



## ROYAL GATEWAY COLLEGE

### Transfer and Release Policy

#### **Policy**

This policy and related procedure relate to students wishing to transfer to and from Royal Gateway.

This policy/procedure supports 'Standard 7 – Transfer between registered providers' of the 'National Code of Practice for Registration Authorities & Providers of Education & Training to Overseas Students 2007'. This policy outlines the circumstances in which Orange International College will assess Transfer of Provider requests in accordance with the National Code. Orange International College will assess each request on an individual student basis, taking into account all supporting documentation of the request.

Under the revised National Code of Practice for Registration Authorities and Providers for Education and Training to Overseas (the National Code), registered providers are only able to enrol transferring students in the first six months from the commencement of the student's principal course of study in limited circumstances.

#### **Standard 7**

This standard restricts providers from enrolling transferring students prior to the student completing six months of his or her principal course of study, except for the circumstances outlined in the standard. Providers, from whom a student is seeking to transfer, are responsible for assessing the student's request for transfer within the restricted period. It is expected that the student's request will be granted where the transfer will not be to the detriment of the student. After the first six months of the principal course no restrictions apply.

A provider's policy on transfer between providers should support the intent of Standard 7 which recognises overseas students as consumers and supports them to exercise choice, while acknowledging that they may also be a group that requires support to transition to study in Australia. As such, the impact on a student of refusing a request should be one factor taken into consideration. For example if the semester begins in February and ends in June, a student who cannot transfer until the end of July may miss enrolment cut offs for other institutions. An institution may adopt a policy that allows all transfers after the end of a semester.

#### **A: Release of Students (from Royal Gateway)**

All applications for Release must be made on the Withdrawal and Refund Form and submitted to the Administration Officer.

The submission of this Withdrawal and Refund Form must also include an accompanying Offer Letter from another Provider.

The consideration and approval, or non-approval, of a Letter of Release will be done at no cost to the student.

#### **General Policy Statement**

Royal Gateway College will consider all requests with due reference to the well-being of the student and the best educational opportunities and outcomes, as the student's situation may indicate. Notably though, Royal Gateway will not be involved in short term measures associated with non-compliant responses to attendance or Royal Gateway academic short-comings by the student.

Student Support Officers will make a diligent effort to ensure the best outcome for the student requesting a transfer or release letter, and finalise the outcome as quickly as possible.

Royal Gateway will consider the Request for Release application and reply to the student in writing giving all details of the Royal Gateway's deliberations and factors taken into consideration, within 10



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working days of the receipt of the application. The student will also be advised of the need to contact Department of Home Affairs and obtain a new visa if the course they transfer to is not a Higher Education/VET course. Any issues will be reported to the Principal.

The Director of Studies must report the student's termination of studies to the appropriate government agency(s) via PRISMS

If the request is refused, the student will be provided with a detailed, written response as to the factors considered and the assessments made of each of these factors. The report will be clear and detailed so as fully inform the student and assist in the decision to proceed to an appeal via the Royal Gateway's process. The student has 14 working days from the Release Request notification to notify Royal Gateway of the intention to appeal the decision. All requests, considerations, decisions and copies of letters of release will be placed on student's file. The approval of transfer of a student to another institution does not indicate the agreement to provide any refund. Refunds are governed by the refund policy independent of this policy.

### **Students who have not completed 6 months of their principal course**

Students who have not completed 6 months of their principal course are able to apply for a release letter and this may be granted, based on factors related to

- i. the new Provider and the course better meets the student's academic capabilities and requirements
- ii. Compassionate or compelling circumstances: the altered academic, social, residential, cultural or other personal circumstances as described by the student, that impact on his/her ability to sustain attendance and academic performance, and which would be more readily delivered at an alternative Provider.
- iii. Royal Gateway has ceased to be registered or the course in which the student is enrolled has ceased to be registered
- iv. Royal Gateway 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, or
- v. Any government sponsor of the student considers that the change maybe in the best interest of the student and provided with written support for the change.
- vi. In assessing the application to transfer, the Management will check the following points:
  - Ensure any outstanding fees are paid
  - Ensure the student is fully aware of all issues relating the transferring of providers.
  - Check student records to ensure the student is not trying to avoid being reported to the appropriate government agency(s) due to lack of course progress or poor attendance records.

### **Issuing release letters to students under 18 years of age**

If the student is under 18 years of age and not living with his/her parent or nominated relative,

- i. The offer letter must indicate that the new provider has accepted responsibility for the student's accommodation and general welfare. The new provider will need to consult with Royal Gateway about the exact date on which the new provider will take over responsibility for the care of the student. This date must be indicated clearly on the offer letter. If no date is indicated, Royal Gateway will not issue a release letter.
- ii. Royal Gateway must have written confirmation that the student's parents/guardians support the transfer.



### **Release Letter**

The Release Letter will include information on the need to contact Department of Home Affairs to see whether a new visa is required.

### **Filing Release Letter Applications**

A student's request for a release letter and associated documentation including Offer Letter, and the Royal Gateway's response, will be kept in the student's file. The originals will be kept on file at the College and copies provided to student.

### **B: Transfer of Students (to ROYAL GATEWAY)**

#### **General Policy Statement**

Royal Gateway will not enrol any international student already studying in Australia, who has not yet completed at least 6 months with their original provider's principal course or does not have a written Release Letter except where:

- i. The original registered provider has ceased to be registered or the course in which the student has enrolled has ceased to be registered
- ii. The original registered provider has provided a written letter of release
- iii. 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; or
- iv. Any government sponsor of the student considers the change to be in the student's best interest and has provided written support for the change.

#### **Enrollment procedure**

- I. A student seeking to transfer to Royal Gateway from another Provider is required to complete an Application for Enrolment and Acceptance form.
- II. After assessment of the Application, if appropriate, they can be provided with a 'Conditional Letter of Offer' which clearly states that an offer of a place is contingent on their obtaining a letter of release to support the application.
- III. If such a letter of release is received and the student has no outstanding fees to be paid to the prior institution or other outstanding matters of concern, the application proceeds as for all offshore applicants by completing the Formal Acceptance and Agreement document. The student will then be issued with a Confirmation of Enrolment (CoE) for Royal Gateway.
- IV. If no satisfactory letter of release is obtained from such students, the application process is halted, and the student informed that they are unable to transfer at this time. They are welcome to re-activate their application when the 6-month period has passed.
- V. Note that in the very rare circumstances where the original institution or course has ceased to be registered, or sanctions have been placed on the original institution by the Australian government which do not allow the student to continue with the course, no letter of release is required. Evidence of this occurrence would need to be placed in the student file.



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### **Document Management**

A copy of Release Letter provided by the student's initial Provider must be kept in the student's file along with other enrolment documents, evidence for release or transfer, Agreements and Confirmation of Offer Letters etc.