



## OZFORD COLLEGE OF BUSINESS RTO No. 21442 (CRICOS: 02573B)

### Transfer between Registered Providers Policy and Procedures

#### 1. PURPOSE

This policy aims to ensure that Ozford College of Business (Ozford) complies with Standard 7 of the National Code – Transfer between registered providers. This means that Ozford:

- does not enrol any transferring international student prior to the 6 months of their principal course being completed at another Registered Provider unless that student has a valid letter of release
- assesses and provides a written response to current students who request to transfer to other registered providers using this policy
- enables students to appeal through the Complaints and Appeals Policy if transfer request is denied
- Keeps copies of all documents relating to student transfer.

Providers are restricted from enrolling transferring students prior to the student completing six months of their principal course. This policy details acceptable reasons for transfer within this period, and the procedures for assessing applications to transfer. Students who have studied longer than this period can use the normal withdrawal process for a transfer and no letters of release need to be sighted or produced.

#### 2. SCOPE

This policy applies to all applicants applying to study with Ozford or students currently studying with Ozford on student visas.

#### 3. POLICY

3.1 Ozford will not seek to recruit students from other providers who have not completed the first six months of their principal course unless:

- the original registered provider has ceased to be registered or the course in which the student is 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.

3.2 All current Ozford students seeking to transfer to other providers within six months of commencement of their principal course need to have a letter of release issued by Ozford to be able to enrol in another registered provider.

3.3 Ozford will assess student transfer requests using the principles stated in this policy.

3.4 Transfer will be granted when or evidence of the below are provided to Ozford:

- Provider default due to Ozford no longer offering the course

- Sanctions imposed on Ozford by the Australian government prevent the student from continuing in the course
- A government sponsor deems that the transfer is in the best interest of their student.
- Compassionate and/or exceptional circumstances, e.g. personal situation preventing current course completion
- Capacity of Ozford to meet the student's requirements.

3.4 Transfer from Ozford will not be granted where there is evidence that:

- the transfer might have a negative impact on student current visa/future study options
- the student provided misleading/incorrect information during enrolment application process and enrolled at Ozford solely for the purpose of gaining a student visa
- the student has unpaid course fees
- the student may be seeking transfer only to avoid being reported for failure to meet academic progress or attendance requirements

3.5 The Head of Student Services will make any final decision as to whether to grant a letter of release for any student.

3.6 The approval of transfer of a student to another institution does not indicate the agreement to provide any refund. Refunds are governed by the Terms of Conditions of Enrolment independent of this policy.

3.8 Conditional offers of enrolment may be made to students from other providers, subject to the current provider giving the student a release letter. Confirmation of Enrolment cannot be provided to the student unless their current provider issues them with a letter of release.

3.9 No Confirmation of Enrolment will be issued until a student has provided the Admissions Department with the original of the academic transcript/statement of results from the other provider, and the Head of Department has assessed that the student can be fitted into a class.

3.10 Ozford will assess and respond to a student's request to transfer within 10 working days of the request being submitted.

#### **4. PROCEDURES FOR ASSESSING STUDENTS WISHING TO TRANSFER TO OZFORD**

4.1 The Admissions Department receives an application from a student who is on-shore and who has indicated that they are currently studying at another institution.

4.2 The Admissions Department reviews student visa and COE data to determine if the student has completed 6 months of their principal course..

4.3 If the student has completed 6 months, the Course Enrolment Application and Offer Letter Policy and procedures will be implemented.

4.4 If the student has not completed 6 months of their principal course, the student will be asked to provide an appropriate letter of release in support of their application. A "conditional" offer will be supplied that states that an offer of a place is contingent on their obtaining a letter of release.

4.5 If the student is receiving a Government scholarship, the student will need to supply written support from the government department/agency sponsor agreeing to the change which will stand in lieu of any letter of release.

