

Student transfer policy and procedure

This policy applies to international students only.

In accordance with the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018, TACIS will not knowingly enrol a student transferring from another education provider prior to the student completing six months of their principal course.

A student may apply to transfer to another provider after they have completed at least six months of their principal course. In the case of a package of courses for example, Cert III, Cert IV and finally Diploma, the principal course is the highest course – the Diploma. The only exceptions are the circumstances outlined in the National Code 2018.

This policy sets out the procedure for assessing requests from students to transfer into and out of our college prior to the student completing six (6) months of their principal course.

The circumstance in which we release a student prior to completing six (6) months of their principal course will be assessed as detailed in this documented procedure.

The timeline for a response to application for transfer into and out of the RTO will be ten (10) business days from the date we have received the transfer application form. The form will be date stamped and signed as received by the Student Service Officer and in their absence by the RTO Manager.

This Student Transfer Policy is made available to all students and staff and clearly details the circumstances in which a transfer will and will not be granted.

Note: this policy has not been developed to cater for students under the age of 18 years. TACIS does not enrol students under the age of 18 years.

PROCEDURE - Transferring to TACIS

The student requests to transfer into our college

The Student Transfer Policy has been developed primarily to cater for international students holding a student visa and outlines the process with regard to transfer between providers. Noting that we require the transferring student to complete the Student Transfer Application form and provide supporting evidence.

Application Process

A student wishing to transfer to TACIS from another college must complete the Student

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Transfer Application form, available on our website or available from reception or from the RTO Manager.

Once completed, this document together with supporting evidence must be submitted to the RTO Manager for assessment. The application will be assessed within the timelines listed below.

Processing Timelines

The student's request will be assessed within ten (10) business days of application. Students who are transferring from another college and have not completed a minimum of six (6) months of their principal course will require to be released from the previous college and/or other appropriate documentation. All documentation and information must be placed in the student's records.

Decision

A formal decision will be provided to the student within the above timeline. The decision might be to:

1. approve transfer request
2. refuse transfer request or
3. to request more information from the student and require a resubmission of application with further documentation.

Process

The student will need to provide formal evidence that they have completed a minimum of 6 months of their principal course. If this is not provided, TACIS would not enrol them unless they have been released from their current provider or if any of the sub sections in the National Code 2018 have been met.

The CEO or RTO Manager will complete the investigation to ensure the course detailed by the student is in fact the principal course, this could easily be completed via checking dates on the student's visa. In the case where the student has enrolled in a package of courses for example, Cert III, Cert IV and finally Diploma, the Diploma is the principal course.

Therefore, if the student has only completed the first qualification – Certificate III then this would not be considered as acceptable to enrol the student without being released from the prior college or meeting other reasons as detailed in the National Code 2018.

Grounds for Accepting Students

There are several circumstances where a student transfer is acceptable:

1. In the case that the original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered TACIS would be able to enroll the student before they had completed a minimum of six months of the principal course.
2. In assessing the application for transfer, TACIS further investigates the previous provider to ensure they indeed have ceased to be registered in providing the course in which the student was enrolled. Checks can be completed by going to the Department of Education website: www.cricos.education.gov.au. Once TACIS has completed the investigations and verified that the provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered the next step is to interview the student and then complete the enrolment process.

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3. In the case that an international student wishes to enrol with TACIS and they have not completed at least 6 months of the principal course, but have supplied evidence/information regarding the release (ie email from previous provider), TACIS would accept this as evidence of release. The student will follow the standard enrolment procedures regarding entry requirements for the course of enrolment and supplying appropriate documentation in support of their application.
4. In the case that an international student wishes to enrol with TACIS and they have not completed at least 6 months of the principal course, but have stated in their application that 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 and the student has provided evidence to support this statement. In assessing the application for transfer, we would further investigate the evidence and if validated, TACIS would accept this as evidence and follow its Student Transfer Policy to enroll the student in the course of their choice.
5. In the case where the international student is government sponsored and the student has requested a transfer to TACIS without first completing the minimum six months of the principal course at the other registered provider, this transfer request would be approved with formal advice and approval from the government sponsor who has stated that they consider the changes to be in the student's best interest. In this case, there is no need for a letter of release from the previous registered provider. Evidence will be attached to the student's file and detailed in PRISMS when creating the CoE.

Conditional Offer

In some cases, a student may not have completed six months of their principal course, but may still wish to transfer to TACIS. In this circumstance TACIS will provide the student with a conditional offer letter which clearly details that the letter is only a Conditional Offer Letter contingent on the student providing evidence of release from their current college. Once the student has provided the information from their current provider, it will be validated by the CEO.

Enrolment

Once the transfer has been approved, the CEO will complete the final enrolment documentation and update PRISMS with the student's data creating the CoE.

PROCEDURE - Transferring from TACIS

Students seeking to transfer to another college

Students wishing to transfer to another provider prior to completing minimum six (6) months of their principal course and requesting to be released must firstly access this policy to ensure they are aware of the requirements for release and then complete the Student Release Application form and attach the letter of offer from other registered provider and/or other supporting documentation.

Application Process

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The application and supporting evidence will be assessed in accordance with our Student Transfer Policy. Should the documentation be assessed as a valid enrolment offer in line with our policy and the National Code Standards, TACIS will grant the student a release – which will be recorded onto PRISMS and end of our responsibility for the student. The student will formally acknowledge our decision and acceptance of release.

TACIS will formally notify the student of the date it will be cancelling their CoE via PRISMS and that they should contact DHA to advise of the change of the registered provider, as this may affect their student visa.

An email will be sent to the students, containing the information regarding the release and the date of cancellation of their CoE. This will be issued at no cost to the student.

Once the email is sent to the Student, TACIS will deem that the student was informed of the decision for release and cancellation of CoE.

Release Not Granted

A release will not be granted under the following circumstances:

1. The student has not provided a letter of offer from another provider
2. Documentation is either inaccurate and/or incomplete
3. Where it may jeopardize the student's progress through a course
4. Work commitments have been provided as a reason
5. Travel to and from campus has been provided as a reason
6. The student is using the release as a means to avoid being reported to DHA for failure to meet our requirements
7. The student does not want to study the course they are enrolled, anymore
8. There is a lack of sufficient documentation in support of their claim for compelling or exceptional circumstances
9. It is considered detrimental to the student to allow the release
10. The student has outstanding fees owing to CHC Services

Complaints and Appeals

In the event that TACIS does not allow a release, we will provide a formal reason for our decision and the student has the right to access our complaints and appeal process at little or no cost to the student.