



**RTO 45256**

# RTO Quality Management System (QMS)

## **Course Transfer Policy & Procedures**

# SC8-I: Course Transfer Policy & Procedure

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## Purpose

The purpose of this policy is to ensure that:

- Advance Forward does not enrol transfer Overseas Students.

## Definitions

**DET** means Department of Education and Training

**DIBP** means Department of Immigration and Border Protection

**PRISMS** means Provider Registration and International Student Management System (PRISMS)

**Six months** means six calendar months from the date that the student commences their studies

**Course Package** means a package of courses included on a student's Visa that usually includes the principle course and any approved pre-requisite courses

**Registered Provider** means an Australian education provider approved to offer courses to overseas students, and registered on CRICOS (the Commonwealth Register of Institutions and Courses for Overseas Students).

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## Policy

- All decisions made by Advance Forward with regard to student transfer requests will be made in accordance with this policy and procedure, will be fair and take into account the student's individual circumstances and any other relevant factors.

### 1. Transferring from another registered provider

- Advance Forward will not knowingly enrol a student wishing to transfer from another registered provider's course to overseas student;
- 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.

### 2. Transferring to another registered provider

- For Advance Forward students seeking to transfer to another registered provider's
- the student will be provided the units of competency achieved as satisfactory, for course progress at the level they are studying,

### 3. Transferring to a another course offered by Advance Forward

- Students may transfer to another course offered by Advance Forward in the following circumstances:
  - Where it is considered that the course that the student wishes to transfer to;
    - better meets the study capabilities of the student; and/or
    - better meets the long term goals of the student, whether these relate to future work, education or personal aspirations; and/or
  - Or, where the student claims or can provide evidence that his or her reasonable expectations about the current course are not being met.
- A transfer to another course within Advance Forward will not be granted where:
  - 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.
- Cost involved in transferring to another course plus any refund of course fees paid for the student's current course will be in accordance with Advance Forward's Fees and Refunds Policy and Procedure.

### 4. Visa advice

- All students who are under visas will not be offered an enrolment.

### 5. Complaints and Appeals

- Where the decision is made to refuse a course transfer or Advance Forward does not accept an enrolment, the student may appeal against the decision by accessing Advance Forward's Complaints and Appeals process within 20 days.

### 6. Records

- All records relating to course transfers will be kept for two years after the student ceases to be an enrolled student. This includes requests for release, the assessment of the request and the decision. █

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## Procedures

### 1. Transfers from another provider

Procedure	Responsibility
<p><b>A. Process application.</b></p> <ul style="list-style-type: none"> <li>Check if the releasing registered provider has agreed to the student's release and recorded the date of effect.</li> <li>If required, contact the student or student's agent to confirm the student's status with the previous registered provider.</li> <li>Review application and check standard enrolment requirements such as entry requirements and pre-requisites are met.</li> <li>Process application within 5 working days of receipt.</li> </ul>	Admin / CEO
<p><b>B. Approve application</b></p> <ul style="list-style-type: none"> <li>Where the application is approved by the CEO, inform the student in writing.</li> <li>Refer the application for enrolment per the <i>Student Administration P&amp;P</i>.</li> <li>Include all documentation on the student's file.</li> </ul>	Admin / CEO
<p><b>C. Refuse application</b></p> <ul style="list-style-type: none"> <li>Where the application is not approved by the CEO, inform the student in writing.</li> <li>Include all documentation on the student's file.</li> </ul>	Admin / CEO

### 2. Transfers to another provider

Procedure	Responsibility
<p><b>A. Process application</b></p> <ul style="list-style-type: none"> <li>Where a student requests to transfer to another provider, provide the student with an <i>Application for Withdrawal Form</i> for completion.</li> <li>On receipt of form, acknowledge receipt by post and/or email to the student.</li> <li>Where the application is from a student under 18, check the application to ensure there is a supporting letter from a parent or legal guardian or a letter from the registered provider that they will be responsible for approving the student's accommodation, support and general welfare arrangements.</li> </ul>	Administration
<p><b>B. Review application</b></p> <ul style="list-style-type: none"> <li>Review the application and supporting evidence provided within 10 working days of receipt of application.</li> <li>Make a decision based on the circumstances in which a transfer will be granted as set out in this policy.</li> </ul>	Admin
<p><b>C. Approve application</b></p> <ul style="list-style-type: none"> <li>If a student's appeal is successful, a letter of release will be granted and</li> </ul>	Admin

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Procedure	Responsibility
<p>emailed to the student.</p> <ul style="list-style-type: none"> <li>Include all documentation on the student's file, to be kept for a minimum of 2 years.</li> </ul>	
<p><b>D. Refuse application</b></p> <ul style="list-style-type: none"> <li>Where the application is refused, inform the student in writing, including the reasons for the decision and advising the student of their right to access Advance Forward Complaints and Appeals P&amp;P and that they have 20 working days in which to do this from the date specified on the letter.</li> <li>Include all documentation on the student's file.</li> <li>If the student does not appeal against the decision or if their appeal is unsuccessful, the matter will be closed.</li> <li>Include all documentation on the student's file, to be kept for a minimum of 2 years.</li> </ul>	Admin

### 3. Transfers to another course offered by Advance Forward

Procedure	Responsibility
<p><b>A. Process application</b></p> <ul style="list-style-type: none"> <li>Where a student requests to transfer to another course within Advance Forward, provide the student with an <i>Internal Course Transfer Application Form</i> for completion. This will include any documentation required relevant to the entry requirements for the course into which the student wishes to transfer.</li> <li>Acknowledge receipt of <i>Internal Course Transfer Application Form</i> by post and/or email to the student.</li> <li>Where the application is from a student under 18, check the application to ensure there is a supporting letter from a parent or legal guardian.</li> </ul>	CEO
<p><b>B. Review applications</b></p> <ul style="list-style-type: none"> <li>Review the application and supporting evidence provided within 10 working days of receipt of application.</li> <li>Make a decision based on the circumstances in which a transfer will be granted as set out in this policy.</li> </ul>	CEO
<p><b>C. Approve application</b></p> <ul style="list-style-type: none"> <li>Where the application is approved, inform the student in writing, information on any additional fees and/or refund of course fees in accordance with Advance Forward's <i>Fees and Refunds P&amp;P</i>.</li> <li>Create online enrolment for new course in accordance with standard procedures for enrolment as per the <i>Student Administration P&amp;P</i>.</li> <li>Include all documentation on the student's file.</li> </ul>	CEO

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Procedure	Responsibility
<p><b>D. Refuse application</b></p> <ul style="list-style-type: none"> <li>Where the application is refused, notify the student including the reasons for the decision and advising the student of their right to access <i>Advance Forward Complaints and Appeals P&amp;P</i> and that they have 20 working days in which to do this from the date specified on the letter.</li> <li>If the student does not appeal against the decision or if their appeal is unsuccessful, the matter will be closed.</li> <li>If a student's appeal is successful, a letter of release will be granted and emailed to the student.</li> <li>Include all documentation on the student's file.</li> </ul>	

### Document Control

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