

Transfer between Registered Providers Procedure

The purpose of this policy is to outline the process and procedure for international students wishing to transfer in or out of Kingsford Academy Australia. The Institute must not knowingly enrol a student wishing to transfer from another Registered Provider's course prior to the student completing six (6) calendar months of his/her Principal Course, except in limited circumstances as outlined in the procedures of this policy. The six calendar months are calculated from the date of commencement of the Principal Course.

Kingsford Academy Australia is entitled to determine the circumstances in which it will provide approve or refuse the Transfer Request. Where a student requests a transfer before or within the period of six (6) months of commencement of their Principal Course, Kingsford Academy Australia will assess the request for transfer against this policy.

Students are required to comply with the Institute's Policies and Procedures and attend any interviews or other appointments scheduled for them including, but not limited to those for course progress, attendance and student support services

Procedure

1. Students wishing to transfer to Kingsford Academy Australia

The following procedure is relevant to any student who applies for a course within the Institute and is currently studying on-shore with another registered provider.

- a) The applicant must provide a copy of their Student Visa and appropriate student details and previous copy of CoE from other Provider
- b) The Student Support Officer will action the application as follows:
 - Check the Students previous CoE to ascertain if the length of studies completed in the student's course of study is greater than 6 months.
 - Where a student has completed more than 6 months of their principal course of study, the application process proceeds as for all off-shore students.
 - Where a student has not completed 6 months of their principal course of study, PRISMS will be checked for a Transfer Request Approval.
 - To support the student's application, Kingsford Academy Australia may provide a 'Conditional' Letter of Offer which clearly states that an offer of a place is contingent on the student obtaining a Transfer Request Approval or Release Approval from their current provider.
 - Students who are in receipt of a Government scholarship, should provide written support from this government scheme, agreeing to the change which will stand in lieu of any letter of release.
 - If such Release is received and the student has no outstanding fees to be paid to their current institution or other outstanding matters of concern, the application will be processed as for all off-shore applicants.

2. Students wishing to transfer from Kingsford Academy Australia to another registered provider after completion of 6 months

No Letter of Release is required where:

- a) the Student has completed at least 6 months' study in his or her Principal Course; or
- b) the Student is sponsored by another government and that government sponsor provides written support of the change on the basis it considers the change to be in the Student's best interests; or
- c) Kingsford Academy Australia has ceased to be registered or the Course in which the student is enrolled has ceased to be registered; or
- d) Kingsford Academy Australia has a sanction imposed on it that prevents the student from continuing his or her Principal Course.

3. Students wishing to transfer from Kingsford Academy Australia to another registered provider within the first 6 months of principal course

- a) To apply to transfer to another provider within the first 6 months of the Student's Principal Course, the student's request will be assessed against a number of criteria.
- b) Acceptable – Kingsford Academy Australia considers the following circumstances to justify a transfer:
- The Student has provided a Letter of Offer from another registered provider confirming that the student has a valid enrolment offer; and
 - The Student has provided:
 - a signed and dated "*Course Withdrawal Form*"; and
 - a letter detailing their reasons for requesting a transfer to another provider and that the transfer request form meets all requirements; and
 - the Student is sponsored by another government and that government sponsor provides written support of the change on the basis it considers the change to be in the Student's best interests; or
 - Kingsford Academy Australia has ceased to be registered or the Course in which the student is enrolled has ceased to be registered; or
 - Kingsford Academy Australia has a sanction imposed on it that prevents the student from continuing his or her Principal Course.
 - Kingsford Academy Australia will not grant Transfer Request/Release in circumstances other than the above.
- c) Non-Acceptable - Kingsford Academy Australia considers the following circumstances do not justify as transfer:
- the student has not completed the first 6 months of the course in which he or she is enrolled; or
 - Kingsford Academy Australia considers that the student is trying to avoid being reported to the DHA for failure to meet the Kingsford Academy Australia Attendance or Course Progress requirements; or
 - The Student has not accessed Kingsford Academy Australia Student support or welfare services after having been requested to do so; or
 - The documents provided by the Student do not, in Kingsford Academy Australia's view, adequately support grounds upon which the transfer is requested; or
 - The Student has outstanding fees at Kingsford Academy Australia in the current unit of competency or course.

