1.0 Purpose

This policy is to outline how QAT assesses student requests for a transfer to another registered provider, and how the intent of the National Code is supported.

2.0 Background

The National Code Standard 7 outlines the need for providers to have documented procedures for assessing student transfer requests.

National Code Standard 7 – Transfer Between Registered Providers

Registered providers assess requests from students for a transfer between registered providers prior to the student completing six months of his or her principal course of study in accordance with their documented procedures.

3.0 Policy

3.1 Student transfer requests

QAT respects the rights of students as consumers, and will always agree to a request for a transfer from QAT to another registered provider prior to completing 6 months of their principal course of study, provided that:

- The student presents a letter from another registered provider showing that a valid enrolment offer has been made.
- Where the student is under 18, a letter confirming that the student’s parent or legal guardian supports the transfer is provided. If the student is not being cared for by a parent or nominated relative, the enrolment offer also confirms that the new registered provider will accept responsibility for approving the student’s support, accommodation and general welfare arrangements as per Standard 5 of the new National Code.

and except in the following circumstances:

- When QAT has an active pathway agreement with the receiving registered provider and the student has not yet achieved the English proficiency standard required by the receiving registered provider as outlined in the relevant pathway agreement.
- When QAT does not have an active pathway agreement with the receiving registered provider but is certain that the student’s current English proficiency, as measured by the student’s most recent test results, falls well short of the recommended English proficiency entry level required by the receiving registered provider for the relevant course.

When, by effectively shortening their course at QAT and removing the ability of the student to remediate any current relatively low attendance rate, the student’s final attendance...
level would be below 80% at the new end date and would therefore cause QAT to report the student to the Department of Immigration and Border Protection (DIBP) via PRISMS for poor attendance.

In the circumstances outlined above, QAT feels that the interests of the student and the receiving registered provider, as well as the reputation of QAT as a quality education provider, would not be well-served.

3.2 Provision of Letter of Release

Where a transfer is granted, QAT will always provide a letter of release to the student within 5 working days of the initial written request. The letter of release will state whether or not the student has:

a) Any fees outstanding to QAT
b) Shown, through their grades, a commitment to study
c) Demonstrated satisfactory attendance and course progress

QAT will also advise the student to contact DIBP to ascertain if a new student visa is required. Any refund is calculated and paid in accordance with QAT’s Refund Policy and as agreed to by QAT management. The student’s course fees cannot be transferred to another college in place of a refund.

3.3 Accepting a transferring student

Where there is a request from a student for a transfer to QAT from another registered provider prior to completing 6 months of their principal course of study, QAT will always agree to the request for transfer, provided that:

- The student has obtained a letter of release from the initial registered provider or
- The original registered provider has ceased to be registered or has had a governmental sanction imposed on its registration preventing the student from completing his/her course or
- A government sponsor of the student has provided written evidence that the change is in the student's best interest and
- The student’s current attendance level with the initial registered provider is satisfactory as evidenced by a current attendance statement.
- The student had no fees outstanding to their previous registered provider (as evidenced, for example, by statements in the letter of release).
- The student had demonstrated a commitment to their previous studies (as evidenced, for example, by statements in the letter of release).
- The student meets the standard entry requirements for the course for which they are applying at QAT.
- QAT’s enrolment or tuition fees are paid for by the student or via the student’s education agent and not via a direct transfer of fees from the original registered provider.

Where a student has not yet studied with their principal course provider for 6 months, but has written evidence from that provider stating that the student is either not yet eligible for their next course, or that the next course is no longer being offered, and the Letter of Release...
from that institution has not yet been issued, QAT will enroll the student pending the issuance of the Letter of Release and will place the documented evidence in the student’s file.

QAT management will make this policy known to its Registrar and relevant administration staff.

4.0 Procedures

4.1 Students transferring from QAT

- The student notifies QAT in writing that he or she wishes to transfer registered providers and provides the letter confirming the offer of enrolment from the new registered provider along with any other relevant documentation as outlined above.
- QAT’s Executive Director or delegate assesses the application to ensure that it is in line with the above policy.
- Where the application meets the requirements outlined in the above policy, the letter of release is issued within 5 working days of the receipt of the request.
- Any refund is calculated and paid in accordance with QAT’s Refund Policy and as agreed to by QAT management.
- The student is given written advice to contact DIBP to ascertain if a new student visa is required.
- Where the application does not meet the requirements of the above policy, the student is provided with a letter outlining the reasons for the decision and is given a copy of the QAT Complaints and Appeals Policy and is allowed 20 working days to appeal against the decision.
- The appeal is assessed by the Executive Director via the standard appeals process and a final response is issued within 5 working days of the written appeal being received.
- Where the appeal is successful, a letter of release, stating whether or not the student has met the requirements concerning fee payment, satisfactory attendance and good academic performance, is issued in conjunction with the response.
- The student is given written advice to contact DIBP to ascertain if a new student visa is required.
- A record of the request for a letter of release, the assessment of and decision regarding the request, along with any documentation pertaining to an appeal against a decision, are kept on the student’s individual file.
- No cost is charged to the student for any of the above services.

4.2 Students transferring to QAT

- QAT receives the application.
- QAT’s Executive Director or delegate sights the requisite documentation as outlined in the above policy and assesses the validity of the application in the light of the requisite conditions outlined in the policy document above and, if necessary, issues a letter confirming their intention to enrol the student.
- QAT ascertains if DIBP has requested a new student visa be issued and checks appropriate steps have been taken as necessary.
- If the enrolment is deemed acceptable, and if a Letter of Release or other evidence from the previous registered provider as defined above, meeting the requirements concerning fee payment, satisfactory attendance and good academic performance, has been received, a Letter of Offer is raised, the student enrolls, pays the appropriate fees and a CoE is issued.
- If the application does not meet the requirements of the policy document above, the
student’s application is rejected and the student is advised of this in writing.

4.3 Communication

- These policies and procedures are communicated to key administration staff, including the Registrar and Enrolments Officer.

5.0 Forms

T021 Letter of Release

6.0 References

National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007

Version history

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<td>J Hunt</td>
<td>Implemented and drawn from pre-existing policies.</td>
<td>M Wang</td>
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<tr>
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