



Student Transfer between Providers Policy and Procedure

The Ace College will not enroll a student wishing to transfer from another registered provider prior to the student completing six (6) months of his or her principal course of study except for the circumstances outlined below.

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

The Ace College will not allow a registered student to transfer from the Ace College within the first six (6) months of their course until the Ace College has assessed the student's request to transfer within this restricted period. The Ace College will grant the student's request where:

- a. The transfer will not be to the detriment of the student;
- b. The student has provided a letter from another registered provider confirming that a valid enrolment offer has been made;
- c. The student can register into the other course at an appropriate point in the course; or
- d. The student's current academic progress indicates that the student can manage the new course.

Note that:

1. Students should allow a minimum of five (5) working days to assess the student transfer request the Letter of release, if granted, will be issued at no cost to the student and will advise the student of the need to contact DHA to seek advice on whether a new student visa is required;
2. If a transfer is granted the Ace College will calculate any refunds according to the Refund Policy and Procedure and provide the student with a written statement; and
3. Students may use the Ace College Grievance and Appeals process or involve an independent 3rd party at any time.

Where Ace College does not grant a letter of release, the student will be provided with written reasons for refusing the request and will be informed of his or her right to appeal the Ace College's Grievance and Appeals process and Records of all requests from overseas students for a release. and the assessment of, and decision regarding, the request for transfer are maintained for two years after the overseas student ceases to be an accepted student

Procedure

1. Student completes Student release Request Form and submits to student support or admission emails.
2. The principal/ RTO Manager assesses student requests along with supporting evidence;
3. The principal/ RTO Manager calls a meeting with the student if required;
4. The principal/ RTO Manager completes a Student Release letter and send it to student support or admission emails;



5. Admission or student support provides a letter to the student and files a copy on the student's electronic and manual file;
6. The student is able to utilise the Ace College Complaints and Appeals process if not satisfied;
7. No fees are charged for this activity; and
8. A record on the students file must be entered.