



# CHOICE BUSINESS COLLEGE

## TRANSFER BETWEEN REGISTERED PROVIDERS POLICY & PROCEDURE

### National Code Standard 7

Choice Business College Pty Ltd (CBC) distinguish student transfers into two categories incoming and outgoing students.

Choice Business College (CBC) will ensure all students; staff and agents have access to our Transfer Policy and Procedure.

Choice Business College (CBC) acknowledges students can transfer with no restrictions once they have completed 6 months of their *principal course*.

CBC may request permission from students to contact their previous institution to gain further information on their previous enrolment. Such permission will be requested in writing and signed by the student.

### INCOMING STUDENTS

1. The College will not enrol a student wishing to transfer from another institution unless the student can provide evidence they have completed 6 months of their Principal Course unless:
  - a. the original CRICOS provider of the course in which the student is enrolled has ceased to be registered
  - b. the original provider has produced a Letter of Release
  - c. the original provider has 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
  - d. A Government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.

CBC will check the Provider Registration and International Student Management System (PRISMS) to see if the student is enrolled elsewhere, but will not solely rely on the PRISMS data.

Other checks may include evidence of the completed qualification/Statements of Attainment from the student and/or evidence of the last date they attended a class, to try to ascertain the student is not enrolled elsewhere or still within 6 months of their principal course.

CBC is aware if a student transfers to another provider, any refunds of course fees paid to the original provider will be in accordance with the original provider's refund policy.

### OUTGOING STUDENTS

CBC will not grant a Letter of Release to any student who does not have a valid Letter of Offer within the first 6 calendar months from the date of the commencement of their principal course. If

**Choice Business College Pty Ltd t/a Choice Business College**

Sydney Campus: Level 5, Suite 2/460 Church Street, Parramatta, NSW 2150 Tel: (02) 9630 6999

Melbourne Campus: Level 6, 341 Queen Street, Melbourne, VIC 3000 Tel: (03) 9670 0656

Gold Coast Campus: G104/ G105 Australia Fair, Southport, QLD 4215 Tel: (07) 5532 3212

ABN: 28 130 302 000 | Email: [info@cbc.edu.au](mailto:info@cbc.edu.au) | Web: [www.cbc.edu.au](http://www.cbc.edu.au)

National Provider Code: 41297 | CRICOS Provider Number: 03444C

ST7 Transfer between Registered Providers Policy V2.0 - 29/08/2017



# CHOICE BUSINESS COLLEGE

**the student has had a break in their enrolment due to a deferment or suspension, the break period will not be counted as part of their 6 months of completed study.**

**CBC will grant a Letter of Release where the transfer will not be to the detriment of the student.**

Some examples of what may be considered to the student's detriment are:

- if the transfer may jeopardize 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 DIBP for failure to meet the provider's attendance or academic progress requirements.

Students wanting to be released from CBC will be required to firstly request an appointment with the COE/ Compliance Manager/ Student Welfare Officer. CBC will ensure a meeting is offered within 48 hours of the request. After the meeting, the student will be required to complete an application form with reasons of why they want to leave, and then sign and lodge the form with the administration desk. All documentary evidence supporting the request must be submitted with the form.

No request will be considered until the student produces a signed Letter of Offer from another CRICOS registered provider.

CBC will not charge for a Letter of Release.

Our Letter of Release will state: whether or not the student demonstrated a commitment to studies during the course, whether or not they had a good attendance record, and whether or not they paid all course fees owing.

The Letter of Release will also advise the student to contact DIBP urgently to seek advice on whether or not a new student visa is required.

**No restrictions apply to students who have completed the first 6 months of their principal course.**

**CBC WILL NOT issue a Letter of Release if a student has unpaid course fees for the current study period. The current study period is determined as the study period in which the student applies for a Letter of Release. If this falls during holiday break the release will be determined as being the previous study period.**

**CBC's students will be provided with written notice of a transfer refusal. All records and processes which form part of the decision will be kept on the student's file.**

**Choice Business College Pty Ltd t/a Choice Business College**

**Sydney Campus: Level 5, Suite 2/460 Church Street, Parramatta, NSW 2150 Tel: (02) 9630 6999**

**Melbourne Campus: Level 6, 341 Queen Street, Melbourne, VIC 3000 Tel: (03) 9670 0656**

**Gold Coast Campus: G104/ G105 Australia Fair, Southport, QLD 4215 Tel: (07) 5532 3212**

**ABN: 28 130 302 000 | Email: [info@cbc.edu.au](mailto:info@cbc.edu.au) | Web: [www.cbc.edu.au](http://www.cbc.edu.au)**

**National Provider Code: 41297 | CRICOS Provider Number: 03444C**

**ST7 Transfer between Registered Providers Policy V2.0 - 29/08/2017**



# CHOICE BUSINESS COLLEGE

**NOTE: A Letter of Release is NOT REQUIRED if -**

A student arrives in Australia in anticipation of commencing a course, and the course is conditional on their meeting certain entry requirements. The student fails to meet these requirements, and in the absence of a release letter, the student is left without a provider. In this situation, where the student has not yet commenced their course, the provider cancelling the student's CoE is sufficient to permit a transfer under Standard 7.

