

International – Transfer between Registered Training Providers

Alana Kaye Policy Manual
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Requirement

This policy establishes the principles and processes by which Alana Kaye College will assess international student requests to transfer between registered providers to ensure compliance with the Education Services for Overseas Students (ESOS) Act 2000 and the requirements of Standard 7 of the National Code of 2007.

Scope

This policy applies to all international onshore students who request to transfer their enrolment to (or from) Alana Kaye College prior to them having completed six months of their principal course of study. This policy also applies to company staff who assess the transfer request. International students are made aware of this policy in their Letter of Offer and the International Student Prospectus. Staff are made aware of this policy in the Staff Handbook.

Policy

Transferring to Alana Kaye College from another registered provider:

Alana Kaye College will not enrol, nor seek to enrol, any international student wishing to transfer from another registered provider's course prior to that student having completed six months of their principal course of study. The following exceptions may apply, where:

- The original registered provider has ceased to be registered or the course in which the student was enrolled has ceased to be registered.
- 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 Australian Government or state or Territory Government that prevents the student from continuing his/her principal course of study or any prerequisite courses.
- 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.

Transferring from Alana Kaye College to another registered provider:

An international student wishing to transfer from Alana Kaye College to another CRICOS registered provider, prior to having completed six months of their course of study at Alana Kaye College, must submit an 'International Student Transfer of Provider Request Form' with the following supporting documentation:

- A certified copy of their student visa; and,
- A copy of the letter of offer from the registered provider to which they wish to transfer

Alana Kaye College will only consider an application complete if it has been signed and the above documentation attached. Alana Kaye College will assess and respond to all completed applications within 14 days of receipt of the application.

A copy of the application, decisions and outcomes will be kept on the student file.

Grounds for the provision of a Release Letter

Alana Kaye College will assess an Application for Transfer of Provider Request and provide a letter of release, at no cost to the international student, on one or more of the following grounds:

- Alana Kaye College is no longer able to provide the course of study in which the student is due to commence or has enrolled.
- The student is unable to complete the course of study due to compassionate circumstances i.e. emotional or financial hardship, welfare or personal safety.
- The student has justifiable claims that their reasonable expectations of the course of study are not being met.
- The course is academically unsuitable for the student and does not meet their educational or developmental needs.
- The Government sponsor of a student considers the change to be in the student's best interest and has provided written support for that change.

The following are not normally considered grounds for the provision of a Letter of Release, where the student:

- Has changed their mind about the course and/or studying at Alana Kaye College
- Is downgrading to a qualification not offered at Alana Kaye College for reasons other than academic ability
- Wants to live somewhere else (unless there are compassionate grounds)

Where an Application for a Letter of Release is successful, the student will be notified in writing attaching the Letter of Release within 14 days of application. A student who is granted a Letter of Release should contact DIBP to seek advice on whether a new student visa is required.

Grounds for denying a Letter of Release

Alana Kaye College will assess an Application for Letter of Release and refuse the request for a Letter of Release on one or more of the following grounds, where:

- The student has unpaid tuition fees (or other charges)
- The transfer would be detrimental to the student's ability to complete the requirements of the new course of study.

- The Government sponsor of a student considers the change not to be in the student's best interest.

Where an Application for a letter of release is denied, Alana Kaye College will not provide a Letter of Release. The student will be sent a Refusal of Release Letter outlining the reasons for the decision and their rights to appeal the decision. This letter will be sent within 14 days of the application being received by Alana Kaye College.

Where a release is denied, the applicant has the right to appeal the decision in accordance with the company Student Complaints and Appeals policy and Procedure.

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