

TRANSFER OF PROVIDER POLICY

1. Overview

The policy outlines the conditions under which Eynesbury International will consider a student request for a transfer between registered providers.

2. Legislative Requirements

The 2007 National Code outlines that a student must complete six months of their principal program of study before changing or transferring between providers, except where:

- a) the original registered provider 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.

3. Enrolling Transfer students

In accordance with the 2007 national Code, Eynesbury International will not seek to enrol a student wishing to transfer from another registered providers program prior to the student completing six months of their principal course of study except where:

- a) the original registered provider 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.

4. Request for Transfer

4.1 Where Eynesbury International is the principle course provider

Eynesbury International is an accredited education provider offering academic programs. Students are provided with a range of information outlining program structures and requirements and articulation pathways. In light of this, requests for student transfer will take into consideration the range of information on Eynesbury International provided to prospective students prior to application and enrolment at the College.

Students who wish to undertake a transfer of studies must complete a Transfer of Provider form and outline the reasons for their transfer. Documentary evidence in support of the transfer must be attached to the application and include a copy of the enrolment offer from the receiving provider. All requests for Transfer of Provider must be made in writing.

4.2 Where a university is the principle course provider

Where a student has a packaged offer of an Eynesbury International program and a university degree, the university degree is considered the principal course of study. Therefore a Eynesbury International enrolled student will not have completed six months of their principal course of study until they have completed six months of the university degree program.

Consequently, all requests for transfers must be directed to the university with which the offer is packaged and the student is subject to the universities release policy.

Where a student wishes to transfer between Eynesbury International and a related institution, and that transfer maintains the integrity of the university package, Eynesbury International will approve the transfer and notify the university of the change of provider.

4.3 Circumstances in which Eynesbury International will support approval for a transfer

A student must satisfy Eynesbury International that they have a genuine case to request a transfer. Eynesbury International will consider the following circumstances as reasonable grounds for a transfer:

- The student has received a direct offer for a degree program at one of Eynesbury International's partner universities;
- Eynesbury International is unable to continue to provide the program of study;
- The student demonstrates they are experiencing a threat to their physical or mental health or safety by remaining at Eynesbury International and demonstrates clearly how this will be alleviated through a transfer;
- The student is not coping in the program, and has sought academic assistance from Eynesbury International that has not improved their academic performance;
- The student is required to move interstate;
- The program of study is not consistent with the documented program requested on the student's application;
- A sponsor of the student considers the change to be in the student's best interest and has provided written, authorised support for that change.
- a student has a valid enrolment offer from the receiving provider; and
- if the student is an under 18 student, there is written evidence that the student's parent or legal guardian supports the transfer AND written confirmation 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.

4.4 Circumstances in which Eynesbury International will not grant approval for transfer

Eynesbury International consider the following circumstances as reasonable grounds to decline a student request for transfer prior to completing the first six months of the principal program of study:

- The student has not completed six months of the principal course of study;
- The transfer may jeopardise the student's progression through a package of programs;
- The student has a change of mind;
- The student has not passed an in-semester or end of semester assessment in the first semester of their program;
- The student expresses difficulty with the program of study but has not sought assistance from Eynesbury International Advisors or Program Coordinators;
- The student has been warned for non-attendance;
- The student is experiencing Homestay or other accommodation problems;
- The student is experiencing program schedule conflict with personal, work, or other non-study commitments;
- The student is experiencing adjustment difficulties moving to Australia;
- Eynesbury International forms the view that the student is trying to avoid being reported to DIAC for failure to meet attendance or academic progress requirements;
- Eynesbury International believes that the program detailed in the letter of offer for the other provider will not provide adequate preparation for further study e.g. the other Provider's course does not articulate into the Principal Course.

A transfer will always be refused unless:

- a student has a valid enrolment offer from the receiving provider; and
- if the student is an under 18 student, there is written evidence that the student's parent or legal guardian supports the transfer AND written confirmation 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.

5. Outcome of Transfer Request

All requests for Transfer of Provider must be in writing using the Transfer of Provider Application Form and will be considered by the Academic Director and the Manager of Admissions. Students will be advised of the outcome of their request within 10 working days of the request via a message to the students Eynesbury International email account.

Where a request for Transfer of Provider has been approved, the student's enrolment at Eynesbury International will be cancelled, and notification will be provided to DEST and DIAC of the student's cessation of studies at Eynesbury International. Cancellation fees and penalties will be applied in accordance with Eynesbury International's Fee Refund Policy.

Where a request for Transfer of Provider has been declined, the student's enrolment will remain current and the student will be advised of the reason for the refusal of the request in the message notifying them of the outcome of their request.

6. Letter of Release

In accordance with the National Code 2007, Eynesbury International is required to provide a Letter of Release to a student where a student has requested such a letter.

The Letter of Release will provide information on whether or not the student:

- a) Demonstrated a commitment to their studies; and
- b) Had a good attendance record; and
- c) Paid all fees for the program.

7. Appeal Against Refusal of Transfer

Where a student's request for transfer has not been supported, the student can lodge an appeal in accordance with the Eynesbury International Non-Academic Grievance Policy and Procedures.