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RTO Provider No: 91256 CRICOS Code: 02869G

Evolution Hospitality Institute

STUDENT TRANSFER POLICY AND PROCEDURE National Code Part D – Standard 7 Documented Policy – 7.2

Purpose

This policy applies to International Students who have a Student Visa (subclass 500) only. In accordance with the National Code of Practice of Education and Training to Overseas Students 2018, Evolution will not knowingly enrol a student transferring from another education provider prior to the student completing 6 months of their principal course.

A student may apply to transfer to another provider after they have completed 6 months of their principal course. In the case of a package of courses for example, Cert III, Cert IV and finally Diploma, the principal course is the highest course – the Diploma. The only exceptions are the circumstances outlined in Standard 7.1 of the National Code of Practice.

This policy sets out the procedure for assessing requests from students to transfer into and out of Evolution Hospitality Institute prior to the student completing six (6) months of their principal course.

The circumstance in which we supply a release letter to students prior to completing six (6) months of their principal course will be assessed as detailed in this documented procedure.

The timeline for a response to application for transfer into and out of Evolution Hospitality Institute will be ten (10) business days from the date we have received the **Release Letter Application Form**. The form will be date stamped and signed as received by the Marketing Manager and in their absence the Marketing Specialist in the case the student has not yet commenced the study. Under the circumstances the student has commenced and been continuing with the study, the form will be submitted to Student Support Manager and in their absence the Student Support Officer.

This student transfer policy is made available to all students and staff and clearly details the circumstances in which a transfer will and will not be granted.

Note: this policy **has not** been developed to cater for students under age 18 years. Evolution Hospitality Institute does not enrol students under age of 18 years.



PROCEDURE –Transferring to Evolution Hospitality Institute

Process

A student wanting to enrol from another registered provider; the student will need to provide formal evidence that they have completed 6 months of their principal course. If this is not provided, we would not enrol them unless they had a written letter of release from their current provider or if any of the sub sections in National Standard 7.1 (a) through (d) and 7.3 (a) had been met.

The Marketing Manager or in their absence the Marketing Specialist will complete investigation to ensure the course detailed by student is in fact the principal course, this could easily be completed via checking dates on student visa.

The student will be required to produce a Release Letter from the prior registered provider or meet other reasons as detailed in Standard 7.1.

Grounds for Accepting Students

There are several circumstances where a student transfer is acceptable:

In the case that the original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered we would be able to enrol the student before they had completed 6 months of principal course.

In assessing the application for transfer, we further investigate the previous provider to ensure they indeed have ceased to be registered in providing course in which student was enrolled, checks can be completed by going to <http://cricos.education.gov.au/default.aspx>

Once Evolution Hospitality Institute has completed investigations, and verified that the provider has ceased to be registered or the course in which the student is enrolled had ceased to be registered the next step is to interview student and then complete the enrolment process.

In the case that an International student wishes to enrol with Evolution Hospitality Institute and they have not completed 6 months of principal course, but has supplied a 'Letter of Release' from the other registered provider. Evolution Hospitality Institute would accept this as evidence of release. The student will follow the standard enrolment procedures regarding entry requirements for the course of enrolment and supplying appropriate documentation in support of their application.

In the case that an International Student wishes to enrol with Evolution Hospitality Institute and they have not completed 6 months of principal course, but have stated in their application that 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 and the student has provided evidence to support this statement.



The Enrolment Application, would be further investigated for evidence of validity, Evolution Hospitality Institute would accept this as evidence and follow our Student Transfer Policy to enrol student.

In the case where the International Student is government sponsored and the student has requested a transfer to Evolution Hospitality Institute without first completing the 6 months of principal course at the other registered provider.

The Enrolment Application would be approved with formal advice and approval from the government sponsor who has stated that he/she considers the changes to be in student's best interest. In this case, there is no need for a Letter of Release from previous registered provider. Evidence will be attached to student file and detailed in PRISMS when creating CoE.

