Purpose
The purpose of this policy and the procedures is to streamline the process of transfer of international students between the registered providers to comply with Standard 7 of the National Code 2007.

Responsibility
The Student Administration Manager and Marketing Manager responsible for the implementation of this procedure and to ensure that the staff members and students at Frontier Leadership (FL) are aware of its application and that staff implement its requirements.

Requirements
- The Institute will not actively recruit any students where the recruitment would conflict with the requirements of this procedure and/or Standard 7 of the National Code 2007.
- The Institute will not charge the student any fees for issuing a Letter of Release.
- The Institute is restricted from enrolling transferred students in the first six months of their principal course of study, except in accordance with Standard 7 of Part D of the National Code.
- If a Letter of Release is refused by the Institute, a student may appeal the provider’s decision.

Procedures
1. Letter of Release
   - Students should apply for a Letter of Release on the prescribed form.
   - Application for a Letter of Release will be considered by the Student Administration Manager and responded within 14 days of the receipt.
   - A Letter of Release may be granted in accordance with this procedure given that the student can provide written confirmation that a valid enrolment offer has been made by another registered provider.
   - A Letter of Release may normally be granted in either of the following situations:
     a. FL is unable to continue to provide the course
     b. The student can demonstrate that they are experiencing threat to physical or mental health or safety by remaining at the Institute and can demonstrate clearly how this will be alleviated through a transfer.
     c. The student provides evidence that s/he was misled by the FL staff or education or migration agent regarding the provider or its course, which constitutes a breach of the ESOS Act, or
     d. If an appeal outcome comes positive (internal or external) on a matter that may reasonably result in the student wishing to seek a transfer supports the student.

   - A Letter of Release will normally not be granted in the following situations:
     a. the student does not satisfy any of the situations which normally lead to a Letter of Release being granted.
b. the proposed transfer will jeopardise the student’s progression through a package of courses

c. The student cannot provide a letter from another registered provider confirming that a valid enrolment offer has been made.

d. If the student is trying to avoid being reported to DIBP for failure to meet the provider’s attendance or academic progress requirements.

- If a Letter of Release is refused, reasons for the refusal will be documented in writing and the student will be informed of his or her rights of appeal using the Institute’s Complaints and Appeals Procedure.

- A copy of the student’s Letter of Release application and a copy of the response letter given to the student by the Institute must be placed in the student’s file.

2. This policy supports the intent of the National Code 2007 which recognises overseas students as consumers and supports them to exercise choice, while acknowledging that they may also be a group that requires support to transition to study in Australia. It guides decision making on the student’s request at Frontier Leadership (FL) by catering a range of factors. It should also enable the individual circumstances of the student to be considered in order to determine if the transfer will be to the detriment of the student. The range of factors may include:

i. if the course the student wishes to transfer to:
   - better meets the study capabilities of the student
   - better meets the long term goals of the student, whether these relate to future work, education or personal aspirations

ii. If the student wishes to change course in order to get access to greater support (may be through the services offered by another provider, commercial or non-for-profit services or through access to family, friends or a cultural support network)

iii. If the student claims or can provide evidence that his or her reasonable expectations about the current course are not being met.

3. Enrolling a Transferring Student

- FL will not knowingly enrol a student wishing to transfer from another registered provider prior to the student completing six months of his or her principal course of study, except where:

  a. another registered provider has ceased to be registered, or the course in which the student is enrolled has ceased to be registered
  
  b. another registered provider has provided a written Letter of Release
  
  c. another 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
  
  d. Any government sponsor of the student considers the change to be in the student’s best interests and has provided written support for that change.

- In the event that FL knowingly enrols a student wishing to transfer from another registered provider’s course prior to the student completing six months of his or her principal course, documented evidence of at least one of the four conditions listed above must be obtained and placed in the transferring student’s file.
Student Transfer to Another Provider Policy (International Students)

- FL will not seek to enrol a student who has not yet completed six months of their principal course of study with another registered provider unless the requirements of the National Code are met, and then only in accordance with this procedure.

4. If applicable, applicants transferring from another provider may apply for Credit Transfer using FL’s standard Credit Transfer process.

Reference: Standard 7 (The National Code 2007)