student's reasonable expectations about their current course are not being met.
- An appeal (internal or external) on another matter results in a decision or recommendation to release the student.
- Exceptional circumstances (documentation required to support circumstances).



3. If the application is found to be genuine and the Campus Manager approves the transfer, the student's enrolment at WSC will be cancelled and student release information will be recorded in PRISMS. The student will also be advised of the need to contact the Department of Home Affairs (DHA) and check if their existing visa allows them to study the intended course.
4. The Campus Manager reports the student's termination of studies to the appropriate government agency(s) via PRISMS.
5. The approval of transfer does not guarantee or does not indicate the agreement to provide any refund.
6. Where the transfer is not in the best interest of the student, the request to transfer to another registered provider will be rejected. Reasons for rejection may include but are not limited to:
 - Outstanding debt to WSC
 - New course or location or outcome is not suitable to student situation
 - Intended Provider is not a CRICOS registered provider
 - The welfare of the student is compromised
7. This decision regarding the appropriateness of the transfer will be made by the Campus Manager and shall be provided to the student in writing. The process detailed above should not take more than 7 business days once the student has provided all necessary documentation.
8. Where the student's application for transferring to another provider is rejected, the student will be informed in writing about student's right to appeal against the decision.
9. Students will have access to WSC's Complaints and Appeal processes. Students can appeal against a decision within 20 working days from the date they are informed of the outcome of their application.
10. If the student appeals, WSC will not finalise the student's refusal status in PRISMS until the appeal process is completed. If the student has chosen not to access the complaints and appeals processes within the 20-working day period, or student withdraws from the process, the status will be finalized in PRISMS within 5 business days.
11. WSC will maintain records of all release requests from students, including the assessment of and decision outcome, for a period of 2 years after the student ceases to be an enrolled student.

Definitions

Overseas Student	Student currently studying in Australia on a student visa.
Registered Provider	Organisation registered by ASQA to deliver VET courses.



Principal Course	The main course of study to be undertaken by an overseas student where a student visa has been issued.
PRISMS	Provider Registration and International Student Management System
Written Agreement	A binding agreement between the provider (WSC) and the student. Explains the provider's and the student's duties while the student is studying at the provider.
CRICOS	Commonwealth Register of Institutions and Courses for Overseas Students
Quorum	The minimum number of members at a meeting that must be present for the proceedings of the meeting to be valid.

Document Control

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