



Sydney College of Professional Education Pty Ltd  
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## Student Transfer Policy and Procedure

### POLICY SCOPE

- a) Accepting enrolment for students who are already in Australia and are looking to transfer from previous registered training organization (RTO) to Sydney College of Professional Education.
- b) To give instructions to enrolment staff about requirements that need to be satisfied for transfer between providers and in conformity with **ESOS National Code 2018**.
- c) To act accordingly as to what is deemed in the best interest of the student.
- d) When a student wants to transfer to another provider from Sydney College of Professional Education before completing six months of his or her principal course, we will assess the student's request for a release letter against this documented transfer policy and procedure.
- e) Maintenance of student transfer records.
- f) Our correspondence with the student in the form of writing.
- g) Since, Sydney College of Professional Education only enrolls students who are 18 years of age or over, the policy applies to students who are 18-years of age or over.

### ASSOCIATED DOCUMENTS

- 1) Student Transfer Policy and Procedure
- 2) Release Letter Application form
- 3) Release letter Grant Template
- 4) Refusal of the Letter of release template
- 5) International Student handbook

### PURPOSE

- I. The purpose of this procedure is to ensure Sydney College of Professional Education with National Code 2018. Our broad purpose is to protect the long-term welfare of the student.
- II. A letter of release will not be granted automatically to any student who requests one as it is subject to this Policy & Procedure.

### DEFINITIONS

#### Principal course

The principal course is usually the final course of the study to be undertaken. For example, if a student is studying ELICOS followed by a Diploma program, the Diploma program will be the principal course. If a student is requesting a transfer before completing 6 months of the principal course of study, the administration staff is to provide a copy of the transfer procedure and the application form to the student.

#### Student default

The student not meeting their obligations as per the signed written agreement between the student and Sydney College of Professional Education. For example, student not paying fees, not meeting course progress

requirements and not accessing the available RTO support, student misbehavior, disruptive class behavior, cancelled and suspended eCoe.

### **Provider default**

The provider not providing services as per the written agreement between the student and Sydney College of Professional Education. Furthermore, if the student claims or can provide evidence that his or her reasonable expectations about the current course are not being met.

### **Restricted period**

A timeframe of up to **6 calendar months** of the principal course being completed in which a student cannot change providers without satisfying certain conditions.

As per our **Student transfer policy and procedure**, International Students who are currently studying with other providers in Australia and are interested to enrol with us must complete six months of his or her principal course with the previous provider. We require that the student has a letter of release from the provider of the course in which the student is currently studying. Sydney College of Professional Education will take reasonable steps to check whether a student is enrolled with another provider before completing the enrolment. ‘*Reasonable Steps*’ could include asking the student if he or she is currently enrolled with another provider and checking a student’s visa and using PRISMS. It is noteworthy that the transfer between registered providers may impact the student’s visa. Only, in limited circumstances, Sydney College of Professional Education may accept the students transferring from another CRICOS providers, if the following conditions are met where:

1. the releasing registered provider, or the course in which the overseas student is enrolled, has ceased to be registered.
2. the releasing registered provider has had a sanction imposed on its registration by the ESOS agency that prevents the overseas student from continuing his or her course at that registered provider.
3. any government sponsor of the overseas student considers the change to be in the overseas student’s best interests and has provided written support for the change.

Sydney College of Professional Education may contact ESOS Agency to assess incoming students in reference with the 3 points. Similarly, international Students who are currently studying with Sydney College of Professional Education and willing to transfer to another education provider are subject to our Student transfer policy and procedure.

### **PROCEDURE TO TRANSFER**

#### **How to apply for admission at Sydney College of Professional Education if you are transferring from another CRICOS education provider?**

Steps here only cover your requirements relevant to the release letter. Hence, it is assumed that you meet Course Admission criteria and conditions specified on your student offer and written agreement.

#### **Step 1**

Students are to complete Sydney College of Professional Education’s Enrolment Form and provide a letter of release from previous provider along with other required documentation.