- 4.6 If such a letter of release is received and there are no other outstanding matters of concern, the Course Enrolment Application and Offer Letter Policy and procedures will be implemented.
- 4.7 If no satisfactory letter of release is obtained from the student, the application process is halted and the student will be informed that Ozford cannot accept their application at this time. The student is advised that they will be welcome to re-activate their application when the 6 month period has passed.
- 4.8 Note that in the very rare circumstances where the original institution or course has ceased to be registered, or sanctions have been placed on the original institution by the Australian government which do not allow the student to continue with the course, no letter of release is required and the Course Enrolment Application and Offer Letter Policy and procedures will be implemented.
- 4.9 The above assessment procedure should not take more than 15 working days once the student has provided the necessary documentation.
- 4.10 All requests, considerations, decisions and copies of letters of release should be placed on the student's file with the application documentation.

## **5. PROCEDURES FOR ASSESSING TRANSFER APPLICATIONS FROM STUDENTS WISHING TO TRANSFER FROM OZFORD**

- 5.1 The student completes a "Student Services Request Form" and a 'Cancellation of Enrolment Form' indicating the intention to transfer to another provider.
- 5.2 The student will be contacted and advised to submit a written request to the Admin Coordinator to transfer to another provider.
- 5.3 The student must attach supporting material to this form including the letter from the registered provider of the course to which they wish to transfer, confirming that a valid conditional enrolment offer has been made and any other documentary evidence in support of their application or that is referred to in their application.
- 5.4 With these documents submitted, the Head of Student Services will assess the transfer request considering the following questions:
- Does the student have any outstanding fees payable? (if they do, these must be paid before a letter of release can be provided)
  - Did the student provided misleading/incorrect information during enrolment application process and enrolled at Ozford solely for the purpose of gaining a student visa?
  - Is the student fully aware of any study issues involved in the transfer? (Check any notes on student records)
  - Is the student subject to an intervention strategy and simply trying to avoid being reported to DOE for unsatisfactory course progress or poor attendance? (Check relevant notes on student records)
  - Are the reasons for transfer based on reasonable grounds, such as Ozford not being able to meet the student's needs?
  - Will the transfer be to the detriment of the student (for eg: visa status/future study/career pathway)?

- 5.5 If the answers to the above are satisfactory and in accordance with policy, the letter of release will be granted at no charge to the student. The student will also be advised of the need to contact DIBP and obtain a new visa if the course they transfer to is not under the same visa subclass as the present course.
- 5.6 The Student Services Department follow the Cancellation of Enrolment policy and report student's termination of studies through PRISMS.
- 5.7 If any of the answers are unsatisfactory, the Head of Student Services will inform the student in writing of a negative outcome with reasons and indicate that the student may access the Complaints and Appeals Policy if they seek to appeal this decision.
- 5.8 The above transfer assessment procedures will not take more than 15 working days once the student has provided the necessary documentation.
- 5.9 All requests, considerations, decisions and copies of letters of release should be placed on the student's file.



Ozford College of Business (CRICOS No. 02573B)

Level 7  
310 King St  
Melbourne 3000  
Australia

[date]

[student ID]

[name]

[address]

Dear [name],

I am writing to confirm that I have considered your request for a transfer to another registered CRICOS provider. This is a letter to confirm that our request for release has been granted on (DATE).

Please be reminded that you must complete a Cancellation of Enrolment form. Failure to complete this form may result in you being liable for tuition fees for future semesters, or your results being withheld by Ozford for outstanding fees.

Please ensure you contact the Department of Immigration and Border Protection (DIBP) to seek advice on whether a new student visa is required.

Yours sincerely,

Head of Student Services

Ozford College of Business Pty. Ltd. trading as Ozford College of Business



Level 7  
310 King St  
Melbourne 3000  
Australia

**Oxford College of Business (CRICOS No. 02573B)**

*[date]*

*[student ID]*

*[name]*

*[address]*

Dear *[name]*,

I am writing to confirm that I have considered your request for a transfer to another registered CRICOS provider.

The decision is that your request has been approved/denied *[delete whichever is not applicable]*.

Your request was denied for the following reasons: *[delete if request approved]*

- the transfer might have a negative impact on your future study options
- you have unpaid course fees
- you have failed to meet academic progress or attendance
- we can meet your requirements at Oxford College of Business

Please refer to Oxford's Complaints and Appeals Policy and Procedure if you wish to appeal against this decision.

Yours sincerely,

Head of Student Services