Student Transfer Policy

Policy Number: POL-D.030

Responsible Officer: Johan Pienaar (Director/CEO)

Date of Approval: 9 December 2015

Scheduled review: Biennially

Review Expiry Date: 31 July 2028

Cross references

2025 Standards for Registered Training Organisations; *Educational Services for Overseas Students Act 2000 and FTA's Tuition Fee Refund Policy*.

Policy statement

Flight Training Adelaide (FTA) is committed to assist students wishing to transfer from FTA to another training provider and to accept students wishing to transfer to FTA from another provider, if all conditions under Standard 7 of the National Code are met and the transfer is in the best interest of the student. Overseas students have the right as consumers to exercise choice, although they may need support to complete their studies.

FTA ensures that all appropriate staff members understand the rules and conditions of the National Code and are following student transfer procedures in the best interest of the student, including the assessment of transfer criteria.

Students transferring to another provider

The student's decision to transfer is considered student 'default' because they are defaulting on their enrolment. FTA's student withdrawal and refund policies will apply.

The six months restriction applies to any prerequisite courses in a package of courses, as well as the first six months of the principal course. After the first six months of the principal course no restrictions apply, and students can cancel their enrolment via the withdrawal procedure.

Students wishing to transfer before completing the first six months of their primary course have to complete TRG-F.051 Application for Letter of Release and submit to their Training Manager with all the required support documentation, including a valid enrolment offer from the receiving provider and details about the student's circumstances and reasons for the transfer.

FTA will review the request for release within two weeks of receiving the application. An interview will be scheduled with the student to discuss the situation. A decision to release a student before six months will be based on evidence the student provides to show that the course offered with the other provider:

- 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.
- 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).

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- If the student claims or can provide evidence that his or her reasonable expectations about the current course are not being met.
- The reasons for transfer are compelling and compassionate, for example:
    - Illness of the student or immediate family member evidenced by a medical certificate.
    - Death of a student's immediate family member evidenced by a death certificate.
    - Unexpected change in financial circumstances to the extent that the student is not able to continue with their studies, evidenced by a statement from family or other appropriate documentation.
    - Other compassionate circumstances as evidenced by a letter from a qualified counsellor/psychologist.

The following reasons will not be considered compelling or compassionate:

- Lack of understanding of FTA's policies
- Lack of understanding of FTA's enrolment procedures.

FTA will inform the student in writing within two weeks of the interview if the application has been approved or refused, stating reasons for the decision. If the application is approved, FTA will, at no cost to the student:

- Give the student a letter of release.
- Communicate the student's course variation to the Department of Education via PRISMS.
- Inform Department of Home Affairs (DOHA) via 'Student left Provider' criteria.
- Advise the student to either contact the local DOHA office, call 131 881 or visit www.immi.gov.au to ask assistance with student visa issues.

If the application has been refused FTA will inform the student that they have the right to appeal the decision via the complaints, appeals and grievance process.

Students transferring from another provider

FTA will not knowingly enrol students from another provider before they have completed six months of their principal course of study, except in the following circumstances:

- The original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered.
- The original registered provider has provided a written letter of release.
- 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.

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Students wishing to transfer from another provider will follow FTA's student entry procedures. FTA will assess the enrolment application and refers to PRISMS to determine if the student has truthfully disclosed their current enrolment status. FTA will inform the student in writing if their application has been approved or refused, including reasons for the decision.

If successful, FTA will issue a letter of offer of enrolment to the student and accept the student's letter of release from the other provider and proceed with the student entry procedure.

Document Control

Version no.	Issue date	Amendment description
1.0	01-Dec-15	Initial issue
1.1	02-Apr-19	Amendment
1.2	23-Jul-20	Adding document control history
1.3	30-Jul-21	Updated cross references
1.4	31-Jul-22	Reviewed – no changes required
1.5	31-Jul-23	Reviewed – no changes
1.6	31-Jul-24	Review date extended to 2 years
1.7	31-Jul-26	Updated cross reference.

Review

The policy will be reviewed at least every 2 years, or more often due to legislation or circumstantial change.



Johan Pienaar
(Chief Executive Officer/Director)

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