

## TRANSFER AND RELEASE POLICY

<b>Department</b>	Academic - VET		
<b>Effective Date</b>	5 <sup>th</sup> December 2011	<b>Review Date</b>	December 2012
<b>Version</b>	9	<b>Implementation Date</b>	5 <sup>th</sup> December 2011
<b>Application</b>	Student Support Officers, Administrative Assistant to PEO, Head of Department, Faculty Head		
<b>Replaces</b>	N/A		
<b>Approved by</b>	PEO		
<b>Administered by</b>	Administrative Assistant to PEO and Student Support Officer		
<b>References</b>	ESOS National Code-Standard 7		
<b>Relevant Forms</b>	Release Letter Application Form, Appeals Form		

### Policy:

This policy and related procedure relates to students currently enrolled at The Ashmark Institute of Australia (thereafter known as AIA) who wish to transfer to another provider and the students willing to transfer to AIA from other providers prior to completing six months in their principal course of study.

Under the revised National Code of Practice for Registration Authorities and Providers for Education and Training to Overseas students, AIA assess requests from students for a transfer between registered providers prior to the student completing six months of his or her principal course of study in accordance with the documented procedures.

This standard restricts AIA from enrolling transferring students prior to the student completing six months of his or her principal course of study, except where the student satisfies the conditions outlined in the standard 7. It is expected that the student's request will be approved where the transfer will not be to the

disadvantage to the student.

Where a student transfers from a principal course to a new course, the new course becomes the principal course. If a student wants to transfer from this second course and one of the exceptions in Standard 7 has already been satisfied for the original course (the course on the student's initial visa) for the time period of relevance, a new letter of release is not required.

After the first six months of the principal course no restrictions apply.

### **Policy Statement:**

#### **Student seeking to transfer from The Ashmark Institute of Australia:**

International students seeking to transfer from AIA to another registered provider prior to completion of the first 6 calendar months of their principal course must seek approval to transfer and obtain a Release letter.

As required by Education Services for Overseas Students (ESOS) NC07, before the Release letter is issued:

- A course is academically unsuitable for a student- e.g. where a student is better suited to a different learning environment or the course does not meet his/her educational or developmental needs or
  - Compassionate or compelling reasons for the transfer exist
- and
- The student must present a valid letter of offer of enrolment with the receiving provider

In accordance with ESOS NC07, S7, AIA will refuse the issue of a Release letter if the transfer is considered to be unfavorable to the student.

Factors that would be considered unfavorable to the student includes but are not limited to:

- A transfer would put at risk a student's progress through a package of courses

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- The student requests a transfer as they do not agree with their scheduled course contact hours/timetable.
- The transfer is sought within 4 weeks of the commencement of the student's first course after arrival to Australia. In this circumstance, the student will be referred to the Student support officer who will provide support to the student. The Student support officer will be advised to provide regular updates to Management on the status of the student's adjustment to study and life in Australia.
- The student has outstanding tuition fees.

The AIA will assess and respond to the application within 10 working days.

#### Students seeking transfer to The Ashmark Institute of Australia:

International students within the scope of this policy who seek to transfer to AIA prior to completion of the first 6 calendar months of their principal course, will be issued with a CoE only if:

- The original registered provider has ceased to be registered or the course in which the student enrolled has ceased to be registered;
- The original registered provider has provided a written letter of release;
- 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; or
- 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.

AIA will issue the letter of release where applicable at no cost to the student. Records of all requests for letters of release, the assessment of the application and decision will be maintained in the student file.

AIA ensures to have the student transfer policy and procedure available to both staff and students. Administration, marketing and recruitment staff and agents are made aware of the limitations on transfer before completion of six months of a

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principal course.

The transfer policy and procedure is available on the website. AIA also issues a receipt acknowledging that the request has been received to the student who lodges a request for a letter of release.

In a circumstance, where the transfer of release request is refused, the student is provided with written reasons for the refusal. The written decision, provides the reasons for the decision, the factors taken into consideration and reflect the student's individual circumstances. The reasons for refusal are sufficiently detailed to enable the student to make an informed decision as to whether to appeal the decision. The student is also given advice in writing that it is possible to appeal the decision if the student so chooses.

AIA will inform the student that he or she has 20 working days in which to access the provider's internal complaints and appeals process. (Refer to complaints and appeals policy). If a student transfers to another provider, any refunds of course fees paid to AIA will be in accordance with the AIA's Refund Policy.

*Note:*

*The Ashmark Institute of Australia doesn't accept any application of students' Under-18 yrs of age.*

**Enrollment procedure:**

- A student seeking to transfer to The Ashmark Institute of Australia from another provider is required to complete an Application for Enrolment form.
- After assessment of the Application, if appropriate, a 'Conditional Offer Letter' will be provided to the student to get a written release letter from the principal provider.
- The student will then, with the provision of a Release Letter from the principal provider, complete the Formal Acceptance and Agreement document. The student will then be issued with a Confirmation of Enrolment (CoE) for The Ashmark Institute of Australia.

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## VERSION CONTROL AND CHANGE HISTORY

Document Title	Version No	Key Words	Approval Date	Author	Approved by	Amendment
Transfer and Release letters	One	Transfer and Release letters	07/08	Compliance Officer	Dept of Compliance	N/A
Transfer and Release letters	Two	Transfer and Release letters	09/09	Compliance Officer	Dept of Compliance	Removed the Under 18 requirements, Minor change on policy and flowchart
Transfer and Release letters	Three	Transfer and Release letters	10/09	Administration Officer	Dept of Compliance	Change of respond to request to 15 working days
Transfer and Release Policy	Four	Transfer and Release Policy	11/09	Head of Administration	Campus Manager	Reviewed the entire transfer and release policy
Transfer and Release Policy	Five	Transfer and Release Policy	11/09	Administration Officer	Campus Manager	Corrected the attachment document names
Transfer and Release Policy	Six	Transfer and Release Policy	09/10	Administration Officer	Campus Manager	Director of Studies replaced by Faculty Head
Transfer and Release Policy	Seven	Transfer and Release Policy	04/11	Administration Assistant to PEO	PEO	Removal of Campus Manager
Transfer and Release Policy	Eight	Transfer and Release Policy	09/11	Administration Assistant to PEO	PEO	Change in Address and Removal of Head of Administration
Transfer between registered providers	Nine	Transfer and Release Policy	12/11	Administrative Assistant to PEO	PEO	Repetitions removed.