

# Transfer of Provider Policy

## 1 PURPOSE

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The purpose of this policy is to ensure that overseas students wishing to transfer between registered training providers do so in accordance with The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018, known as 'the National Code 2018' Standard 7

This policy and the related procedure provide a documented process for assessing requests for the Transfer of Provider. By following this policy and procedure, UED safeguards against knowingly enrolling an overseas student prior to them first completing at least six months of their principal course, with the exception of those meeting specified criteria and in certain circumstances as detailed herein

## 2 SCOPE

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This policy outlines the circumstances in which UED will assess Transfer of Provider requests in accordance with the National Code. UED will assess each request on an individual student basis, taking into account all supporting documentation of the request.

## 3 DEFINITIONS

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**DHA:** Department of Home affairs

**Incoming Transfer:** refers to a student transferring from another institution to this one

**Outgoing Transfer:** a student leaving this institution to go to another

## 4 POLICY STATEMENT

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### 4.1 INCOMING STUDENT TRANSFER

- 4.1.1 If the student has completed more than six months of their principal course of study, the application process proceeds as for all overseas students.
- 4.1.2 Where a student has NOT completed six months of their principal course of study, they are informed that they need to provide a letter of release to support of their application.
- 4.1.3 To support the application they can be provided with a Conditional Letter of Offer which clearly states that an offer of a place is subject to the condition that they acquire a letter of release.

- 4.1.4 If no satisfactory letter of release is obtained from, the application process is discontinued and the student informed that they are unable to transfer at this time. The student is to be informed that they may reactivate their application when the 6 month period has passed.
- 4.1.5 The Student Transfer Application Register is to be updated with details of the student, transfer application and outcome.
- 4.1.6 In event that the student cannot continue with their course of study due to the original course or institution ceasing to be registered, or because of sanctions placed on the original institution by the regulators, no letter of release is required. Evidence of this occurrence would need to be placed in the student file. (7.1.1)
- 4.2 UED, as the receiving registered provider must not knowingly enrol any 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:
- the releasing registered provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS, (7.1.3)
  - the original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered, (7.1.1)
  - the original registered provider has provided a written letter of release,
  - the original registered provider has had a sanction imposed on its registration by the ASQA as the ESOS Agent, that prevents the student from continuing studies, or (7.1.2)
  - 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. (7.1.4)

### 4.3 OUTGOING STUDENT TRANSFER

- 4.3.1 Students wishing to transfer to another provider must first complete a Transfer of Provider Request Form, along with any supporting documentation.
- 4.3.2 All requests will be assessed individually, taking into account the circumstances of the student and if the transfer will be in the best interest of the student.
- 4.3.3 All requests will be processed within 10 working days from the date of submission, with a Letter of Release or Letter of Refusal being provided.
- 4.3.4 Notwithstanding the outcome, the student has 20 days to access UED's Complaint and Appeals process.
- 4.3.5 All documentation (requests, considerations, decisions and copies of letters of release) should be placed on student's file.
- 4.3.6 The details of the application to transfer, including the outcome of the application, shall be entered into the Student Transfer Application Register
- 4.3.7 The approval of transfer of a student to another institution does not indicate the agreement to provide any refund. Refunds are governed by the refund policy independent of this policy.







