

# Transferring to another provider

This policy is current as of 17 December 2015 and will be reviewed at least annually.

## Scope

This policy is applicable to Kaplan Higher Education Pty Ltd, trading as Murdoch Institute of Technology (“School”) and applies to international students only.

## Purpose

The purpose of the transferring to another provider policy is to provide information on the:

- conditions under which the School will consider an international student’s request for a transfer to or from another registered provider
- Procedures for students to follow in relation to changing their provider.

## Student transfers

According to the ESOS code of practice, registered providers are restricted from enrolling transferring students for the first six months from the commencement of the student’s principal course of study.

### **Student without a Murdoch University enrolment package (unpackaged students)**

The School is the principal educational provider for students who do **not** have an enrolment package with Murdoch University.

### **Students with a Murdoch University enrolment package (packaged students)**

Where a student has an enrolment package with Murdoch University, Murdoch University is the principal educational provider. As such, packaged students seeking to transfer to another provider must generally seek a release from Murdoch University directly. However, in the first instance, such students are encouraged to speak to the School to discuss their concerns as there are situations where the School would assess a request for release for packaged students. For instance, where a student wishes to repackage with Murdoch University through a different pathway provider.

## Unpackaged Student Transferring from the School to another Provider

### **Transfer before the first six months is complete**

The School will consider giving an unpackaged student a letter of release to transfer to another registered provider prior to the completion of the first six months of a course in certain circumstances, which may include (but are not be limited to) the following:

- The School is unable to continue to offer the course

- The student provides evidence that he/she is under a real threat to his/her mental or physical health by remaining in the course, or provides other personal reasons
- The student has received an offer for direct entry into a university, in which case the request must be accompanied by the letter of offer.

Where a student is under 18 years of age, the student must also provide a written letter of support for the transfer from his/her legal guardian and that the new provider will accept responsibility for the student's accommodation arrangements, and his/her support and general welfare arrangements.

The School will not accept a student from another institution nor will it provide a letter of release to a student who appears to be a non-genuine student trying to circumvent being reported to the Department of Immigration and Border Protection (DIBP) for breaching the conditions of his/her student visa.

### **Transfer after first six months is complete**

The School cannot prevent the student from transferring after six months. It is expected that the student's request will be granted where the transfer will not be to the detriment of the student.

1. Staff will use the Application for Release form for International Students
2. The School will respond to the request within 5 working days assuming that the request is not within the restricted period
3. The School staff will meet with the student to discuss and assess their request
4. All fees must be paid up to date
5. Where the student is close to completion of a subject/level or end of term the School will advise the student to complete that term and the examinations
6. Where the student is struggling with the academic work the School will offer counselling as part of the intervention strategy
7. The School will provide information on the refund of fees
8. The School cannot release a student unless the destination is known. International students must continue to be enrolled under the student visa conditions
9. Any of the above may be reasonable grounds for refusing the request. Where the School does not grant a letter of release, the student will be provided with written response within 14 days outlining the reasons for refusing the request and his or her right to appeal the decision
10. If the request is reasonable, the School will prepare a letter of release to the other Institute. The letter of release will be issued at no cost to the student and will advise the student of the need to contact DIBP to seek advice on whether a new student visa is required. All relevant forms must be completed and any refunds will be paid to the student.
11. The School must grant a letter of release when the student has provided a letter from another registered provider confirming that a valid enrolment offer has been made if all conditions listed above are met
12. Records of interviews and correspondence must be placed in the student files
13. Information is entered into the database and PRISMS.

## **Student Transferring to the School from another Provider**

According to the ESOS code of practice, registered providers are restricted from enrolling transferring students for the first six months from the commencement of the student's principal course of study. This policy applies to international students only. The School will not willingly enrol students from another registered provider prior to the six month requirement except under the following circumstances:

- The registered provider has provided the student with a letter of release

- The registered provider has ceased to be registered, or the course in which the student is enrolled has ceased to be registered or is no longer being offered
- A government sponsor of the student considers the change to be in the student's best interest and has provided written support for the change

Any request for transfer must be in writing and will include the School conducting an interview with the student.

The School will then proceed to:

- ask permission to contact the institution concerned
- check the student commencement date
- request that the student get the principal provider to prepare a letter of release.

Where the letter of release from the provider cannot be provided, the School will check the status of the student at the institution and enquire if exceptional circumstances exist such as:

- the original registered provider has ceased to be registered
- the course in which the student is enrolled has ceased to be registered
- the original registered provider has had 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
- 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.

## Appeals

Should a student wish to appeal a decision made by the School, they are advised to review the Complaints and Appeals policy.

## Related policies

This policy should be read in conjunction with the following the School policies:

- Access and Equity Policy
- Complaints and Appeals Policy
- Assessment Policy

## Responsible Officer

The responsible officer for the implementation and relevant training of this policy is the Vice President, Academic.

<b>Policy Category</b>	Academic			
<b>Document Owner</b>	Vice President, Academic			
<b>Review Date</b>	December 2016			
<b>Approved by</b>				
KHE Academic Board				
<b>Change and Version Control</b>				
<b>Version</b>	<b>Authored by</b>	<b>Brief Description of the changes</b>	<b>Date Approved:</b>	<b>Effective Date:</b>

---

1.0	Quality & Standards Group	New Policy, unbundled from approved Kaplan wide common policy from February 2014. Policy further distinguishes the process to be followed for 'packaged' and 'unpackaged' MIT (the School's) students.	03.12.2015	17.12.2015
-----	---------------------------	--	------------	------------