

## Student transfer

### Purpose

DELLA does not enrol transferring students prior to the student completing six months of their principal course of study except for the circumstances outlined in this Policy.

### Scope

The policy applies to all international students currently enrolled with DELLA.

### Definitions

**Six months** means six calendar months from the date that the student commences their principal course.

**Principal course of study** of study refers to the main course of study to be undertaken by an overseas student where a student visa has been issued for multiple courses of study. The principal course of study would normally be the final course of study where the overseas student arrives in Australia with a student visa that covers multiple courses

### Policy

#### 1. Student transferring from another registered provider

- 1.1 DELLA will not enrol a student wishing to transfer from another RTO except where:
  - the original registered provider has ceased to be registered;
  - 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 ASQA 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.
  - the student is able to provide documentation which approximates a letter of release.
- 1.2 If any of the above conditions apply, DELLA can enrol a student before they have completed six months of their principal course.
- 1.3 DELLA will not actively recruit a student before the student has completed six months of their course.
- 1.4 The restriction to not enrol transferring students also applies to any prerequisite courses in a package of courses.
- 1.5 DELLA will check all enrolling students on Provider Registration and International Student Management System (PRISMS) to ensure that students who have not completed six months of their principal course of study are not enrolled except in the circumstances outlined in 1.1.

#### 2. Students wishing to transfer to another registered provider

- 2.1 Students may transfer to another RTO after six months of their course or at least 2 study periods.
- 2.2 For a request for transfer to be considered and a letter of release provided, students must provide a letter of offer from another RTO confirming that a valid offer of enrolment has been made.
- 2.3 All decisions made with regard to student's requests to transfer to another provider will be fair and take into account the student's individual circumstances and any other relevant factors.

- 2.4 A transfer will be granted where the course that the student wishes to transfer to better meets the study capabilities of the student or the long term goals of the student for future work, education or personal aspirations;
- 2.5 A transfer will also be granted where the intended course offers the student access to greater support either through services offered by another registered provider, commercial or non-profit services or through access to family, friends or a cultural support network.
- 2.6 The transfer will also be approved where a student claims or can provide evidence that his or her reasonable expectations about the current course are not being met.
- 2.7 A transfer to another course will usually not be granted where:
  - the transfer may jeopardise the student's progression through a package of courses
  - 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. In this case, the student will be requested to wait a further 4 weeks before applying for a transfer to another registered provider during which time the full range of support services will be provided to the student.
  - the student is trying to avoid being reported to Department of Education for failure to meet DELLA academic course progress requirements.
- 2.7 There is no cost in providing students with a letter of release. However, where a student transfers to another registered provider, any refund of course fees paid will be in accordance with DELLA Refund Policy.
- 2.8 Where students are granted a letter of release, they must contact DIBP to seek advice on whether a new visa is required. To find out more about visa requirements, student should call DIBP on 131881 or visit their web site at [www.immi.gov.au](http://www.immi.gov.au)

### **3. Informing students**

- 3.1 DELLA provides all students with clear expectations on course transfer in the International Student Prospectus or Student Handbook which are provided to students prior to or upon commencement of a course and are also available on DELLA's website at [www.dellainternational.edu.au](http://www.dellainternational.edu.au)
- 3.2 Students will be informed of outcome of their application for transfer within 10 days of lodging the application.

### **4. Complaints and appeals**

- 4.1 Where the decision is made to refuse a student or DELLA does not respond to the request in the timeframe set out in this Policy, the student may appeal against the decision by accessing DELLA Complaints and Appeals process within 20 working days.
- 4.2 If the appeal finds in favour of a student wishing to transfer, a letter of release will be granted.

### **5. Record keeping**

- 5.1 All records of requests for letters of release and the process used to make a decision in relation to the request will be kept on the student's administration file.