TRANSFER BETWEEN PROVIDERS PROCEDURE

College of New South Wales Transfer Between Providers Procedure	
PURPOSE	To ensure that Students, especially international students, comply with the requirements of the National Code with regard to transfer of Students between registered providers. This procedure specifically addresses the transfer requirements for Students who have not yet completed the required six-month period in their principal course. Changes to this procedure must only be made upon the approval of the **CEO**.
ROLE UNDERTAKING TASK	Administration Team
DOCUMENT UPDATE	June 2023

Overseas Students Transferring to College of New South Wales

STEP 1 – Submit a Transfer Request

No.	Who	Actions
1.1	**Student**	a. Students who wish to transfer to **College of New South Wales** must send a written transfer of request to the college. b. Written transfer request to the college must be supported by the following documentation: 1) *Electronic release in PRISMS from their current training provider, if they have not yet completed the six-month period 2) Supporting documentation such as identification card, passport or visa information **Note that in the very rare circumstances where the original institution or course has ceased to be registered, or sanctions have been placed on the original institution by the Australian government which do not allow the student to continue with the course, no electronic release in PRISMS is required. Evidence of this occurrence would need to be placed in the student file.*

STEP 2 – Assess Transfer Requests

No.	Who	Actions
2.1	**Administration Team**	a. Check completeness of student request for transfer and release for students who have not yet completed six months of their principal course of study. Log into PRISMS and check the status of the overseas student and if transfer/release is granted by the current provider.

		b. Endorse complete applications to the **TRAINING MANAGER/ CEO** for assessment. Provide the **TRAINING MANAGER/ CEO** of the deadline for the results. Assessment of request for transfer timeframes is within 7 working days from the receipt of complete application.
2.2	**TRAINING MANAGER / CEO**	c. Assess the student request for transfer and the electronic release in PRISMS. Check PRISMS d. Schedule an interview with the student for the purposes of learning his/her reasons for requesting the transfer. e. Endorse the decision to the Administration Team. If the electronic release in PRISMS has been verified and no outstanding fees and student intervention is ongoing with the student's current provider proceed with the processing of the application. f. If the request for transfer is denied, provide the reason for the decision. g. Certificate of Enrolment (CoE) may only be issued to Students who have either: 1) completed the mandatory six-month period; or 2) secured a electronic release in PRISMS from their current training provider, if they have not yet completed the six-month period. h. A Student will not be charged any fees if he/she has neither completed the six-month restriction nor secured a electronic release in PRISMS from his/her current training provider.

STEP 3 – Release of Results and Processing of Transfer		
No.	**Who**	**Actions**
3.1	**Administration Team**	a. Issue the results and required documentation to the student for approved requests. Process the transfer following the enrolment process of the College. Students will be asked to complete the **International Student Enrolment Form** and **International Student Written Agreement Form**. b. CoE may only be issued to Students who have either: 1) completed the mandatory six-month period; or 2) secured a electronic release in PRISMS from their current training provider, if they have not yet completed the six-month period. c. For denied transfer requests, provide the student with the decision and the reason for the decision. Inform the student that they are welcome to re-activate their application when the six months of their principal course of study has passed or when all the requirements have been satisfied.

STEP 4 – Record Outcome in PRISMS		
No.	**Who**	**Actions**
4.1	**Administration Team**	a. Update the Transfer Register and record the transfer in the Provider Registration International Student Management System (PRISMS).

Overseas Students Transferring to Another Registered Provider		
STEP 1 – Submit a Transfer Request		
No.	**Who**	**Actions**
1.1	**Student**	a. Students who want to transfer to a different registered provider, but have not yet fulfilled the six-month requirement, must submit a request for a transfer to **College of New South Wales**. This request must be done in writing or using the **Transfer and Release in PRISMS Request Form**. b. The written request / Transfer of and release in PRISMS Request Form must be supported by the following documentation: 1) Letter of offer if they have not yet completed the sixth month of their principal course of study 2) Statement of reasons why the student is seeking release together with other relevant supporting documentation
STEP 2 – Assessment of Transfer and Electronic release in PRISMS Request		
No.	**Who**	**Actions**
2.1	**Administration Team**	a. Check completeness of student request for transfer and letter of offer for students who have not completed the six months of the principal course of study. b. Endorse complete applications to the **TRAINING MANAGER / CEO** for assessment. Provide the **TRAINING MANAGER / CEO** of the deadline for the results. Assessment of request for transfer timeframes is within 7 working days from the receipt of complete application.

2.2	**TRAINING MANAGER / CEO**	c. Assess the student request for transfer and verify the electronic release in PRISMS. Determine if there are any interventions or student support that the College can offer the student. d. Schedule an interview with the student for the purposes of learning his/her reasons for requesting the transfer and assessing the other provider's transfer offer. e. If the request for transfer and electronic release in PRISMS is approved, endorse the decision to the Administration Team. **College of New South Wales** will process the electronic release in PRISMS to the Student within five working days from approval. f. If the request for transfer is denied, provide the reason for the decision in the **Transfer and release in PRISMS Register** and endorse the decision to the Administration Team.

STEP 3 – Release of Results of Assessment of Transfer and Electronic release in PRISMS Request		
No.	**Who**	**Actions**
3.1	**Administration Team**	a. Process the electronic release in PRISMS within 5 working days from the date of transfer request approval. b. For denied transfer requests, provide the student with the decision and the reason for the decision. Inform the student of his right for an appeal and the process for an appeal and the *timeframe for filing the appeal. **Refusal decisions will be finalised in PRISMS after 20 working days from the notice of refusal.*
3.2	**Student**	c. If the Student wishes to appeal the denial, he or she may file a formal appeal following the complaints and appeals process of the College. The appeal will be resolved according to the complaints and appeals procedure policy and procedure.
3.3	**Administration Team / TRAINING MANAGER/ CEO**	d. Process and finalise any appeal against the refusal decision lodged by the overseas student.

STEP 4 – Refund Request		
No.	**Who**	**Actions**
4.1	**Student / Administration Team**	a. If a Student's transfer request is approved, and the Student subsequently requests for a refund, then the relevant provisions of **College of New South Wales**'s refund policy and procedure will be put into effect.

STEP 5 – Record Outcome in PRISMS		
No.	**Who**	**Actions**
5.1	**Administration Team**	a. Record the outcome of the transfer request in the Provider Registration International Student Management System (PRISMS) for approved requests and for denied request with finalised and upheld appeal decision or denied requests with no/withdrawn appeals lodged by the student.

VERSION CONTROL

Version Control Table			
Date	**Summary of Modifications**	**Modified By**	**Version**
21/02/2018	Document Creation	College of New South Wales	v. 1.0
26/10/2018	Deleted provisions related to students "under the age of 18" as per audit finding	College of New South Wales	v. 1.1
16/06/2023	Document review and amendment of contact details. "Release Letter" replaced with "electronic release"	College of New South Wales	v.1.2