



Global Business College of Australia Pty Ltd

trading as

Global Business College of Australia (GBCA)

Student Transfer

Policy & Procedure 18

337-339 La Trobe Street, Melbourne VIC 3000

## DOCUMENT CONTROL

<b>Department</b>	GBCA Training & Assessment GBCA Student Support		<b>Author(s)</b>	RTO Student Administration	
<b>Quality Controlled Policy No. &amp; Title</b>	18	Student Transfer Policy and Procedures	<b>Approved</b>	RTO Compliance	
<b>Version</b>	Version no 2.1		<b>Authorised</b>	College Manager	
<b>Standards</b>	National code Part D - Standard 7		<b>Distribution</b>	Internal	RTO Manager RTO Staff
				External	GBCA students

## REVISION RECORD

<b>Date</b>	<b>Version</b>	<b>Revision description</b>
June 22, 2015	1.0	GBCA creates policies and procedures against Standards for Registered Training Organisations (RTOs) 2015 and The National Code 2007
January 26, 2016	2.0	Update policy to reflect current practices in student transfer
22 August 2016	2.1	Update policy to reflect 5.4, 5.5.7 and 5.8.2

## **1.0 Purpose**

- 1.1 The purpose of this procedure is to address Standard 7 of the National Code 2007 transfer between registered providers

## **2.0 Responsibility**

- 2.1 The College Manager/ Training Manager is responsible for the implementation of this procedure and to ensure that staff and students are aware of its application and that staff implement its requirements.

## **3.0 Requirements**

- 3.1 GBCA must not actively recruit students where the recruitment would conflict with the requirements of this procedure and/or Standard 7 of the National Code.
- 3.2 No fee can be charged to the student by GBCA for issuing a letter of release.
- 3.3 Registered providers are restricted from enrolling transferring students in the first six months of their principal course of study except in accordance with Standard 7 of Part D the National Code.
- 3.4 If a letter of release is refused by a registered provider, a student may appeal GBCA Pty Ltd's decision.

## **4.0 Definitions**

- 4.1 N/A

## **5.0 Method**

### **Letter of Release**

- 5.1 Students must apply for a letter of release on the Release Application Form.
- 5.2 Applications for a letter of release will be considered by the College Manager/ Training Manager and responded to within 15 working days of being received by GBCA Pty Ltd.
- 5.3 A letter of release will be granted in accordance with this procedure and only if the student can provide written confirmation that a valid enrolment offer has been made by another registered provider.
- 5.4 A letter of release will normally be granted (at no cost to the student), within 15 working days of the application, in the following situations:
- GBCA is unable to continue to provide the course; or
  - The student can demonstrate they are experiencing threat to physical or mental health or safety by remaining at GBCA and can demonstrate clearly how this will be alleviated through a transfer; or
  - The current course of study is clearly not consistent with documented course requested for on their application.
  - In exceptional compassionate circumstances beyond the students control, such as serious illness or death of a close family member (independent evidence of the exceptional circumstances is required) and the exceptional compassionate circumstances has led to a permanent change in the student's circumstances that makes continued enrolment inappropriate.
- 5.5 A letter of release will normally not be granted in the following situations:
- The requirements of the written agreement have not been met by the student; or
  - The student does not satisfy any of the situations which normally lead to a letter of release being granted; or
  - The proposed transfer will jeopardise the student's progression through a package of courses; or
  - The student has unsatisfactory academic progress and has been or is about to be reported to DIBP; or
  - The student has unsatisfactory behaviour and has been or is about to have their enrolment suspended or cancelled and be reported to DIBP; or
  - The student cannot provide a letter from another registered provider confirming that a valid enrolment offer has been made.

- The student has recently started studying the GBCA course and the full range of support services are yet to be provided (or offered) to the student
  - circumstances when a transfer will be refused and when the transfer may be considered detrimental to the student; and
- 5.6 If a letter of release is refused, reasons for the refusal will be documented in writing and the student will be informed of their rights of appeal using GBCA complaints and appeals procedure.
- 5.7 A copy of the student's letter of release application; notes recording the assessment of the application and a copy of the response letter sent to the student by GBCA must be placed in the student's file

**Enrolling a transferring student**

- 5.8 GBCA will not knowingly enrol a 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:
- the original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered; or
  - the original registered provider has provided a written letter of release, or an approximate letter of release; or
  - 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.
- 5.9 In the event that GBCA knowingly enrolls a 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 documentary evidence of at least one of the four conditions listed above must be obtained and placed in the transferring student's file.
- 5.10 GBCA will not seek to enrol a student who has not yet completed six months of their principal course of study with another registered provider unless the requirements of the National Code are met and then only in accordance with this procedure.