

Transfer between Registered Providers

PURPOSE

The purpose of this policy and procedure is to define the system used to assess student transfer requests within the restricted period (i.e. the first six months from the commencement of the student's principal program) including an outline of the circumstances in which the college will allow both the enrolment of transferring students and the release of students from the college to another provider as per the National Code of Practice (Standard 7). The restriction applies to any prerequisite courses in a package of courses as well as the first six months of the principal course.

Students seeking admission to courses offered by Mindroom Innovation, who hold a student visa granted for a course/s at another training provider, must provide Mindroom Innovation with a Letter of Release if they have not completed 6 months of their Principal Course.

A Confirmation of Enrolment (COE) will only be issued to a person who seeks to transfer their enrolment to Mindroom Innovation within the six months of the start of their Principal Course Enrolment where;

1. The original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered; or
2. The original registered provider has provided a written Letter of Release; or
3. 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
4. Any government sponsor of the student considers the change to be in the student's best interest and has provided a written support for that change.

Circumstances for which a letter of release will be issued for student wishing to change provider from Mindroom Innovation to another provider.

All International students who are wishing to change provider may be required to provide the new intended college with a Letter of release from Mindroom Innovation. A Letter of Release is required if

- A student has not completed six (6) months of his/her Principal Course of study for which the visa was granted and would like to transfer to another education provider.
- The other provider may issue a Letter of Offer for a place in their program, but it may not enrol them without receiving a Letter of Release from Mindroom Innovation. The 6 months starts on the first study day of the student's Principal Course (last course in the student's enrolment pathway).

The letter will be issued when:

1. The student is unable to meet Mindroom Innovation's course academic progress requirements and Mindroom Innovation determines that the student has made a genuine attempt to meet the requirements, including access its support services.
2. The transfer is considered beneficial to the student's academic progression, including circumstances such as:
 - a. The transfer allows the student to complete a higher-level tertiary qualification.
 - b. The student is transferring to a qualification not offered at Mindroom Innovation, due to the inability to cope academically and upon being able to clearly demonstrate or prove that they made a genuine attempt at their studies.
 - c. Mindroom Innovation is no longer able to provide or support the program in which the student is due to commence or has enrolled
 - d. the international 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 (7.2.2.1)
 - e. there is evidence of compassionate or compelling circumstances (7.2.2.2)
 - f. the provider does not deliver the course as outlined in the written agreement (7.2.2.3)
 - g. there is evidence that the international student's reasonable expectations about their current course are not being met (7.2.2.4)
 - h. there is evidence that the international student was misled by the registered provider or an education or migration agent regarding the registered provider or its course and the course is, therefore, unsuitable to their needs and/or study objectives (7.2.2.5)
 - i. An appeal (internal or external) on another matter results in a decision or recommendation to release the international student (7.2.2.6).

A Letter of Release is not required if:

- A student has completed more than six (6) months of his/her Principal Course for which the visa has been granted before seeking to transfer to another provider.
- A student wishes to transfer to another education provider outside Australia.

In this case, students need only complete a Course Withdrawal Form.

Circumstances in which a letter of release will NOT be granted.

- The student has changed their mind about the course, including students enrolled in package courses.
- When the College believes that the student is trying to avoid being reported to immigration (Department of Home Affairs). For example, the college forms the view that the student is trying to avoid being reported to the Department of Immigration for failure to meet the college academic progress requirements
- When the student has unpaid course fees for his or her current study period and the current study period is the study period in which the student applies for a letter of release.
- When the reason for the transfer is the student wishes to transfer to a provider offering lower fees
- There is no written confirmation from another registered provider that a valid enrolment offer has been made.

Written Request

If a Letter of Release is required, the student must apply in writing using the Transfer between Registered Providers Form (to and from Mindroom Innovation). A copy of the Offer Letter from the other education provider and any other supporting documentation must also be provided.

Assessment of request

When a student requests a Letter of Release, the reason for this request must be determined and documented on the Transfer between Registered Providers Form. The student should include the reason for changing provider and any other supporting information including the Offer Letter from the other training provider. Mindroom Innovation undertakes to consider each such request and to make a determination on its merits, taking into consideration:

- the reasons outlined in the Transfer between Registered Providers Form
- the best interests of the student
- the student's academic performance and course progress
- Financial issues (whether or not the student has any fees or other outstanding liabilities such as debts to Mindroom Innovation) and personal financial circumstances. This includes future payments as outlined in the agreed payment plan
- the student's attendance record
- The student's disciplinary and conduct record.
- The nature of the course the student wishes to transfer to. (Mindroom Innovation reserves the right to deny a Letter of Release to transfer to essentially the same course with another provider simply because it is cheaper, easier or shorter in duration.)
- If an international student, whether or not he/she has breached student visa conditions related to attendance or course progress.

Transfer out (from Mindroom Innovation)

CHECKLIST

To transfer out from Mindroom Innovation to another registered training provider, the student will need to provide the following:

- A completed and approved Suspension of Studies/Deferral/Cancellation of Enrolment Application Form
- Unconditional offer letter from the CRICOS registered provider confirming a valid offer of enrolment has been made
- A Transfer between Registered Providers Form has been filled out.

All requests for release will be assessed by Mindroom Innovation's Academic Team or their nominee. After the assessment has been completed a recommendation on whether to release will be made by the Academic Team who will then respond in writing to the applicant within 10 working days. If Mindroom Innovation refuses to release a student or does not respond during the timeframe set out in this policy, the student can appeal through the Complaints and Appeal process available on the college website at www.mindroom.edu.au. Where the Academic Team is unable to come to a decision, the Academic Team may seek advice from the Compliance Officer or consultant.

Refunds

If a student transfers to another provider is approved, he or she is subject to the terms and conditions of the Mindroom Innovation Refund Policy.