

Transfer Request Assessment Policy and Procedures

Policy

Where a student requests a transfer from SIBT to another registered provider prior to completing six months of their principal course, the student must complete the SIBT Application for Transfer to another Registered Provider and submit other relevant documentation including a letter outlining the reasons for requesting the transfer and a letter of offer from the proposed registered provider.

Where the student is under 18, SIBT also requires a letter supporting the transfer from a parent or legal guardian. The new letter of offer must include a clause confirming that the proposed registered provider will accept responsibility for the student's accommodation, support and general welfare arrangements as per Standard 5 of the National Code 2007 (Younger students).

Requests for transfer will be assessed according to the criteria outlined below

Where a student is on a package offer, a request for transfer will need to be approved by both SIBT and Macquarie University as the transfer will impact on the duration of study in each course.

SIBT will maintain records of all requests from a student for a transfer on the student's file, including the assessment of and the decision regarding the request.

Assessment Criteria

SIBT considers the following circumstances as acceptable reasons for granting a student's request for transfer:

- genuine proven difficulty with current course
- uniqueness of the new course
- new course deemed to be in the best interest of the student's future career
- Compassionate and compelling circumstances including but not restricted to:
 - unexpected severe illness or death of a family member
 - involvement of custody proceedings for their child
 - the student or accompanying family member has an acute medical condition requiring treatment
 - the student has been involved in legal proceedings where the timing is beyond the student's control
 - the student has been caught up in a natural disaster, political uprising or other similar event
 - the student has an accident, falls seriously ill or contracts a serious medical condition after arriving in Australia
 - the student is pregnant
 - unavailability of units as a result of a student failing a prerequisite unit/s

SIBT considers the following circumstances as providing reasonable grounds for **not** granting a student's request for transfer:

- Change of mind. Students are able to apply for transfer to other courses within SIBT, but will not be granted a release on the basis of simply changing their mind
- Claims of homesickness. SIBT considers students need some time to settle into their course and the Australian education system and for the student to use and benefit from SIBT's student support services
- Poor attendance
- Student claims difficulty with course but has not accessed the additional academic support available at SIBT
- Student claims difficulty with course however SIBT believes student is capable with extra support and effort
- Student has 25% or less of the course to complete
- The transfer will jeopardize the student's progress through a package of courses
- Poor application to course work
- Student attempts to avoid a 'Conditional 3' enrolment
- Student attempts to avoid being reported to DIAC for failing to meet SIBT's attendance or academic progress requirements
- SIBT deems the new course as
- Being unsuitable for the student

- Claims of financial hardship
- Accommodation difficulties – distance; transport; living arrangements
- Distance from employment
- Migration agents error

SIBT reserves the right to take into consideration other factors, including individual circumstances of a student, which may not have been specified above.

Where a release is not granted, written reasons for the refusal will be provided to the student together with advice that he or she is able to access SIBT's academic grievance procedures and that the student has 20 working days to do so.

Timeframe

A student will be informed of SIBT's decision regarding their request for transfer to another registered provider within 15 working days of the submission of the completed application form.

Procedures

Where a student requests a transfer from SIBT to another registered provider prior to completing six months of their principal course, the following steps are to be followed:

1. Student will complete the SIBT Application for Transfer to another Registered Provider available from SIBT reception.
2. Student provides supporting documents: Letter of Offer from the proposed registered provider; letter outlining the reasons for the request and other supporting documentation if relevant.
3. A student under 18 requires the following additional documentation:
 - Written confirmation from a parent or legal guardian supporting the transfer, and
 - A letter from the proposed registered provider confirming that they accept responsibility for approving the student's accommodation, support and general welfare as per Standard 5 National Code 2007 (Younger students)
4. The student then makes an appointment with a Student Adviser and submits their application together with the required documents.
5. The Student Adviser determines whether the student is either on an SIBT CoE or on a 'package offer' that includes a Macquarie University CoE. The Student Adviser then completes the SIBT Transfer Checklist and registers the application.
6. A Student Adviser considers the application according to the criteria and provides a recommendation to the Student Services Manager.
7. Student Services Manager then consults with the Principal on the outcome of the transfer assessment and a final decision is reached. The register is then updated.
8. Where the transfer has been granted the student is then provided with a letter of release and is asked to complete the relevant forms to enable withdrawal from the SIBT course.
9. Where the request for transfer is not granted the student is notified in writing about the reasons for the refusal. Such advice will inform the student that they are able to access SIBT's Academic Grievance Procedures within 20 working days (see [https://portal.sibt.nsw.edu.au/Policies/Academic grievance procedures](https://portal.sibt.nsw.edu.au/Policies/Academic%20grievance%20procedures)). Students are eligible to access the **external appeals process** as outlined in the Grievance Procedure.