Transfer between Registered Providers
Policy and Procedure

SCOPE

This policy applies to ATMC international VET and ELICOS students and all ATMC staff who deal with all matters concerning VET and ELICOS.

POLICY

This policy supports the ESOS National Code 2007 Standard 7.

1. ATMC assesses requests from students for a transfer between registered providers prior to the student completing six months of the principal course of study in accordance with our documented procedures.

2. ATMC will not knowingly enrol the student wishing to transfer from another registered provider's course prior to the student completing six months of his or her principal course of study except where: except in limited circumstances as outlined in this policy. The only exceptions to this are where:
   a. the original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered;
   b. the original registered provider has provided a written letter of release;
   c. 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
   d. 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.

3. ATMC is entitled to determine the circumstances in which it will provide or refuse to provide a Release Letter. Where a Student requests a transfer within the period of six months of commencement of their Principal Program ATMC or its nominated officer will assess the request for transfer against this policy.

4. Applying to Transfer between Registered Providers does not prevent students from the requirement to enrol on time.

5. Non enrolment will not automatically result in a Transfer between Registered Providers, it may however result in the student being reported via PRISMS for failing to enrol.

6. To apply to transfer to another provider within the first 6 months of the student's Principal Course, the student must demonstrate 'exceptional circumstances' justifying the transfer. Exceptional Circumstances include:
   - Medical reasons eg. recent hospital admission; serious injury; debilitating illness; severe anxiety or depression.
   - Loss or bereavement eg. death of a close family member, or close friend; family or relationship breakdown.
   - Hardship/trauma eg. recent victim of crime; sudden loss of income or employment; severe disruption to domestic arrangements.
   - Educational progression problems that cannot be addressed by ATMC's resources.

7. All documentation will be held in confidence and will be stored to ensure privacy.

8. No transfer will be granted where:
   a. the student has not completed the first four weeks of the principal course in which he or she is enrolled; or
   b. ATMC or its nominated officer forms the view that the student is trying to avoid being reported to the Department of Immigration and Border Protection (DIBP) for failure to meet the ATMC's academic progress requirements; or
   c. the transfer may jeopardise the student's progression through a package of programs; or
   d. the transfer would be detrimental to the student's future study and/or career objectives; or
e. the student has not accessed the ATMC's student support or welfare services after having been requested to do so; or
f. the documents provided by the student do not, in the ATMC's or its nominated officer’s view, provide adequate grounds to justify the transfer; or
g. the student has outstanding debts to ATMC.

9. ATMC will grant a Release Letter only where the student has provided a letter from another registered provider confirming that a valid enrolment offer has been made.

PROCEDURE

1. Students wishing to obtain a Transfer between Registered Providers must complete, sign, date and lodge the Withdrawal or Release Letter Application Form to the Skills Department Head.

2. The following documents (where applicable) must be attached to the Withdrawal Application Form as part of the application:
   a. a letter detailing the reasons for the request to transfer to another Institution and how the student will benefit from the transfer; and
   b. a copy of the offer letter from the other Institution confirming that a valid enrolment offer has been made; and
   c. a copy of the documentary evidence referred to in the letter of application (such as medical certificates). Failure to present evidence may adversely affect the outcome of the Withdrawal application and
   d. written approval for the change from the scholarship body if a sponsor is paying the tuition fees.

3. Upon receipt of the Withdrawal or Release Letter Application Form, the Skills Department Head will:
   a. Consider the application and if the application is approved, inform the Admissions Coordinator/ Staff to cancel the student's COE; and
   b. respond to the applicant within 10 working days of the Withdrawal or Release Letter Application Form being received with an official response.

4. If deemed appropriate, the Skills Department Head (or a delegate) should:
   a. interview the student to determine:
      • the circumstances surrounding the release; and
      • how the student may benefit from a transfer to another education provider; and
      • whether the transfer would be detrimental to the student or his or her future studies.
   b. consider the options available to the student to achieve his or her learning goals, including any support services offered at ATMC to assist students to adjust to study and life in Australia; and
   c. where it is in the student's interests, refer the student to appropriate support services for:
      • academic skill support;
      • additional English support;
      • additional tutoring and study group support;
      • a mentor program;
      • personal counselling;
      • consideration of reduction in course load;
      • the purpose of implementing an intervention strategy for the student in compliance with the student progress policy; and
   d. make a decision as to whether a transfer would be detrimental to the student or his or her future studies and formally notify the Admissions Coordinator/ Staff if the transfer is approved.

5. A Release Letter, if granted, 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.

6. Where ATMC does not grant a Release Letter, the student will be sent a Student Release-Rejection Letter. The student will be provided with written reasons for refusing the request and will be informed of his or her right to appeal ATMC's decision in accordance with Standard 8 (Complaints and appeals).

7. ATMC will maintain records of all requests from students for a Release Letter and the assessment of, and decision regarding, the request on the student's file.