



Transfer between Registered Providers and Campuses

The National Code restricts providers from enrolling any transferring students prior to the student completing 6 months of their principal course of study.

This policy is designed to ensure that the CIBT does not enrol any transferring international student prior to 6 months of their principal course being completed, unless that student has a valid letter of release agreeing to such a transfer, or if other specific conditions are met.

This policy also details the procedures for assessing applications to transfer from CIBT to another registered provider within the initial 6 months of a student's principal course.

Students seeking to transfer to CIBT from another registered provider:

CIBT will not recruit or knowingly enrol a student wishing to transfer from another registered provider prior to the student completing 6 months of their principal course of study except in the following circumstances:

- the original registered provider has provided a written letter of release;
- 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 had a sanction imposed on its registration by the government that prevents the student from continuing their principal course of study;
- a government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.

International students seeking to transfer to CIBT must comply with CIBT's course entry requirements.

Procedure:

Where an international student seeks to transfer from another registered provider before they have completed 6 months of their principal course of study the following procedure will apply:

1. CIBT receives an application from a student who is on-shore and is currently undertaking study at another registered provider.
2. Utilising information from the student's passport, including their study visa and the date the student arrived in Australia, CIBT will determine if the student has completed 6 months of their principal course of study with the other registered provider.



3. If the student has completed 6 months study in their principal course of study, the application process proceeds as for all other on-shore international student applications.
4. If the student has not completed 6 months study in their principal course of study they are required to provide a letter of release from the registered provider they are currently studying with. CIBT will provide the student with a “conditional” letter of offer which clearly states that an offer of a place is contingent on their obtaining a letter of release from the registered provider that they are currently studying with.
5. If the student is a government sponsored student, they are required to provide written support from their sponsor agreeing to the change which will stand in lieu of a letter of release.
6. Once a letter of release is received the application proceeds as for all other on-shore international student applications.
7. If the student does not provide a letter of release, the application process will be put on hold and the student informed that they are unable to transfer at this time. The student will be invited to re-activate their application when they have completed 6 months in their principal course of study.
8. In the 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 letter of release is required.

Students seeking to transfer from CIBT to another registered provider:

CIBT does not provide release letter to an international student who is wishing to transfer to another registered provider prior to completing 6 months of their principal course with CIBT.

However, in assessing such a request the following factors will be taken into account. CIBT may issue letter of release prior to completing 6 months of their principal course on the following cases.

- when there are compassionate and compelling circumstances exist to the student
- when a transfer can be considered detrimental to the student
- when a student can provide evidence that he or she was misled by the provider or an education or migration agent regarding the provider or its course, which constitutes a breach of the ESOS Act
- An appeal (internal or external) on a matter that may reasonably result in the student wishing to seek a transfer supports the student.

If it is suspected that the student is seeking to transfer to another registered provider only to avoid being reported to Department of Education and Training (DET) and



Department of Home Affairs (DHA) for failure to meet academic progress requirements the student's request for a letter of release may be refused.

If a student has not maintained satisfactory attendance and /or course progress up to the time of transfer or cancellation, the process of reporting the student to the DHA will continue, even though the student is no longer officially enrolled with the CIBT (As per Standard 7 of the National Code).

In the circumstance that CIBT does not grant a letter of release, the student will be provided with the reasons for refusing the request in writing and will be informed of their right to appeal the decision through CIBT's grievance handling procedures.

Where a letter of release is granted it will be issued to the student at no cost and will advise the student of the need to contact DHA to seek advice on whether a new student visa is required.

Students will be advised of the outcome of the assessment of their request within 10 working days of the request being submitted.

CIBT will maintain records of all requests from students for a letter of release and the assessment of and decision regarding the request on the student's file.

