



## Transfer Between Provider Policy and Procedure

### Transfer Policy

Enhance College of Technology (Enhance) distinguish student transfers into two categories incoming and outgoing students.

Enhance will ensure all students; staff and agents have access to our Transfer Policy and Procedure.

Enhance acknowledges students can transfer with no restrictions once they have completed 6 months of their principal course.

Enhance may request permission from students to contact their previous institution to gain further information on their previous enrolment. Such permission will be requested in writing and signed by the student.

### Transferring to Enhance from another provider

If you are enrolled with another provider and have not completed your first 6 calendar months of study, you must complete an application to enrol with Enhance via the International Student Application Form when seeking to transfer to Enhance .

If Enhance accepts your application, you will be issued with a Letter of Offer. The Letter of Offer may include some conditions applied to your admission, including:

1. The releasing provider has agreed to your release;
2. Any evidence that the releasing provider or the course in which you were enrolled has ceased to be registered;
3. Any evidence that the releasing provider has had a sanction imposed on its registration by the ESOS agency that prevents you from continuing your course;
4. Any evidence by written support for the change from any government sponsor that considers the change to be in your best interest.

### Transferring from Enhance to another provider

If you are enrolled with Enhance and have not completed your first 6 calendar months of study in your principal course (usually the highest level of qualification) you must submit an International Student Application to Transfer between Registered Providers Form, and submit to Enhance via email to [admin@enhance.edu.au](mailto:admin@enhance.edu.au).

Your transfer request must be accompanied by a valid Letter of Offer from the other provider.

If you are enrolled with Enhance you should still continue with your attendance and assessment until the outcome of the transfer request is communicated to you. Enhance will provide you with

notification of your transfer request outcome within 20 business days of your application and all required information being received.

Enhance College will not grant a Letter of Release to any student who does not have a valid Letter of Offer within the first 6 calendar months from the date of the commencement of their principal course. If the student has had a break in their enrolment due to a deferment or suspension, the break period will not be counted as part of their 6 months of completed study.

Enhance College will grant a Letter of Release where the transfer will not be to the detriment of the student.

Some examples of what may be considered to the student's detriment are:

- if the transfer may jeopardize the student's progression through a package of courses
- If the student has recently started studying the course and the full range of support services are yet to be provided or offered to the student (it is good practice to revisit the issue within a timeframe negotiated with the student); and
- if the student is trying to avoid being reported to DIBP for failure to meet the provider's attendance or academic progress requirements.

Students wanting to be released from the College will be required to firstly request an appointment with CEO. The College will ensure a meeting is offered within 48 hours of the request. After the meeting, the student will be required to complete an application form with reasons of why they want to leave, and then sign and lodge the form with the administration desk. All documentary evidence supporting the request must be submitted with the form.

No request will be considered until the student produces a signed Letter of Offer from another CRICOS registered provider.

The College will not charge for a Letter of Release.

Our Letter of Release will state: whether or not the student demonstrated a commitment to studies during the course, whether or not they had a good attendance record, and whether or not they paid all course fees owing.

The Letter of Release will also advise the student to contact DIBP urgently to seek advice on whether or not a new student visa is required.

No restrictions apply to students who have completed the first 6 months of their principal course. Enhance College will not issue a Letter of Release if a student has unpaid course fees for the current study period. The current study period is determined as the study period in which the student applies for a Letter of Release. If this falls during holiday break the release will be determined as being the previous study period.

Enhance College's students will be provided with written notice of a transfer refusal. All records and processes which form part of the decision will be kept on the student's file.

**A Letter of Release is not required if:**

A student arrives in Australia in anticipation of commencing a course, and the course is conditional on their meeting certain entry requirements. The student fails to meet these requirements, and in the absence of a release letter, the student is left without a provider. In this situation, where the student has not yet commenced their course, the provider cancelling the student's CoE is sufficient to permit a transfer under Standard 7.

or

Where a student's enrolment may have been cancelled under Standard 13 of the National Code ('Deferring, suspending or cancelling the student's enrolment'), there is no need for the provider to also issue a release letter - in this situation the cancellation would be sufficient.

**Principal course is defined by Department of Home Affairs as:**

The principal course is the student's main course of study or that leading to the highest qualification on the student's current visa. If the student is on a package of courses, the course leading to the highest qualification will be the student's principal course and the restriction will apply to the first six months of that course and any packaged courses before it.

International students should also note they can only study with a CRICOS registered provider whilst on an international student visa, for any course or part of a course (e.g. a licensing outcome course) they enrol into in Australia.

## TRANSFER PROCEDURE

Transferring to Enhance from another provider

### STEPS TO BE FOLLOWED

1. Incoming students must provide a Letter of Release from their previous provider or evidence they have completed 6 months of their principal course and that they are not currently enrolled in any course with another provider, unless circumstances at 1 a,b,c, or d in the Transfer Policy are proven.
2. Copies must be kept on student files of all evidence.
3. If the transfer will affect the start dates of any subsequent courses covered by the visa, the student needs to obtain letters of release for those courses or gain the providers' agreement to delay the start of those subsequent courses.
4. Where applicable, Enhance College staff will advise students that changes to their preliminary courses may have ramifications for their admission to their principal course (e.g. if a preliminary course is a prerequisite).
5. All documentation will be kept on the student's file.

Transferring from Enhance to another provider

### STEPS TO BE FOLLOWED

1. Student to complete an 'Application for Transfer'. This application will include the student's rights to appeal a refusal decision as per Enhance College's Complaints and Appeals Policy.
2. Staff are to check if any outstanding fees are owed.
3. Enhance College to provide written acknowledgement of the completed application.
4. Enhance College will assess the application, make a decision and inform students within 9 working days of receipt of the signed application. This document will again advise students of their right to appeal the decision.
5. Enhance College will include advice if there are any outstanding fees for the current study period, that a release will not be granted until they are paid, as per the Transfer Policy.
6. The College will provide the student with written notice of the decision being either a Letter of Release or a Letter of Refusal with reasons for refusal in detail and attach to the original application. The refusal letter will also inform the student of their rights to appeal the decision under Enhance College's Complaints and Appeals Policy.
7. All documentation (including any appeal) will be kept on the student's file for audit.
8. All Letters of Release are provided at no extra cost
9. The Letter will advise students to contact DIBP to seek advice on whether a new student visa is required

Enhance College MUST maintain records of all requests from students for a letter of release, the assessment process, and decision regarding the request, and keep evidence on the student's file.

## Refunds

If a student has been issued with a Letter of Release, he / she is subject to the conditions of Enhance College's Refund Policy.