



## Transfer Between Providers Policy

Policy Area: Governance

Approval: Chairperson, Board of Directors

Signature:

Date:

### 1. BACKGROUND

Sheridan Institute of Higher Education must meet obligations contained within Standard 7 of the *National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018* (The National Code 2018) in relation to students seeking to transfer between providers of educational services.

### 2. RESPONSIBILITY AND ACCOUNTABILITY

Initial approval of policy and later amendments:	Board of Directors
Amendment of procedures consistent with the policy:	Executive Principal
Distribution of policy:	Executive Principal
Implementation of policy:	Executive Principal, Registrar, Director of Student Services
Monitoring and compliance of policy:	Academic Council, Executive Principal, Registrar, Director of Student Services
Evaluation and recommendations for amendments:	Academic Council, Executive Principal, Registrar, Director of Student Services

### 3. PROSPECTIVE STUDENTS SEEKING TO TRANSFER TO SHERIDAN FROM ANOTHER PROVIDER

- 3.1. Sheridan will not knowingly enrol a student wishing to transfer from another registered provider's course prior to the student completing a minimum of six months of that principal course except where the student has obtained a release from their registered provider, or has met one of the following conditions:
- The releasing provider has ceased to be registered;
  - The course in which the overseas student is enrolled has ceased to be accredited;
  - The releasing provider has had a sanction imposed on its registration that prevents the overseas student from continuing their course;
  - Any government sponsor of the overseas student considers the change to be in the overseas student's best interest and has provided written support for that change.
- 3.2. Where a student enrolled with another registered provider of educational services requests to be enrolled with Sheridan and is eligible under one or more of the provisions listed in 3.1 above, that student shall:
- receive a formal Letter of Offer from Sheridan;
  - be asked to obtain a release from the previous provider;
  - present the completed Acceptance of Offer as the initial part of the enrolment process with Sheridan.

#### 4. PROSPECTIVE STUDENTS SEEKING TO TRANSFER FROM SHERIDAN TO ANOTHER PROVIDER

- 4.1. Sheridan recognises that, from time to time, international students may choose to transfer to another registered provider of educational services.
- 4.2. Students wishing to transfer to another provider **within the first six (6) months** of their principal course **must obtain** a release from Sheridan.
- 4.3. Students wishing to transfer to another provider **after the first six (6) months** of their principal course **are not required to obtain** a release from Sheridan, but must still complete a transfer request form.

#### 4.4. Transferring **within the first six (6) months** of course commencement

- 4.4.1. Students wishing to transfer to another provider *within* the first six (6) months of their principal course must obtain a release from Sheridan.
- 4.4.2. Valid circumstances for requesting a transfer to another provider within the first 6 months include, but are not limited to, the following:
  - i. Where 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 Sheridan's academic intervention strategy to assist overseas students.
  - ii. Where there is evidence of compassionate or compelling circumstances which are beyond the control of the international student and which have an impact on the international student's course progress or wellbeing. Circumstances could include serious illness or injury, loss of a close family member, major political upheaval or natural disaster in the home country requiring emergency travel, involvement in or witnessing a serious crime or accident, or a shortage of relevant units for which the student is eligible to enrol.
  - iii. Where Sheridan fails to deliver the course as outlined in its written agreement with the student.
  - iv. Where there is evidence that the overseas student's reasonable expectations about their current course are not being met.
  - v. Where there is evidence that the overseas student was misled by Sheridan, or by an education or migration agent regarded Sheridan or its course, and the course is therefore unsuitable to the student's needs and/or study objectives.

4.4.3. Where an appeal on another matter results in a decision or recommendation to release the overseas student.

4.4.4. Where an international student enrolled with Sheridan requests to transfer to another registered provider of educational services within the first 6 months of their study, that student shall:

- i. make a written request for release from Sheridan to the Registrar;
- ii. provide a formal Letter of Offer from the other provider;

Written requests for transfer that are not accompanied by a Letter of Offer from another provider will not be considered completed requests for release and will not be processed.

4.4.5. Following the lodgement of a written request for a release and Letter of Offer from another provider, the Registrar shall:

- i. acknowledge receipt of the request and process it without cost to the student;
- ii. make a determination regarding the request and respond, in writing, within five

(5) working days.

4.4.6. Sheridan will maintain a permanent electronic record of all requests for release. A request for release and Sheridan's decision shall be stored in the student's electronic file.

#### *Granting a request for release*

4.4.7. If the request for release **is granted**, Sheridan shall:

- i. cancel the student's CoE certificate on PRISMS, release the student, and terminate their enrolment at Sheridan;
- ii. inform the student in writing that their request has been granted, and that they are required to contact the nearest DHA Office in order to obtain advice about whether or not a new Student Visa is required;
- iii. arrange a time for an exit interview;
- iv. provide a Statement of Academic Record in accordance with Higher Education Qualification Standards; and
- v. settle the student's account with Sheridan.

4.4.8. The last day of actual study will be calculated as the day that a completed request was submitted to the Registrar.

