

## Transfer between Providers Policy and Procedure

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<b>Document Management</b>	Compliance Manager		
<b>Department</b>	Student Services and Administration		
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### Policy

This policy is in place to ensure Sydney City College of Management meets its obligations with regards to Standard 7 of the National Code 2018. The policy specifies:

- The circumstances in which Sydney City College of Management grants transfers to its international students who wish to transfer to another provider (prior to them completing 6 months of their principal course of study)
- The limited circumstances in which Sydney City College of Management accepts students from other providers (prior to them completing 6 months of their principal course of study)
- The process for transfer to and from the Institute once the 6 months principal course restriction has been met

### 1.0 Guidelines for Students seeking to transfer to Sydney City College of Management from another provider

1.1 Sydney City College of Management will not enroll students wishing to transfer from another registered provider prior to the student completing six months of his or her principal course of study, except where:

- a) The original provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered
- b) The original registered provider has provided a written letter of release
- c) The original registered provider has had a sanction imposed on its registration by the Australian Government or State and Territory Government that prevents the student from continuing study in his or her principal course



d) 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

1.2 Where students have completed 6 months of study in their principal course, no transfer restrictions will apply. Sydney City College of Management will assess student enrolment applications from this cohort of students in line with its Student Entry Requirements, Selection, Enrolment and Orientation Policy

## **2.0 Procedure for Students seeking to transfer to Sydney City College of Management from another provider (Prior to completing 6 months of their principal course)**

- a) The Marketing and Admissions Officer receives an enrolment application from an on-shore International Student who is currently studying at another Institution.
- b) The Marketing and Admissions Officer assesses the application in line with Sydney City College of Management Student Entry Requirements, Selection, Enrolment and Orientation Policy. The Marketing and Admissions Officer will know the Student is currently studying at another provider due to declarations provided by the Student via the Student Enrolment Form and through PRISMS
- c) Due to the Student being enrolled at the other provider prior to completing 6 months of their principal course, the student must demonstrate how he/she complies with point 1.1 of this policy
- d) Where the Student can demonstrate adherence to point 1.1 a, c or d, the students enrolment will progress and the Marketing and Admissions Officer will assess the student for suitability for entry in line with the Institute's Student Entry Requirements, Selection, Enrolment and Orientation Policy
- e) Where the Student is requesting to enroll based on point 1.1 b and meets other entry requirements specified in Sydney City College of Management's Student Entry Requirements, Selection, Enrolment and Orientation Policy, Sydney City College of Management will offer a Conditional Letter of Offer, clearly stating that the offer is contingent of the student providing Sydney City College of Management with a Letter of Release from their original provider
- f) Where the Student is able to provide Sydney City College of Management with a Letter of Release from his/her original provider, the enrolment process will progress in line with SCCM's Student Entry Requirements, Selection, Enrolment and Orientation Policy

- g) Where the student is unable to meet one of the requirements of 1.1 of this policy, the student will receive a letter stating why their application for enrolment was rejected. This will occur as soon as practicable and no longer than 10 working days from the day the student submits their complete enrolment application

### **3.0 Procedure for Students seeking to transfer to Sydney City College of Management from another provider (After completing 6 months of their principal course)**

3.1 Where students have completed 6 months of study in their principal course, no transfer restrictions will apply. Sydney City College of Management will assess student enrolment applications from this cohort of students in line with its Student Entry Requirements, Selection, Enrolment and Orientation Policy

### **4.0 Guidelines for Students seeking to transfer from Sydney City College of Management to another provider**

4.1 Sydney City College of Management will grant student transfer requests and will provide written letters of release for its international students (who have not completed 6 months of study in their principal course), where the student has no outstanding fees owing to Sydney City College of Management and can clearly demonstrate one of the following circumstances:

- a) The student wishes to access support services that the other provider has and Sydney City College of Management is unable to provide
- b) The student is experiencing a threat to their physical safety which will be alleviated by studying at the other provider
- c) The student is not coping in their program, despite participating fully in intervention activities instigated by the Institute (see Course Progress policy)
- d) The program of study is not consistent with what was specified in the letter of offer and student's acceptance agreement
- e) The student can provide evidence that he or she was misled by Sydney City College of Management or by one of its education agents
- f) The student is able to demonstrate compassionate or compelling circumstances exist in line with the Institute's compassionate and compelling circumstances policy, which necessitate transfer to another provider
- g) Sydney City College of Management ceases to be registered or the course in which the student is enrolled ceases to be registered



- h) Sydney City College of Management has a sanction imposed on its registration by the Australian Government or State and Territory Government that prevents the student from continuing study in his or her principal course
- i) 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
- j) The student has not commenced studies due to not securing an Australian visa or other compassionate or compelling circumstances in line with the Institute's compassionate and compelling circumstances policy

4.2 Sydney City College of Management will NOT grant student transfer requests and will NOT provide written letters of release for its international students (who have not completed 6 months of study in their principal course), where the student has outstanding fees owing to Sydney City College of Management and the student falls into one of the following categories:

