



## **COURSE TRANSFER POLICY AND PROCEDURE**

### **PURPOSE**

Nova Vocational College (NVC) is committed to ensuring that the enrolment and transfer of international students between registered providers is managed in a fair, transparent and compliant manner. This policy outlines the conditions under which NVC will enrol students transferring from another provider and the circumstances under which NVC will grant or refuse a student's request to transfer to another provider.

This policy ensures that NVC does not enrol students who are seeking to transfer before completing six (6) months of their principal course of study, except in permitted circumstances, and that all requests for release are assessed consistently and in accordance with regulatory requirements.

This policy supports compliance with the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (Standard 7) and relevant ESOS legislative requirements.

### **SCOPE**

This policy applies to all international students enrolled at or seeking enrolment with Nova Vocational College (NVC), and to all staff involved in admissions, student administration, compliance and decision-making related to course transfers. It applies to both students transferring from another registered provider to NVC and students seeking to transfer from NVC to another registered provider.

### **POLICY**

Nova Vocational College (NVC) adopts the following principles in relation to course transfer:

- NVC will provide students with clear and accurate information regarding course transfer requirements prior to enrolment through its website, prospectus and student handbook.
- NVC will not knowingly enrol a student transferring from another registered provider before the student has completed six (6) months of their principal course of study, except where permitted under the National Code.
- NVC will only enrol a transferring student prior to completion of six (6) months of their principal course where:
  - o the original registered provider has ceased to be registered, or the course has ceased to be registered;
  - o the original registered provider has provided a written letter of release and recorded the outcome in PRISMS;

- o the original provider has had a sanction imposed that prevents the student from continuing their course; or
  - o a government sponsor considers the transfer to be in the student's best interest and provides written support.
- NVC will not actively recruit students enrolled with another provider prior to completion of six (6) months of their principal course.
  - NVC will apply transfer restrictions to all courses within a packaged course arrangement.
  - NVC will assess all requests for release fairly, taking into account the individual circumstances of the student and relevant supporting evidence.
  - NVC will not finalise a refusal of a transfer request until the student has had the opportunity to access the Complaints and Appeals process.
  - NVC will grant transfer requests where it is determined that the proposed course better meets the student's academic capability, long-term goals or access to support services, or where compassionate or compelling circumstances exist.
  - NVC will consider compassionate or compelling circumstances, including but not limited to serious illness, bereavement, natural disasters, traumatic experiences or inability to deliver prerequisite units.
  - NVC will generally refuse transfer requests where the transfer may negatively impact course progression, where sufficient support has not yet been provided, or where the student is attempting to avoid academic or attendance reporting requirements.
  - NVC will require students to provide a valid Letter of Offer from another registered provider when requesting a transfer.
  - NVC will grant a release where it is demonstrated that the student was misled by NVC or its representatives in breach of the ESOS Act.
  - NVC will not charge a fee for issuing a Letter of Release; however, refunds will be managed in accordance with the Fees and Refunds Policy and Procedure.
  - NVC will ensure that students are advised to contact the Department of Home Affairs to understand the impact of transfer on their visa.
  - NVC will ensure that all staff involved in recruitment, admissions and student support are aware of ESOS obligations and transfer restrictions.
  - NVC will maintain records of all transfer requests for a minimum of two (2) years after the student ceases to be an accepted student.

## PROCEDURES

### 1. Students Transferring from Another Provider

- Administration staff must review applications from students indicating current enrolment with another provider and must confirm whether a valid Letter of Release has been provided or whether permitted circumstances apply.
- Administration staff must verify student enrolment status with the previous provider, including contacting the student or their education agent where required.
- Administration staff must check PRISMS to confirm whether a release is required and must inform the student or their agent of any release requirements identified.
- Administration staff must assess whether the student meets standard enrolment requirements and, where all conditions are satisfied, must forward the application to the General Manager or CEO for approval.
- The General Manager or CEO must review and approve or refuse the application based on compliance with policy and regulatory requirements.
- Administration staff must notify the student in writing of the outcome using the Letter of Confirmation (Student Transfer) template within ten (10) working days of receiving a complete application.
- Administration staff must notify the student in writing where the application is refused and must provide reasons for refusal.
- Administration staff must retain all documentation related to the transfer request in the student file for a minimum of two (2) years after the student ceases to be an accepted student.

### 2. Students Seeking to Transfer to Another Provider

- Administration staff must provide students requesting a transfer with an Application for Withdrawal Form and must advise them of required supporting documentation, including a valid Letter of Offer from another registered provider and reasons for transfer.
- Administration staff must acknowledge receipt of the completed Application for Withdrawal Form within two (2) working days.
- Administration staff must review the application and supporting evidence within ten (10) working days of receipt and must assess the request against the conditions outlined in this policy.



- Administration staff must assess whether the request meets valid grounds for transfer, including academic suitability, student goals, access to support services or compassionate or compelling circumstances.
- The General Manager or CEO must make a decision to grant or refuse the request based on the assessment of evidence and policy requirements.
- Administration staff must notify the student in writing of the outcome of the request, including reasons for refusal where applicable, and must inform the student of their right to access the Complaints and Appeals Policy and Procedure within twenty (20) working days.
- Administration staff must issue a Letter of Release where the request is approved and must update PRISMS accordingly.
- Administration staff must ensure that students are advised to contact the Department of Home Affairs to determine the impact of the transfer on their student visa.
- Administration staff must ensure that all documentation relating to the transfer request is recorded and maintained in the Student Management System and student file.

## VARIATIONS

NVC reserves the right to modify this policy as necessary to comply with legislative changes or organisational needs.