

Transferring between education providers policy

Purpose

This document outlines the policy and procedure regarding student requests to transfer from ELC to another educational provider or to ELC from another educational provider in accordance with the National Code of Practice for Providers of Education and Training to Overseas Students 2018, Standard 7.

Scope

This policy applies to all students who are enrolled in an ELICOS course at ELC and who hold a student visa.

Background

International students who have a student visa are subject to regulations regarding any request to transfer their enrolment in a course with one registered provider to another prior to the overseas student completing six months of his or her principal course.

Policy

1 Transfer from ELC to another provider

Generally, international students cannot transfer between registered providers prior to completing six calendar months (excluding any holidays) of their principal course of study. The principal course is the main course of study to be undertaken by an international student and where the student visa has been issued for multiple courses, it is usually the final course of study.

A student may transfer between education providers if:

- ELC's registration has been revoked
- Sanctions have been imposed on ELC by the government which prevent the student from continuing in the course
- A government sponsor deems that the transfer is in the best interest of the student
- The student has obtained a release letter from ELC

A release letter **will** be granted by ELC:

- If ELC is unable to deliver the course that a student booked with ELC
- If ELC is unable to deliver a course at a suitable level of English for the student

A release letter **may*** be granted by ELC:

- If there is evidence that the student's reasonable expectations about their current course are not being met regarding its suitability to the student's needs and/or study objectives (as stated prior to or upon course commencement)
- If the student fails to make satisfactory progress on an academic English program, providing ELC is unable to offer an alternative course that would better meet their needs and providing the student has made a genuine attempt to engage with the school's intervention strategies
- An appeal on another matter results in a decision or recommendation to release the student.
- If there are compelling compassionate circumstances where adequate evidence can be provided to show reason for release. These are generally circumstances beyond the student's control and which have an impact upon their course progress or wellbeing. This could mean:
 - an extreme health situation (evidenced by a medical certificate)
 - bereavement of an immediate family member (parent, sibling, spouse, child) (evidenced by a death certificate)
 - emergency or traumatic experience. Evidence must be provided to support a request for release in this situation

However, it should be noted that, in most cases, if a student needs to return home for a limited period of time a credit note will be issued so that the student can recommence their studies at a later date.

** Any request will be considered by ELC based on the specific grounds for the request and evidence provided.*

A release letter **will not** be granted if the student requests to transfer based on:

- Course price
- Course hours
- Course timetable
- Financial hardship
- A job they have been offered or a changed work schedule
- A desire to move to another provider to be with friends or family
- A change in accommodation
- Unsubstantiated claim that a transfer will be in the student's best interests

No release letter will be issued if:

- The student has outstanding course fees
- It is suspected that the student is seeking to transfer to another registered provider in order to avoid being reported to DHA for failure to meet academic progress or attendance requirements.
- A transfer will jeopardise the student's progression through a package of courses
- The circumstances forming the basis of the request were known to the student before accepting an offer from ELC
- The student has not fully utilised the full range of support services provided by the school in order to overcome any difficulties outlined in the student's request
- The transfer does not represent clear educational progression. ELC regards it as being in a student's best interests to follow a cohesive path of English language study at the school and may deny a request:
 - where the transfer is essentially to the same course of study with another provider
 - where the transfer to the new course may be detrimental to the student's well-being and/or career objectives as stated at the time of enrolment.

2. Procedure regarding transfer requests

- Any transfer request must be made in writing by the student by completing the transfer request form available at reception.
- The student must complete the form in full by themselves and submit in person to reception or by email to enrolments@elc.edu.au.
- All supporting evidence must be provided at the time of application including a valid enrolment offer from another registered provider
- The request and evidence must be passed to the Student Services Manager for consideration with reference to the relevant policy document.
- Supporting evidence in original form must be sighted by the Student Services Manager.
- The Student Services Manager has 5 working days in which to reply. She may request the student to attend a face-to-face meeting to discuss the request and any supporting evidence further.
- The Student Services Manager will reply to the student to advise of the outcome in writing (email).
 - If the request is granted the student will be released visa PRISMs (i.e. no hard copy release letter is issued). The student is reminded in writing that it is their

responsibility to examine whether a change in enrolment breaches a visa condition.

- If the request is denied, the reasons for the refusal are given in writing and the student made aware of his/her right to appeal following the school's complaints and appeals policy within 20 working days of being notified of the refusal. The student is reminded that they must maintain their enrolment at ELC and make sure that he/she continue to attend classes during any appeal process.
- The student's refusal status in PRISMS will not be finalised until:
 - any appeal against the refusal lodged by the overseas student is finalised and upholds the registered provider's decision not to release the student
 - the overseas student did not access the registered provider's complaints and appeals processes within 20 working days of being notified of the refusal
 - the overseas student withdraws their appeal against the refusal

3. Transfer to ELC from another provider

ELC will not knowingly enrol a student wishing to transfer from another provider to ELC prior to the student completing six months of his/her principal course except where:

- The original provider has ceased to be registered
- The course the student enrolled in has ceased to be delivered
- The original provider has had a sanction imposed on its registration that prevents the student from continuing with his/her principal course
- The original the releasing registered provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS
- Any government sponsor of the overseas student considers the change to be in the overseas student's best interests and has provided written support for the change

This document should be read in conjunction with:

- Refund policy
- Compassionate and compelling circumstances policy
- Complaints and appeals policy