

## COURSE TRANSFER POLICY

Contempo College shall accept a course transfer between any Registered Training Organisation where the student has requested a transfer to us and the former agrees to the transfer within the conditions outlined in this policy and the qualification is within our scope of registration.

### COURSE TRANSFER

For a student to transfer **to us** they must have:

1. Completed a minimum of 6 months training of the principal course with the initial Registered Training Organisation. (This restriction applies to any prerequisite courses in a package of courses, as well as the first six months of the principal course)
2. Pay an administration fee and the cost of providing training for the units yet to be completed.
3. Fit into an existing program, or
4. Await the commencement of the next scheduled course.

The CEO is to ensure the following has occurred prior to enrolling a student involving a transfer:

1. Student has completed 6 months of their principal course.
2. Provided the existing RTO with a letter of acceptance of the student.

For a student to transfer **from us** to another provider, the CEO is to ensure the student has:

1. Completed a minimum of 6 months training. (This restriction applies to any prerequisite courses in a package of courses, as well as the first six months of the principal course)
2. Paid any outstanding fees and the cost of providing training for the units completed.
3. Provided a letter of acceptance of the student in the new RTO.
4. A letter of release has been provided.
5. There will be no detriment to the student.

The former Registered Training Organisation agrees to the transfer and provides:

- Reimbursement to the student for the unused portion of the training.
- A statement of attainment for units already completed and determined as competent.

### ACCEPTANCE OF TRANSFER

In agreeing to accept a transfer request, whether it is into or out of Contempo College, the CEO is to ensure that the transfer is not to the detriment to the student.

### EXCEPTIONS

Contempo College is able to accept the transfer of a student in circumstances provided in the standards. These circumstances are:

- The original provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered;
- The original registered provider has provided a written letter of release;
- The original registered provider has a sanction imposed on its registration by regulating body that prevents the student from continuing with the principal course; or
- 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.

In the exercise of one or all of these exceptions, the CEO is to ensure that the transfer is not to the detriment of the student.

## **COURSE TRANSFER POLICY**

### **TRANSFER CONSIDERATIONS**

When considering to accept or allow a transfer to occur the factors the CEO needs to consider include:

1. the overseas student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with that registered provider's intervention strategy to assist the overseas student, unless there is evidence of compassionate or compelling circumstances
2. the registered provider fails to deliver the course as outlined in the written agreement
3. there is evidence that the overseas student's reasonable expectations about their current course are not being met
4. there is evidence that the overseas student was misled by the registered provider or an education or migration agent regarding the registered provider or its course and the course is therefore unsuitable to their needs and/or study objectives
5. an appeal (internal or external) on another matter results in a decision or recommendation to release the overseas student.
6. the circumstances which the registered provider considers as reasonable grounds to refuse the transfer
7. a reasonable timeframe for assessing and replying to the overseas student's transfer request having regard to the restriction period.

### **STUDENT DETRIMENT**

Factors that may be considered to the student's detriment and which should be considered in light of the student's individual circumstances and a broader range of factors, such as those outlined above, include:

- if the transfer may jeopardise the student's progression through a package of courses;
- If the student has recently started studying the course and the full range of support services are yet to be provided or offered to the student (it is good practice to revisit the issue within a timeframe negotiated with the student); and
- if the student is trying to avoid being reported to Department of Home Affairs for failure to meet the provider's attendance or academic progress requirements.

### **REFUSING THE REQUEST FOR TRANSFER**

If we intend to refuse the transfer request, we must inform the overseas student in writing of:

1. the reasons for the refusal;
2. the overseas student's right to access the provider's complaints and appeals process, in accordance with Standard 10 (Complaints and appeals), within 20 working days.

### **TIMEFRAME FOR TRANSFER PROCESS**

Upon receipt of a valid transfer request the CEO or a nominated delegatee shall complete all documentation and provide the learner with an outcome of the request in writing within 10 working days. Such period shall not include public holidays.

### **COST OF RELEASE**

There is no cost associated with preparing a letter or release for a student.