

# Transferring to another provider

## Scope

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

## Purpose

The purpose of this policy is to provide information on the:

- conditions under which MIT 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 National Code under the ESOS Act (2000), registered providers are restricted from enrolling transferring students for the first six months from the commencement of the student’s principal course of study.

### Students without a Murdoch University enrolment package (unpackaged students)

MIT 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 staff at MIT to discuss their concerns as there are situations where MIT 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 MIT to another Provider

### Transfer before the first six months is complete

MIT will consider releasing an unpackaged student 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:

- MIT is unable to continue to offer the course, or
- 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 evidence of other significant personal reasons.

For students under 18 years of age, the following must also be provided:

- a written letter of support for the transfer from their legal guardian, and
- if the student is not being cared for in Australia by a parent or suitable nominated relative, confirmation that the new provider must accept responsibility for the student’s accommodation and general welfare arrangements. This information is usually in the letter of offer for students under 18.

MIT will not accept a student from another institution nor will it release to a student who appears to be a non-genuine student trying to circumvent being reported to the Department of Home Affairs for breaching the conditions of his/her student visa.

## Transfer after the first six months is complete

MIT cannot prevent a student from transferring to another provider after six months in the principal course. It is expected that the student's request will be granted where the transfer will not be to the detriment of the student.

1. Students must request a transfer using the [Withdrawal Form](#).
2. MIT will acknowledge the request within 5 working days
3. MIT 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 or near the end of term MIT will advise the student to complete the term, including relevant examinations
6. Where the student is struggling to make suitable progress MIT will offer additional academic and/or interpersonal support as part of an intervention strategy
7. MIT will provide information on the refund of fees
8. MIT cannot release a student unless a letter from another registered provider confirming that a valid enrolment offer has been made is provided
9. MIT will provide a student with a written response within 14 days from the receipt of the request to transfer.
10. If the request is approved (where all conditions listed above are met), MIT will withdraw the student. The student's Confirmation of Enrolment will be cancelled and the student will be advised to contact Home Affairs to seek advice on whether a new student visa is required. All relevant forms must be completed and any refunds will be paid
11. Records of interviews and correspondence must be placed in the student's file and relevant information entered into PRISMS.

## Transferring to MIT from another Provider

Registered providers are restricted from enrolling transferring students for the first six months from the commencement of the student's principal course of study. MIT will not willingly enrol students from another registered provider prior to the six month requirement except under the following circumstances:

- The student has been released by their previous provider
- 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 to transfer must be in writing and MIT might conduct an interview with the student.

MIT will then proceed to:

- ask permission to contact the principal institution concerned
- check the student's commencement date
- request that the student get the principal provider to report the release, where the student is on a packaged offer. Except for in instances where the student is changing their pathway provider, but not the principal provider

Where a release from the provider cannot be provided or where MIT cannot confirm that the student's CoE was cancelled by the provider, MIT 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 in determining whether a transfer to MIT will be approved.

## Appeals

Should a student wish to appeal a decision made by MIT, they are advised to review the [Complaints and Appeals policy](#).

## Version Control and accountable officers

It is the joint responsibility of the Implementation Officer and Responsible Officer to ensure compliance with this policy.

<b>Policy Category</b>	Academic			
<b>Responsible Officer</b>	Vice President, Academic			
<b>Implementation Officer</b>	Business Development & Administration Manager and College Director			
<b>Review Date</b>	December 2020			
<b>Approved by</b>	Vice President Academic under a delegation from 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 'unpacked' MIT (the School's) students.	03.12.2015	17.12.2015
1.1	Academic Quality and Governance Team	Policy reviewed for currency. Clarification made that policy only applies to international students and that a Letter of Release is only required in the first 6 months of a principal course. Further, clarifications made as to when an outcome will be provided, i.e. within 14 days of receipt of the request. A policy Implementation Officer was introduced and hyperlinks introduced to enhance user experience.	07.09.2017	30.09.2017
1.2	Academic Quality and Governance Team	Amendments made to policy to reflect changes to National Code. with an implementation date of 1 January 2018.	05.12.2017	20.12.2017
1.3	Academic Quality and Governance Team	Policy updated to reflect the name of the Department of Border Protection and Immigration to Department of Home Affairs.	07.03.2018	09.03.2018