If the student does not have a letter of release, the student’s enrolment will be assessed as per the following criteria as per the evidence resented by the student:

1. the releasing registered provider, or the course in which the overseas student is enrolled, has ceased to be registered.
2. the releasing registered provider has had a sanction imposed on its registration by the ESOS agency that prevents the overseas student from continuing his or her course at that registered provider.
3. any government sponsor of the overseas student considers the change to be in the overseas student’s best interests and has provided written support for the change.

## Step 2

Students are to follow the 'Enrolment Steps' criteria as per the Table provided in the Marketing Brochure (s).

### **How to apply for a letter of release if you are transferring from Sydney College of Professional Education to another CRICOS education provider?**

#### **Request to Transfer Steps**

Students who are willing to transfer from our college to another CRICOS education provider before completing 6 months of principal course, are required to make a written application for the release letter by filling out Release Letter Application form. The Form will be made available to you during Orientation and upon request if and when you decide to apply. Students are to submit evidence as per the Form. Application is to be submitted via supporting documentation (i.e., Letter of offer from another provider, supporting documentations towards other reasons for transfer). Sydney College of Professional Education will acknowledge your request in writing via email only.

#### **Time frame for all decisions**

Students will be informed of the outcome of their application for transfer within 12 calendar days of lodging the application via email.

#### **In what circumstances, Sydney College of Professional Education will release a student?**

- If we assess that 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 (Overseas student visa requirements), Sydney College of Professional Education will provide the release letter.
- If Sydney College of Professional Education has assessed that there is evidence of compassionate or compelling circumstances.
- If Sydney College of Professional Education has assessed that there is evidence that the overseas student's reasonable expectations about their current course are not being met.
- If Sydney College of Professional Education has assessed that the registered provider fails to deliver the course as outlined in the written agreement.
- If Sydney College of Professional Education has assessed that there is evidence that the overseas student enrolled in the wrong course due to improper marketing information and the course does not meet study objectives.
- We have assessed that an appeal (internal or external) on another matter results in a decision or recommendation to release the overseas student.
- The Student provides a valid Enrolment offer from another CRICOS Provider and meet documentary criteria.

**Note:** Sydney College of Professional Education grants the release (if approved) at no cost to the overseas student. The overseas student who have been released must contact Immigration to seek advice on whether a new student visa is required. Sydney College of Professional Education will not notify the student's refusal status in PRISMS until the complaints and appeals processes are allowed within the 20 working day period, or the overseas student withdraws from the process.

#### **On What grounds, the student release may be refused?**

In the following circumstances Sydney College of Professional Education can refuse the grant of release letter. In doing so, Sydney College of Professional Education will provide you a written correspondence about the reasons for refusal. The following are the reasons on which your release can be refused:

- When the student has not paid due fees to the RTO and wants to transfer to avoid fees payment.
- The student has not completed 6 months in the principal course and transfer is not in the best interest of the student.
- The student does not provide a valid letter of offer from another institute.
- The student is very close to finishing a study period, hence, completing the study period is in the best interest of the student.

- The student provides misleading and non-truthful information in support of their transfer request application.
- If the transfer may jeopardize the student's progression through a package of courses.
- If the student has recently started studying the course and the full range of support services are yet to be provided or offered to the student.
- If the student enrolment is already cancelled due to other reasons (i.e., non-payment of fees, course progress) and the student is no longer an accepted student of Sydney College of Professional Education.

**Time frame for all decisions**

Students will be informed of the outcome of their application for transfer within 12 calendar days of lodging the application via email.

**Maintaining records**

Sydney College of Professional Education will maintain records of all requests from overseas students for the release and the assessment of, and decision regarding, the request for two years after the overseas student ceases to be an accepted student.

**Students' Right to Appeal**

Students have 20 working days to appeal against Sydney College of Professional Education's decision as per the Sydney College of Professional Education policy on appeals. The student must follow the RTO Complaint and Appeal Policy and Procedure.



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