4.4.9. For the purposes of settling accounts and calculating refunds, the last day of enrolment will be considered the Friday immediately previous to the day that a complete request was submitted to the Registrar

#### *Refusing a request for release*

4.4.10. Sheridan reserves the right to refuse a request for a release in the following instances:

- i. the student has not genuinely engaged with Sheridan's intervention strategy for assisting overseas students;
- ii. the student has outstanding financial obligations to Sheridan; or
- iii. the student has not returned resources borrowed from Sheridan.

4.4.11. If the request for release **is refused**, Sheridan shall:

- i. provide the student with a written explanation of the grounds on which the request was rejected;
- ii. advise the student that he or she retains the right to appeal the decision in accordance with Sheridan's Student Grievance Policy.
- iii. Provide the student with a copy of the Student Grievance Policy.

4.4.12. The student must access the appeals process within 20 working days of receiving notice of Sheridan's decision to refuse the release request.

#### **4.5. Transferring after the first six (6) months of course commencement**

4.5.1. Where an international student enrolled with Sheridan requests to transfer to another registered provider of educational services after the first 6 months of their study, that student shall:

- i. make a written request for transfer from Sheridan to the Registrar;
- ii. provide a formal Letter of Offer from the other provider;

Written requests for transfer that are not accompanied by a Letter of Offer from another provider will not be considered completed requests and will not be processed.

4.5.2. Following the lodgement of a written request for transfer and Letter of Offer from another provider, the Registrar shall:

- i. acknowledge receipt of the request and process it without cost to the student;
- ii. make a determination regarding the request and respond, in writing, within five

(5) working days.

- 4.5.3. Sheridan will maintain a permanent electronic record of all requests for transfer. Each transfer request Sheridan's decision shall be stored in the relevant student's electronic file.

#### *Granting a request for transfer*

- 4.5.4. If the transfer request **is granted**, Sheridan shall:
- i. cancel the student's CoE certificate on PRISMS and terminate their enrolment at Sheridan;
  - ii. inform the student in writing that their request has been granted, and that they are required to contact the nearest DHA Office in order to obtain advice about whether or not a new Student Visa is required;
  - iii. arrange a time for an exit interview
  - iv. provide a Statement of Academic Record in accordance with Higher Education Qualification Standards;
  - v. settle the student's account with Sheridan.
- 4.5.5. The last day of actual study will be calculated as the day that the complete transfer request was submitted to the Registrar.
- 4.5.6. For the purposes of settling accounts and calculating refunds, the last day of enrolment will be considered the Friday immediately previous to the day that a complete transfer request was submitted to the Registrar.

#### *Refusing a request for transfer*

- 4.5.7. Sheridan reserves the right to refuse a request for a transfer in the following instances:
- i. the student has not genuinely engaged with Sheridan's intervention strategy for assisting overseas students;
  - ii. the student has outstanding financial obligations to Sheridan; or
  - iii. the student has not returned resources borrowed from Sheridan.
- 4.5.8. If the request for transfer **is refused**, Sheridan shall:
- i. provide the student with a written explanation of the grounds on which the request was rejected;
  - ii. advise the student that he or she retains the right to appeal the decision in accordance with Sheridan's Student Grievance Policy.
  - iii. Provide the student with a copy of the Student Grievance Policy.
- 4.5.9. The student must access the appeals process within 20 working days of receiving notice of Sheridan's decision to refuse the transfer request.

## 5. APPENDIX: DOCUMENT HISTORY AND VERSION CONTROL RECORD

<b>Document Title:</b>	Transfer Between Providers Policy
<b>Source Documents:</b>	<i>Adapted with permission from:</i> Australian College of Theology Transfer Between Educational Providers Policy
<b>Associated Internal Documents:</b>	SIHE Student Grievance Policy SIHE Refund Policy for Overseas Students
<b>Associated External Documents</b>	<i>National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 (The National Code 2018)</i>  <i>National Code Standard 7: Overseas Student Transfers Factsheet</i>
<b>Authorised Officer:</b>	Executive Principal
<b>Approved by:</b>	Mr Michael Smith
<b>Date of Approval:</b>	9 Jun 2021
<b>Next Review Before:</b>	Jun 2024

Version Number	Version Date	Authorised Officer	Amendment Details
0.01	28 Feb 2012	N/A	Draft prepared for Sheridan College and Vose College of Higher Education
0.02	11 Apr 2012	N/A	Revised by Vose College Academic Board
0.03	04 Feb 2013	N/A	Revised for Sheridan College Board of Directors
1.00	02 Mar 2013	Chairperson, Board of Directors	Submitted to TEQSA for Sheridan College HEP registration: Attachment 6.3q Transfer Between Providers Policy
1.01	16 Dec 2014	Chairperson, Board of Directors	Change to version control box
2.00	16 April 2019	Executive Principal	Updated to reflect changes to the ESOS Act and its interpretation
2.01	25 Jun 2019	Executive Principal	Updated to compliance requirements identified by the TEQSA CRICOS Team
2.02	14 Aug 2019	Executive Principal	Updated to meet compliance requirements identified by the TEQSA CRICOS Team
3.00	9 Jun 2021	Executive Principal	Updated with new logo and trading name