



Global Business College of Australia Pty Ltd

trading as

Global Business College of Australia (GBCA)

Student Transfer

Policy & Procedure 18

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DOCUMENT CONTROL

Department	GBCA Training & Assessment GBCA Student Support	Author(s)	GBCA Student Administration	
Quality Controlled Policy No. & Title Version	Policy 18 Student Transfer Policy and Procedure V2.4	Approved	GBCA Compliance	
		Authorised	Managing Director	
Standards	National code Part D - Standard 7	Distribution	Internal	GBCA Manager GBCA Staff
			External	GBCA students

REVISION RECORD

Date	Version	Revision description
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
06 September 2017	2.2	Update positions
15 September 2017	2.3	Update Titles, Address on cover
23 February 2018	2.4	Update policy according to NC2018

1.0 Purpose

- 1.1 The purpose of this procedure is to address Standard 7 of the National Code 2018 transfer between registered providers

2.0 Responsibility

- 2.1 The Compliance 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 (or for the school sector, until after the first six months of the first registered school sector course) except in accordance with Standard 7 of Part D the National Code.
- 3.4 If GBCA intends to refuse the transfer request, GBCA must inform a student in writing of the reasons for the refusal and their right to access GBCA Pty Ltd's complaints and appeals process.

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. Students should submit supporting evidence together with the release application form.
- 5.2 Applications for a letter of release will be considered by the Compliance 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:
 - 5.4.1. GBCA fails to deliver the course as outlined in the written agreement;
 - 5.4.2. There is evidence that the overseas student's reasonable expectations about their current course are not being met
 - 5.4.3. There is evidence that the overseas student was misled by GBCA staff or its agent regarding the GBCA or its course, and the course is therefore unsuitable to their needs and/or study objectives.
 - 5.4.4. an appeal (internal or external) on another matter results in a decision or recommendation to release the overseas student.
 - 5.4.5. 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.
 - 5.4.6. the overseas student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with that registered provider's intervention strategy to assist the overseas student in accordance with Standard 8 (Overseas student visa requirements)

In the event that the release is granted based on 5.4.6, GBCA will still report the overseas student course progress, which may affect the student's visa.

- 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 not genuinely engaging with GBCA intervention strategy with the intention of failing and being released.
 - 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 GBCA intends to refuse the transfer request, GBCA must inform a student in writing of the reasons for the refusal and their right of appeal using GBCA Pty Ltd's complaints and appeals process.
- 5.7 GBCA will not finalise the student's refusal status in PRISMS until the appeal finds in favour of GBCA, or the overseas student has chosen not to access the complaints and appeals processes within the 20 working day period, or the overseas student withdraws from the process.
- 5.8 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

- 5.9 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 agreed to release the student and recorded the date of effect and reason for release in PRISM.
 - 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.
 - For a student who enrol into a package course, a student has gained the subsequent registered provider's agreement to delay the start of those courses.
- 5.10 If the overseas student is under the age of 18, GBCA must have written confirmation that the overseas student's parent or legal guardian supports the transfer. If the overseas student does not have a parent or legal guardian caring for them in Australia, GBCA must also confirm it accepts responsibility for the student's accommodation and welfare arrangements and to ensure that there are no gaps in welfare arrangements.
- 5.11 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 five conditions listed above must be obtained and placed in the transferring student's file.
- 5.12 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.