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# Transferring to another provider

This policy is current as of 1 January 2014 and will be reviewed at least annually.

## Scope

This policy is applicable to Kaplan Business School Pty Ltd.

## Purpose

The purpose of the transferring to another provider policy is to provide information on the:

- conditions under which Kaplan will consider an international student's request for a transfer to or from another registered provider
- Procedures for students to follow in relation to changing their provider.

## Student transfers

According to the ESOS code of practice, registered providers are restricted from enrolling transferring students for the first six months from the commencement of the student's principal course of study.

This policy applies to international students only.

## Student Transferring from Kaplan to another Provider

### Transfer before the first six months is complete

Kaplan (or the issuing provider) will consider giving a student a letter of release to transfer to another registered provider prior to the completion of the first six months of a course in certain circumstances, which may include (but not be limited to) the following:

- Kaplan is unable to continue to offer the course
- The student provides evidence that he/she is under a real threat to his/her mental or physical health by remaining in the course, or provides other personal reasons
- The student is not coping with the academic requirements of the program despite having had assistance through one of Kaplan's Academic Intervention programs
- The student has received an offer for direct entry into a university, in which case the request must be accompanied by the letter of offer.

Where a student is under 18 years of age, the student must also provide a written letter of support for the transfer from his/her legal guardian and that the new provider will accept responsibility for the student's accommodation arrangements, and his/her support and general welfare arrangements.

Kaplan will not accept a student from another institution nor will it provide a letter of release to a student who appears to be a non-genuine student trying to circumvent being reported to the Department of Immigration and Border Protection (DIBP) for breaching the conditions of his/her student visa.

## Transfer after first six months is complete

Kaplan cannot prevent the student from transferring after six months. It is expected that the student's request will be granted where the transfer will not be to the detriment of the student.

1. Staff will use the Application for Release Letter form
2. Kaplan will respond to the request within 5 working days assuming that the request is not within the restricted period
3. Kaplan staff will meet with the student to discuss and assess their request
4. All fees must be paid up to date
5. Where the student is close to completion of a subject/level or end of term Kaplan will advise the student to complete that term and the examinations
6. Where the student is struggling with the academic work Kaplan will offer counselling as part of the intervention strategy
7. Kaplan will provide information on the refund of fees
8. Kaplan cannot release a student unless the destination is known. The student must continue to be enrolled under the student visa conditions
9. Any of the above may be reasonable grounds for refusing the request. Where Kaplan does not grant a letter of release, the student will be provided with written response within 14 days outlining the reasons for refusing the request and his or her right to appeal the decision
10. If the request is reasonable, Kaplan will prepare a letter of release to the other Institute. The letter of release will be issued at no cost to the student and will advise the student of the need to contact DIBP to seek advice on whether a new student visa is required. All relevant forms must be completed and any refunds will be paid to the student.
11. Kaplan must grant a letter of release when the student has provided a letter from another registered provider confirming that a valid enrolment offer has been made
12. Records of interviews and correspondence must be placed in the student files
13. Information is entered into the database and PRISMS.

## Student Transferring to Kaplan from another Provider

According to the ESOS code of practice, registered providers are restricted from enrolling transferring students for the first six months from the commencement of the student's principal course of study. This policy applies to international students only. Kaplan will not willingly enrol students from another registered provider prior to the six month requirement except under the following circumstances:

- The registered provider has provided the student with a letter of release
- The registered provider has ceased to be registered, or the course in which the student is enrolled has ceased to be registered or is no longer being offered
- A government sponsor of the student considers the change to be in the student's best interest and has provided written support for the change
- There are good, educational reasons that the change should be made.

Where a student has a "packaged offer", Kaplan will seek permission from the institution for an early release if it considers that it is in the student's best interests to do so.

Any request for transfer must be in writing and will include Kaplan conducting an interview with the student

Kaplan will then proceed to:

- ask permission to contact the institution concerned
- check the student commencement date
- request that the student get the principal provider to prepare a letter of release.

Where the letter of release from the provider cannot be provided, Kaplan will check the status of the student at the institution and enquire if exceptional circumstances exist such as:

- the original registered provider has ceased to be registered
- the course in which the student is enrolled has ceased to be registered
- 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
- 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.

## Appeals

Should a student wish to appeal a decision made by Kaplan, they are advised to review the Complaints and Appeals policy.

## Related policies

This policy should be read in conjunction with the following Kaplan policies:

- Access and Equity Policy
- Complaints and Appeals Policy

## Responsible Officer

The responsible officer for the implementation and relevant training of this policy is the Vice President, Higher Education Australia.