**or**

Where a student's enrolment may have been cancelled under Standard 13 of the National Code ('Deferring, suspending or cancelling the student's enrolment'), there is no need for the provider to also issue a release letter - in this situation the cancellation would be sufficient.

**Principal course is defined by DOE/DIBP AS....**

***The principal course is the student's main course of study or that leading to the highest qualification on the student's current visa. If the student is on a package of courses, the course leading to the highest qualification will be the student's principal course and the restriction will apply to the first six months of that course and any packaged courses before it***

## **TRANSFER PROCEDURE:**

### **INCOMING STUDENTS**

#### **STEPS TO BE FOLLOWED -**

- 1. Incoming students must provide a Letter of Release from their previous provider or evidence they have completed 6 months of their principal course and that they are not currently enrolled in any course with another provider, unless circumstances at 1 a,b,c, or d in the Transfer Policy are proven.**
- 2. Copies must be kept on student files of all evidence.**
- 3. If the transfer will affect the start dates of any subsequent courses covered by the visa, the student needs to obtain letters of release for those courses or gain the providers' agreement to delay the start of those subsequent courses.**
- 4. Where applicable, CBC staff will advise students that changes to their preliminary courses may have ramifications for their admission to their principal course (e.g. if a preliminary course is a prerequisite).**
- 5. All documentation will be kept on the student's file.**

### **OUTGOING STUDENTS**

#### **STEPS TO BE FOLLOWED -**

**Choice Business College Pty Ltd t/a Choice Business College**

**Sydney Campus: Level 5, Suite 2/460 Church Street, Parramatta, NSW 2150 Tel: (02) 9630 6999**

**Melbourne Campus: Level 6, 341 Queen Street, Melbourne, VIC 3000 Tel: (03) 9670 0656**

**Gold Coast Campus: G104/ G105 Australia Fair, Southport, QLD 4215 Tel: (07) 5532 3212**

**ABN: 28 130 302 000 | Email: info@cbc.edu.au | Web: www.cbc.edu.au**

**National Provider Code: 41297 | CRICOS Provider Number: 03444C**

**ST7 Transfer between Registered Providers Policy V2.0 - 29/08/2017**



# CHOICE BUSINESS COLLEGE

1. Student to complete an '*Application for Transfer*'. This application will include the student's rights to appeal a refusal decision as per *CBC's Complaints and Appeals Policy*.
2. Staff is to check if any outstanding fees are owed.
3. CBC to provide written acknowledgement of the completed application.
4. CBC will assess the application, make a decision and inform students within 9 working days of receipt of the signed application. This document will again advise students of their right to appeal the decision.
5. CBC will include advice if there are any outstanding fees for the current study period, that a release will not be granted until they are paid, as per the *Transfer Policy*.
6. CBC will provide the student with written notice of the decision being either a Letter of Release or a Letter of Refusal with reasons for refusal in detail and attach to the original application. The refusal letter will also inform the student of their rights to appeal the decision under CBC's *Complaints and Appeals Policy*.
7. All documentation (including any appeal) will be kept on the student's file for audit.
8. All Letters of Release are provided at no extra cost
9. The Letter will advise students to contact DIBP to seek advice on whether a new student visa is required

CBC MUST maintain records of all requests from students for a letter of release, the assessment process, and decision regarding the request, and keep evidence on the student's file.

## *Refunds*

If a student has been issued with a Letter of Release, he / she is subject to the conditions of the College's Refund Policy.

National Code Standard 7 must be adhered to at all times.

## **FORMS/LETTERS /TEMPLATES FOR POLICY/PROCEDURE**

*Application for Transfer, Suspension, Cancellation form*  
*Letter of Release Template*

**Choice Business College Pty Ltd t/a Choice Business College**

Sydney Campus: Level 5, Suite 2/460 Church Street, Parramatta, NSW 2150 Tel: (02) 9630 6999

Melbourne Campus: Level 6, 341 Queen Street, Melbourne, VIC 3000 Tel: (03) 9670 0656

Gold Coast Campus: G104/ G105 Australia Fair, Southport, QLD 4215 Tel: (07) 5532 3212

ABN: 28 130 302 000 | Email: [info@cbc.edu.au](mailto:info@cbc.edu.au) | Web: [www.cbc.edu.au](http://www.cbc.edu.au)

National Provider Code: 41297 | CRICOS Provider Number: 03444C

ST7 Transfer between Registered Providers Policy V2.0 - 29/08/2017