



## Transfer of Programs or Providers

From time to time, learners may decide that the training program is no longer suitable to their vocational goals; or they may decide that ANT College is no longer a suitable training provider for them. Where this occurs, ANT College aims to provide a clear and systematic process for our learners to transfer programs or providers.

### General Transfer of Programs or Providers Principles

ANT College will be guided by the following to facilitate the learner's transfer request:

- Counsel the learner to help them make the best decision for themselves;
- Provide adequate and accurate information about the transfer process, including the new training program, whether any credits can be obtained, and the fees applicable;
- Learners are advised to submit the transfer request at least **10 business days** prior to the start date of the new training program;
- Facilitate the transfer process and take no more than **10 business days** to process the transfer request;
- Assess all requests individually, taking into account the circumstances of the learner and if the transfer will be in the best interest of the learner;
- Where a learner has outstanding unpaid fees, they will be requested to fulfil the payment of their outstanding account prior to the transfer, or it may be denied;
- Record their transfer requests accurately and promptly in their student file and on PRISMS;
- Where the transfer requests are successful, the learner will be issued with a Statement of Attainment for the units they have already completed in the previous training program;
- Not finalise a refusal to release the international student until the student has had an opportunity to access our appeals process; and
- Ensure that it is compliant with Standard 7 of the National Code 2018.



### **International students only**

In accordance with Standard 7 of the National Code 2018, ANT College will ensure that:

- The learner will only be granted a transfer where:
  - They have completed at least 6-months of their principal course – that is, the final course of study covered by their student visa;
  - We have had a sanctioned imposed on its registration by the ASQA that prevents the student from continuing his or her principal course;
  - We believe the transfer is in the best interest of the student and provide them with a letter of release – this may include factors such as their mental and emotional wellbeing, the other training program or provider is better suited to the student's needs and vocational goals, as well as the student's financial situation;
  - 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.
  - We have assessed that the international student will be reported as they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with our intervention strategy processes to assist the international student, in accordance with Standard 8 of the National Code 2018 – where we grant an approval for a transfer, the report on the international student's course progress should still occur;
  - There is evidence of compassionate or compelling circumstances;
  - We are unable to deliver the course;
  - There is reasonable evidence that the international student's reasonable expectations about their course are not being met;
  - There is evidence that the international student was misled by ANT College or one of our Education Agents regarding us, our services, or the course itself – therefore rendering our service unsuitable to their needs and/or study objectives; or
  - An appeal on another matter results in a recommendation to release the student.
- The student must provide a valid Letter of Offer from the other training provider when applying for a transfer;



We may refuse a transfer request where:

- We find that the learner is not genuinely engaging with their intervention strategy with the intention of failing and being released;
- The learner has only just commenced their training program and are within 6-months of the commencement of their course;
- We do not agree that the transfer is in the learner's best interest or academic capabilities;
- The learner does not have a valid Letter of Offer from the receiving training provider;
- The learner is experiencing financial difficulties or there are outstanding payments still owed to us; or
- We believe the learner is avoiding reported to the Department of Home Affairs for not meeting their obligations of the intervention strategy plan or course requirements.



## Transfer of Programs Procedure

1. **Transfer application received** – the Student & Administration Support Manager is to review that the submitted *Course Transfer Form* has been completed correctly. The Student & Administration Support Manager is to advise the learner of the processing time frame of **10 business days** and the course transfer process. Confirm with the learner that the new course meets their vocational goals and needs and provide them with the Student Prospectus to ensure they are properly informed. The learner is also to be informed of the costs incurred for the course transfer.
2. **Confirm the learner meets the new course's entry requirements** – the Student & Administration Support Manager is to confirm that the learner meets the entry and training requirements of the new training program such as the completion of Year 12 or having completed certain pre-requisite units. Where the learner does not meet the entry requirements, the learner is to be advised within **2 business days**. Where the learner meets the entry requirements, the Student & Administration Support Manager is to confirm that they do not have any outstanding amounts to be paid on their account. This is to be completed within **2 business days** from the receipt of a completed *Course Transfer Form*.
3. **Issue invoice** – if there is an outstanding amount payable, the learner is to be advised to fulfil their payment before we are able to process their transfer request. Where there are no outstanding amounts payable, the Student & Administration Support Manager is to advise the Accounts team is to raise an invoice to the learner for the course transfer fee.
4. **Complete transfer** – the Student & Administration Support Manager is to enrol the learner into the new training program and update the student's file with the new course and enrolment information. Detailed notes should also be recorded and the form saved to the student's file. The learner is then to be sent a letter confirming that their transfer request has been approved and a new Confirmation of Enrolment. The Student & Administration Support Manager is also to enter an 'End date' to the learner's previous course and issue the learner a Statement of Attainment for any completed units of competency, so long as their USI has been verified.



## Transfer of Providers – International Students Only Procedure

1. **Transfer application received** – the Student & Administration Support Manager is to review that the submitted *Provider Transfer Form* has been completed correctly and a valid Letter of Offer from the receiving training provider is attached. The Student & Administration Support Manager is to advise the learner of the processing time frame of **10 business days** and the provider transfer process. Confirm with the learner that the new course and training provider meets their vocational goals and needs and advise them of the costs incurred for the course transfer.
2. **Confirm the learner's account is up-to-date** – the Student & Administration Support Manager is to confirm that the learner does not have any outstanding amounts payable on their account. If there is, they are to advise the learner to fulfil the outstanding balances before we are able to process their request.
3. **Seek CEO approval** – the Student & Administration Support Manager is to forward the *Provider Transfer Form* together with any attached evidences, such as a valid Letter of Offer to the CEO for approval within **2 business days** of receipt of the transfer request. The CEO is to review the request within **5 business days** and confirm that the transfer is in the learner's best interest – this may include factors such as their mental and emotional wellbeing, the other training program or provider is better suited to the student's needs and vocational goals, as well as the student's financial situation.
4. **If approved** – the learner is to be notified within **3 business days** that their request has been approved in writing. The learner is also to be issued with a Statement of Attainment for any units of competency completed.
5. **If denied** – where the learner's request to transfer providers has been denied, they are to be notified in writing within **3 business days** and advised of their rights to an appeal. We will not finalise the learner's refusal status in PRISMS until the appeal finds in our favour, or the international student has chosen not to access the appeals process within **20 business days**, or they withdraw from the transfer process altogether.
6. **Record notes in student's file** – the *Provider Transfer Request* form is to be saved to the student's file and detailed notes entered at every stage of the process. Where the transfer request is approved, the learner's transfer is also to notified to the Secretary of the Department of Education and Training via PRISMS within **3 business days**.



## Transfer of Programs Process Flow-Chart