Procedure:

The following procedure applies to international students wishing to transfer from CIBT to another registered provider within 6 months of commencement of their principal course of study:

1. The international student will present, in person, to the Compliance Manager/Academic Manager and provide a written request that they wish to transfer from CIBT to another registered provider. The Compliance Manager/Academic Manager will arrange an exit interview where the student will provide an original copy of a valid letter of offer from the registered provider to which the student wishes to transfer.
2. The Administration manager will check the financial status of the student to determine if there are fees owing or if the student is entitled to a refund under CIBT's refund policy. The Administration manager will advise the student if there are any fees owing and discuss how payment will be settled or, if a refund is due, how much will be refunded and when.
3. During the exit interview the Compliance Manager/Academic Manager will:
 - discuss the reasons for the student wishing to transfer to another registered provider;
 - sight the original letter of offer from the registered provider that the student wishes to transfer to;
 - Make a copy of the letter of offer.



4. Following the exit interview the Compliance Manager/Academic Manager will make an assessment of the student's request for a transfer to another registered provider taking into account the factors mentioned above and come to a decision on whether to provide the student with a letter of release.
5. If the Compliance Manager/Academic Manager agrees to the student's request for a transfer to another registered provider they will advise the student in writing within 10 working days that a letter of release is available from administration. The letter of release will be provided to the student at no charge and will advise the student of the need to contact DHA to seek advice on whether a new visa is required.
6. The student must, if applicable, pay any outstanding fees or return any books or equipment before receiving the letter of release.
7. If the Compliance Manager/Academic Manager denies the student's request for a transfer to another registered provider, the student will be provided with reasons for refusing the request in writing within 10 working days and will be informed of their right to appeal the decision through CIBT's grievance handling procedures.
8. The request for transfer to another registered provider, a copy of the letter of offer from the other registered provider, a copy of the written advice to the student of the decision and, if granted, a copy of the letter of release will be placed on the student's file.
9. The Administration Manager will advise DET/DHA through PRISMS that the student has transferred to another registered provider.
10. The Compliance Manager/Academic Manager will ensure that the following tasks are undertaken:
 - an Academic Transcript is prepared for the transferring student, if applicable;
 - E-mail the relevant personnel advising them that the student has withdrawn from the course so that records can be updated.
11. Letters of release will always be provided when, or if:
 - CIBT's registration or accreditation has been revoked;
 - sanctions imposed on CIBT by the government prevent the student from continuing in the course;
 - A government sponsor deems that the transfer is in the best interest of the student.

Termination or withdrawal from the course:

Students who wish to terminate/withdraw their studies must advise CIBT two weeks prior to the completion of the current term or two weeks prior to tuition fee due date whichever comes first. If students are unable to inform their intention to terminate their study by the due date (two weeks prior to the completion of the current term or two weeks prior to tuition fee due date whichever comes first), they are required to pay tuition fee for the next study period. A course withdrawal fee applies to all approved withdrawals as a CoE cancellation admin fee. CoE Cancellation fee is \$50 per CoE.



Transfer between Campuses Policy:

Crown Institute of Business and Technology (CIBT) currently operates in 2 States, New South Wales (NSW) and Australian Capital Territory (ACT). International Students can apply to transfer in between the campuses only my meeting the criteria defined below.

Eligibility Criteria:

Students are not allowed to transfer between the Campuses unless they have completed 6 months in the Campus they have been initially enrolled in. Students must maintain satisfactory Attendance at all times. Students are required to meet the Course Progress Policy by passing 50% of the units they have undertaken at all times.

How to apply for a Transfer:

- To request a transfer you must submit the **Request for Change of Course/Campus** Form to the Student Support Officer.
- Pay the Change of Campus Fee (\$100) to the Accounts Department. This Fee is non-refundable.

Please Note: Changing your Campus may affect your Academic Progress. You may fall behind your schedule and will not be able to complete your course within the period allocated for it. CIBT will not be responsible for any shortcomings in your Academic Progress caused by your decision to change your campus. Students must also be aware that there could be a difference in the Course Fee on the two campuses. In the Completion Letter we will specify the duration of Study in each Campuses separately.