



Student Transfer Policy and Procedure

Transferring from another Provider to Enhance

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.

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.

Transfer Request Rules

The circumstances where a will be granted by Enhance prior to you completing 6 calendar months of your principal course of study include:

1. You have been reported because you are unable to achieve satisfactory course progress at the level you are studying, even after Enhance has identified and implemented its intervention strategy to assist you;
2. You have grounds to seek to change course to gain access to broader support through services not offered by Enhance;
3. If Enhance fails to deliver or continue to deliver the course as outlined in the Letter of Offer;
4. You can provide evidence that your reasonable expectations about the current course are not being met;

5. You can demonstrate that you are experiencing a threat to your physical or mental health or safety, and that this will be alleviated through a transfer;
6. You can demonstrate compassionate or compelling circumstances (documented in writing with any applicable supporting evidence supplied) which mean you have to transfer to another provider. You will need to prove that it will be detrimental to you for you to remain in your course;
7. You can provide evidence that you were misled by an education or migration agent regarding Enhance or its course, and the course is therefore unsuitable to your needs and/or study objectives;
8. A government sponsor provides confirmation in writing that it considers a transfer to be in your best interests;
9. Where you have appealed on another matter which results in a decision or recommendation to approve your release;
10. Where you have genuinely attempted previous studies but you fail to meet entry requirements; and
11. At the time of the application to transfer was submitted, you had not completed 6 months of principal course but will have completed 6 months of the principal course at the time of commencement in the proposed new course with the receiving provider.

Circumstances where a transfer may not be granted prior to you completing 6 calendar months of your principal course of study include:

1. You have changed your mind about your course of study;
2. The transfer may jeopardise your progression through a package of courses;
3. Enhance believes that you have made decisions regarding accommodation, employment, or travel that are not aligned with the requirements of your course;
4. You are experiencing a course scheduling conflict with personal, work, or other non-study commitments;
5. You do not have a valid enrolment offer from another CRICOS registered provider;
6. You have outstanding fees for the current study period;
7. You are under the age of 18 and do not have written consent of your parent or legal guardian;
8. Enhance believes that a transfer will be detrimental to you;
9. You have not accessed support services available for assistance with study or personal issues;
10. You are trying to avoid being reported to the Department of Home Affairs - Immigration for failure to meet any of Enhance's requirements;
11. You did not provide valid supporting documentation for a transfer; and
12. You have not genuinely attempted previous studies and fail to meet entry requirements.

Appeals

Internal Appeal

If you feel that Enhance's decision about your transfer request is unfair, you have a right to ask for an internal appeal of the decision.

Your request for an internal appeal must be on the basis of the way in which the decision was reached by Enhance, and include:

1. The grounds for the appeal; and
2. Any supporting documentation.

If you are asking for an internal appeal, it must be made in writing using the form provided to you, and be submitted within 10 business days of receiving the notification of your transfer request outcome from Enhance. Enhance will then consider the matter and respond to you within 20 business days.

External Appeals

If you are still dissatisfied with the decision, you may have the right to take the matter to the Queensland Ombudsman for an external appeal.

TRANSFER PROCEDURE

Incoming Students

- 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.
- Copies must be kept on student files of all evidence.
- 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.
- 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).
- All documentation will be kept on the student's file.

Outgoing Students

- Students wishing to transfer must complete a Deferment, suspension or Cancellation form with all supporting documentation which is available on the website or through administration staff.
- Staff are to check if any outstanding fees are owed.
- 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 advise students of their right to appeal the decision.
- 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.
- 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.
- All documentation (including any appeal) will be kept on the student's file for audit.
- All Letters of Release are provided at no extra cost.
- The Letter will advise students to contact DHA to seek advice on whether a new student visa is required.

Enhance College will 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.