

# Kelly Colleges

## QMS Online

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## National Code Part D - Standard 7. Transfer between providers

### Overview

The policy outlines the conditions under which Kelly Colleges will consider a student request for a transfer between registered providers. This policy is for students who are on student visas and want to change where they study (ie-move from one college to another)

### Transferring from another Registered Provider to Kelly Colleges

Kelly Colleges will not knowingly enrol a student wishing to transfer from another registered provider prior to the student completing six months of his or her principle course of study except where:

A: the original registered provider (college/school/university) has ceased to be registered or the program 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 program, 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.

### Transferring from Kelly Colleges to another Registered Provider

Students who wish to undertake a transfer of provider must complete an Application for Letter of Release outlining the reasons for their transfer. This application form can be downloaded from [www.kellycolleges.com.au](http://www.kellycolleges.com.au). Documentary evidence in support of the transfer must be attached to the application form and demonstrate how the transfer would be in the student's best interests. **A valid letter of offer from the receiving provider must be included.**

If the student is under age 18 there *must* be written evidence that the student's parent or legal guardian supports the transfer *and* written confirmation is received that the new provider will accept responsibility for approving a student's accommodation, support and general welfare arrangements as per Standard 5 of the National Code 2007.

### Request for Transfer will be approved when:

1. The student demonstrates they are experiencing a threat to their physical or mental health or safety by remaining at Kelly Colleges and demonstrates clearly how this will be alleviated through a transfer;
2. The student is not coping in the program, and has sought academic assistance from Kelly Colleges

- that has not improved their academic performance;
3. The program of study is not consistent with the documented program requested on the student's application;
  4. Kelly Colleges finds that the transfer would be in the best interests of the student, either academically or personally.

**Request for Transfer will NOT be approved when:**

1. Kelly Colleges deems that the transfer is not in the best interest of the student.
2. The student is experiencing program schedule conflict with work commitments;
3. The student is under academic or non-academic sanctions e.g. for non-attendance;
4. Kelly Colleges forms the view that the student is trying to avoid being reported to DIAC for failure to meet attendance or academic progress requirements;

**Time Frame to Reach an Outcome**

Students will be advised of the outcome of their request within 10 working days of the date of application. In situations where a transfer is approved, the outcome will be effective from either the date of decision or the end of semester, as nominated by the student on the application form. If no indication is given on the application form, the default effective date will be the date of decision.

**If the Request is Approved**

Where a request for Transfer of Provider has been approved, the student's enrolment at Kelly Colleges will be cancelled, and notification will be provided to DEEWR and DIAC of the student's cessation of studies at Kelly Colleges. A **Letter of Release** will be provided to the student at no cost and will advise the student of the need to contact DIAC to seek advice on whether a new student visa is required.

Where a student under the age of 18 has had a request for Transfer of Provider approved, Kelly Colleges will liaise with the other provider in regards to the transfer of care arrangements. Kelly Colleges will maintain responsibility for all under 18 students until the new provider has accepted responsibility for the student's welfare arrangements.

**Letter of Release**

In accordance with the Queensland Education (Overseas Students) Regulation 1998, Kelly Colleges will supply a Letter of Release to all approved transfer applicants at no cost to the student. The Letter of Release will provide information on whether or not the student:

- a. Had a good academic record; and
- b. Had a good attendance record;
- c. Paid all fees for the program

**If the Request is Denied**

Where a request for Transfer of Provider has been declined, the student's enrolment will remain current and the student will be advised in writing outlining the reason for the refusal. The student will be advised of their right to appeal in accordance with Standard 8 (Kelly Colleges' Complaints and Appeals policy) and will be given the necessary paperwork should he or she wish to appeal the decision.