- a) The student has not provided a valid offer letter from their prospective CRICOS provider
- b) Sydney City College of Management believes that the transfer will be detrimental to the student. Specific factors that may be considered detrimental to the student includes items listed in point 4.2 (c, d, e, i and j) of this policy
- c) The student has changed their mind about what program he/she wishes to study and has not discussed the issue with SCCM's student support services team
- d) The student is experiencing welfare issues but has not discussed the issues with SCCM's student support services team
- e) The student is experiencing academic progress or attendance issues but has not discussed the issues with SCCM's student support services team
- f) Sydney City College of Management reasonably believes that the student is attempting to avoid being reported to DHA for failure to meet attendance or course progress requirements
- g) The student has been issued with two or more low attendance or course progress letters in the specific term
- h) The course for which the student is intending to enroll in with the other provider is similar to or the same as the students current enrolment and no other compassionate or compelling circumstances exist



- i) The student is experiencing homestay or other accommodation problems but cannot demonstrate how the problems will be rectified as a result of the transfer
- j) The student is experiencing timetabling conflicts with regards to personal, work, or other non-study commitments and has not discussed the issues with SCCM's student support services team

4.3 Should a student wish to withdraw from Sydney City College of Management to another provider after completing 6 months of their principal course, no transfer restrictions apply. Students must complete Sydney City College of Management's Application to Withdraw Form (available at Reception), as well as ensure their fees are up to date in line with their Student Acceptance Agreement and SCCM's Student Refund Policy. Students should then follow point 5.0 (b, c, e, f) below.

**5.0 Procedure for Students seeking to transfer from Sydney City College of Management to another provider (Prior to completing 6 months of their principal course)**

- a) Student completes Sydney City College of Management's Application to Withdraw Form (available at Reception) and provides supporting evidence to support their claim, including but not limited to:
  - Evidence such as medical or death certificates or other supporting evidence
  - Valid Letter of Offer from receiving provider
  - Ensuring outstanding fees have been paid in line with the students Student Acceptance Agreement and SCCM's Student Refund Policy.
- b) Student submits complete application to the Institute's Student Services Manager. The Student Services Manager will provide advice on the requirements of the policy and will issue the student with written acknowledgement of the complete application within 3 working days of receipt.
- c) All applications are considered by the PEO as soon as practicable and students are provided with the written outcome within 10 working days of submission of their complete withdrawal application.
- d) If the withdrawal application is approved, Sydney City College of Management will provide a Letter of Release at no cost to the student and the student will be advised to contact DHA to find out what action, if any, they need to take with regards to their student visa. It also requires recording all transfer request outcomes in the Provider Registration International Student Management System

(PRISMS), a 'How To' guide is available at <https://prisms.education.gov.au/Information/ShowContent.ashx?Doc=How To Manage Student Transfers in PRISMS.pdf>.

- e) Until the withdrawal application has been approved and the letter of release has been provided, students must continue to attend class, as academic progress and attendance will still be in effect. See the Institute's Student Attendance Policy, Student Course Progress Policy and Student Assessment, Reassessment and Repeating Units of Guidelines Policy.
- f) If the withdrawal application is not approved, the student is entitled to appeal the decision in line with the Institute's Complaints and Appeals Policy. During this period, the student must continue to attend class as academic progress and attendance will still be in effect. See the Institute's Student Attendance Policy, Student Course Progress Policy and Student Assessment, Reassessment and Repeating Units of Guidelines Policy. Note that this policy does not remove the students right to take action under Australia's consumer protection laws or rights to pursue other legal remedies.

## **6.0 Procedure for Students seeking to transfer from Sydney City College of Management to another provider (After completing 6 months of their principal course)**

6.1 Should a student wish to withdraw from Sydney City College of Management to another provider after completing 6 months of their principal course, no transfer restrictions apply. Students must complete Sydney City College of Management's Application to Withdraw Form (available at Reception), as well as ensure their fees are up to date in line with their Student Acceptance Agreement and SCCM's Student Refund Policy. Students should then follow point 5.0 (b, c, e, f) above.

## **7.0 Letter of Release**

7.1 If a Letter of Release is granted by Sydney City College of Management, it will be provided at no cost to the student

7.2 Letters of Release will indicate relevant student details, the name of the proposed new provider and proposed new course in line with the providers offer letter

7.3 record all transfer request outcomes in the Provider Registration International Student Management System (PRISMS).

## **8.0 Refund Policy**

8.1 The approval of transfer from Sydney City College of Management to another provider does not indicate that the Institute is entitled to provide any refunds to the student

8.2 Students requesting refunds must provide a separate refund application in line with the Institute's Student Refund Policy

## 9.0 Record Keeping

9.1 The Student Services Manager is responsible for ensuring all appropriate records are kept from the Transfer of Providers process, demonstrating compliance with this policy and showing how SCCM reached its decision. All Transfer documents, including but not limited to Transfer Application Documents, Supporting Documentation, Letters of Release, Conditional Letter of Offer, Letter of Offer, Transfer Outcome Letters etc. will be systematically kept in each students file.

### Related Documents

- Application to Withdraw Form
- Enrolment Form
- Conditional Letter of Offer
- Letter of Release
- Withdrawal Acknowledgement Letter
- Withdrawal Outcome Letter

### Related Policies

- Compassionate and Compelling Circumstances Policy
- Complaints and Appeals Policy
- Student Attendance Policy
- Student Assessment, Reassessment and Repeating Units of Guidelines Policy
- Student Course Progress Policy
- Student Entry Requirements, Selection, Enrolment and Orientation Policy
- Student Refund Policy

### Policy Implementation Manager

- Student Services Manager