4. Transfer Request process for students less than 6 months

- a) Students must complete a "*Course Withdrawal Form*" available from the Student Administration Office.
- b) The Institute must 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:
- I. the original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered
 - II. the original registered provider has finalised the release through PRISMS
 - III. 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
 - IV. 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.
- c) A Letter of Release is issued at no cost to the student

- d) A Letter of Release will only be issued within the 6-month period if the student meets the required conditions
- e) The following documents must be attached to the “*Course Withdrawal Form*”:
 - A letter detailing the reasons behind their request to transfer to another registered provider and how they will benefit from the transfer; and
 - Copy of the other Registered Provider’s Letter of Offer, confirming that a valid enrolment offer has been made unconditionally at that institution; and
 - Copy of documentary evidence. Failure to present evidence may adversely affect the outcome of the “*Course Withdrawal Form*”; and
 - Written approval for the change from the scholarship body if a sponsor is paying the tuition fees
- f) Student Administration staff may also:
 - Forward a copy of the “*Course Withdrawal Form*” to the Student Support Officer in certain circumstances
 - Arrange an appointment for the student with the Student Support Officer

5. Assessment of request for transfer

The Student Support Officer will interview the student to determine the circumstances surrounding the release; and

- a) How the student may benefit from a transfer to another education provider; and consider options available to the student to achieve his or her learning goals, including through implementing an Intervention Plan or any other student support services offered by Kingsford Academy Australia to assist the student to adjust to study and life in Australia; and
- b) Where it is in the student’s interests, refer the student to support services for:
 - Academic skill support;
 - Additional English support;
 - Additional tutoring and study group support;
 - Increased monitoring;
 - Referral to personal counselling;
 - The purpose of discussing the suitability of the course;
 - Consideration of reduction in course load;
 - Implementing an Intervention Plan

Within 5 working days of the student’s lodgement of the “*Course Withdrawal Form*”, make a recommendation to the Operations Manager.

- c) The Operations Manager will:
 - Consider the “*Course Withdrawal Form*” and supporting documents on the basis of:
 - The student’s educational goals and individual circumstances; and
 - Student Support Officer’s recommendation;
 - Make and record a decision as to whether to grant the Transfer Request within 5 working days of receiving the Student Support Officer’s recommendation.

6. Decisions and outcomes

- a) Students will be advised in writing of the outcome of the application within 20 working days of the lodgment of a complete “*Course Withdrawal Form*”.
- b) **Transfer Request Approved.** If the Operations Manager decides to grant a Release, the Student Support Officer will immediately write to the student, including the following:
 - Withdrawal from Course Form
 - Course Feedback Form
 - Confirmation of Release

- Information in relation to student's commitment to study, attendance/ course progress and whether fees are up to date
- Advice that the students Confirmation of Enrolment (CoE) will be cancelled and he or she must contact Department of Home Affairs (DHA) to seek advice on whether a new student visa is required;
- Advise the Student that they may apply for a refund in accordance with Kingsford Academy Australia's *Refund Policy and Procedure*.

Refer to the [PRISMS Provider User Guide](#) for the process of how to record a release in PRISMS.

- c) **Transfer Request Denied.** If the Operations Manager decides not to grant a Release, he or she will notify the student in writing, including:
- The reasons for the decision not to grant a Release;
 - Advice that he or she may freely transfer after completion of 6 months of his or her Principal Course; and
 - Information on the student's right to appeal the decision in accordance with the *Complaints and Appeals Policy*, within 20 working days of notification, at no cost to the student.
 - The Student is required to remain enrolled until the appeals process is completed
 - Provide the student with a Complaints and Appeals Form
 - Process the Complaints and Appeals as per the Policy and Procedure
 - Enter decision onto PRISMS upon finalisation of Complaints and Appeals process, unless the student wishes to Appeal the decision.
- d) **Transfer Request Denied on Appeal.** If, after careful review by the Institute's Review Panel, the Student's Appeal is unsuccessful, Kingsford Academy Australia will notify the student in writing including:
- The reasons for the decision
 - Requesting the Student to make an appointment with the Student Support Officer to discuss the Institute's support services; information regarding the external appeal process
 - Copies of the Overseas Ombudsman Form and External Review Process, and ESOS Framework Factsheet, which includes information on "Transferring between Education Providers".
 - The student's right to pursue further action under Australia's Consumer Protection Laws.
- e) Maintain records of all communication regarding transfer requests, Letters of release and the assessment process and outcomes from students in individual student files.
- f) Enter decision onto PRISMS upon finalisation of Appeals process

Refer to the [PRISMS Provider User Guide](#) for the process of how to enter and record Transfers on PRISMS.