

Australian College of Business Intelligence

STUDENT RELEASE

Policy and Procedures Manual

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Issue History

Date	Revision Details
27/02/15	Initial Release
27/05/15	CRICOS audit rectification, monitoring agents updated
31/01/18	Revised based on changes on National Code
30/05/18	Revised Policies

1. Definitions

ESOS Act	Formally known as the Education Services for Overseas Students Act 2000 and regulates providers who deliver courses to overseas students
National Code 2018	Formally known as the National Code of Practice for Providers of Education and Training to Overseas Students 2018, this sets out the national standards and procedures for registered providers
Provider	Institution in Australia that provides CRICOS registered courses to overseas students as defined by the ESOS Act

2. Policy and procedure

This procedure describes the circumstances under which The College will agree to transfer a student to another provider and receive a transferred student from another provider. This is in accordance with Standard 7.1 of the National Code 2018, which states that ACBI will not knowingly accept a transferring student from another registered provider when the student has not completed six months of their principal course, except when:

- The original provider has stopped operating or when that providers course is no longer available
- The original provider has granted and provided a letter of release
- The original provider can no longer provide the course due to sanctions on its registration by a governmental regulator that restricts the student from proceeding with their principal course
- A government sponsor of the student has provided evidence that it considers the change to be in the best interest of the student

This procedure not only defines the circumstances that the Australian College of Business Intelligence must follow to issue a letter of release but it also frameworks the process for students claiming a refund under Standard 7 of the National Code.

Student's should be aware that a decision to transfer to another provider can have visa implications and should refer to the Department of Home Affairs for advice in an event in which a new student visa is required

3. Circumstances for Student Release

Under the following circumstances Australian College of Business Intelligence would consider providing a letter of release in the first six months:

- Australian College of Business Intelligence is unable to offer a course that meets the student's needs.

- The student has provided a valid letter of offer from a different registered provider and has lodged a written request with the intention to transfer
- Student's fees are up to date
- Student has followed the appropriate course cancellation notice period and has paid their appropriate course cancellation fee
- It has become apparent that the student is unsuited to the course to which he/she was enrolled.
- It is acknowledged that it is in the student's best interest to study with another provider. (For example there are pressing reasons why the student needs to move to another city.)
 - Prior to releasing a student under any of the circumstances listed above the student must have a valid Letter of Offer and/or Confirmation of Enrolment from another provider
 - Prior to releasing a student to study at another College the Administrative office must authorise there is no monies owed to the College by the Student.

4. Circumstances for no Student Release

Under the following circumstances Australian College of Business Intelligence would not consider providing a letter of release in the first six months:

- The student has not given the course for which he/she was originally enrolled a reasonable period of time to see if it meets his/her needs.
- The student wishes to enrol in another course to be with family or friends.
- The student wishes to enrol with another provider because they are cheaper.
- The transfer is considered detrimental to the student's education or welfare.
- The student does not have a valid Letter of Offer and/or Confirmation of Enrolment from another provider.
- The student has intentionally chosen to not participate in the College's intervention strategy in order to receive a release letter
- The student has an outstanding debt to the College for costs or tuition fees.
- The College is concerned that the student's decision to apply for transfer is formulated on the basis of an adverse influence of another party

If a student is not granted student release, they have the right to appeal this decision within 20 working days, as indicated under Standard 10 of the National Code 2018, following ACBI's Appeals Policy.

The student's release request will be recorded in the student's profile for two years following their inability to become an accepted student.

5. Circumstances for student release for students under 18 years of age

- Students must have written confirmation that their parent/s or legal guardian supports and is aware of the transfer

- Student required to possess written confirmation from the new provider that they will accept responsibility for approving the student's general welfare arrangements for when the student is not under care by a parent/s or legal guardian in Australia

6. Procedure for a requesting a student release letter or a refund

The student must submit a written request to the College stating that he or she requests a transfer to another provider and giving the reason for the request.

- The Director of Studies upon advice from the Trainers/Teachers and the Registrar will make a decision about the student's request within 10 working days. The decision will be presented to the student in writing. The student will be advised of his/her right to appeal the decision using the existing appeal documents.
- If the College agrees to the student's request, the College will calculate any amount of unused tuition fees that are owing to the student (for the study not yet received) and the student will be advised of the amount. It is the responsibility of the student to provide the correct bank details of the other provider.
- If the student is unhappy with the outcome, he/she may access the College's complaints and appeals procedure by completing a Complaints Form.

Student are required to follow the below requirements to obtain a Release Letter

Documents Required for Release Letter

- Course variation form
- Letter of offer from another provider

If student is under 18 years:

- Written confirmation from parent/s or guardian
- Acceptance of welfare arrangements by the new provider

Course Cancellation Notice Period

- Forms need to have been submitted to the College by the end of week 7 of the study term

Course Cancellation Fee

- \$500