Conditional Offer

In some cases, a student may not have completed 6 months of their principal course, but may still wish to transfer to Evolution Hospitality Institute. In this circumstance, we will provide the student with a Conditional Letter of Offer which clearly details that the letter is only a Conditional Letter of Offer contingent on student providing a Letter of Release from their current college. Once the student has provided a Release Letter from their current registered provider, it will be validated by the Marketing Manager or in their absence the Marketing Specialist.

Enrolment

Once the transfer has been approved, the Marketing Manager or in their absence the Marketing Specialist will complete the final enrolment documentation and the Enrolment Officer will update PRISMS with student data creating the CoE.

Responsibilities & Action

The Marketing Manager or in their absence the Marketing Specialist is responsible for assessing applications for transfer and approving or not approving

PROCEDURE - Transferring from Evolution Hospitality Institute (EHI)

Evolution Hospitality Institute student seeking to transfer to another Registered Provider

In accordance with the National Code, an International Student who has not completed 6 months of his or her Principal Course at EHI and who wishes to transfer to another provider in Australia must obtain a Release Letter from EHI.

Students wishing to transfer to another provider prior to completing 6 months of their principal course and requesting a Release Letter must firstly access this policy to ensure they are aware of the requirements for release.



Application Process

To apply for a Release Letter, the student must:

- (a) complete the Release Letter Application form
- (b) attach the letter of offer from another registered provider
- (c) provide a statement of reasons (satisfactory to EHI) for the release request
- (d) provide documentation (satisfactory to EHI) supporting the reasons for the release request.

EHI will assess and reply to the request for a release letter within ten (10) working days.
The student must remain enrolled in his or her course until the transfer application is finalized.

Release Letter is approved under the following circumstances:

EHI may grant a release where it is satisfied, in its absolute discretion that continuing the course at EHI is not in the student's best academic interest or there are special circumstances in favor of the student moving to another provider such as:

- the student had a conditional offer from EHI and in spite of the student's best endeavors the student did not meet its conditions; or
- compelling or compassionate grounds.

Release Letter is refused under the following circumstances:

EHI may, in its absolute discretion, treat the following circumstances as reasonable grounds for refusing a student's transfer request:

- the student does not have a valid offer letter from a CRICOS Registered Provider
- the request for transfer is made where a student has not commenced study
- the student has a packaged conditional offer and the request is not supported by the pathway provider
- failure to provide a complete application as required
- the student's actions have caused EHI to form the view that the student is not a GS or GTE (e.g. absence from orientation events, low attendance rate, failure to access support services, radical change in academic direction)
- the student has been excluded or suspended from their course due to misbehavior or has outstanding debts with EHI
- EHI has formed the view that the student is trying to avoid being reported to DIBP for failure to meet EHI's attendance or academic progress requirements
- there are reasonable grounds for EHI forming the view that the student is trying to manipulate the SSVF system
- there are reasonable grounds for EHI forming the view that the transfer will be detrimental to the student's welfare or future studies (e.g. transfer may jeopardise the student's progression through a package of courses)
- the student has not utilised the full range of support services available at EHI to assist with academic and personal issues
- change of mind, claims of financial hardship, transferring to another provider with lower tuition fees.
- Information and/or supporting documents provided to EHI is fraudulent, inaccurate or incomplete
- work commitments have been provided as a reason



- travel to and from campus has been provided as a reason
- the student is using the release as a means to avoid being reported to DIBP for failure to meet course progress requirements
- there is a lack of sufficient documentation in support of their claim for compelling or exceptional circumstances, even it is claimed as a reason on the statement
- it is considered detrimental to the student to allow release
- Any changes by immigration in relation to other visa classes (not the student visa)

Note:

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

Response to student the outcome of the application

- (a) EHI will notify the student in writing, if declined, the reason for the refusal.
 - (b) If granted, the release letter must advise the student to contact DIBP to seek advice if a new student visa is required. (7.5)
2. A letter of release, if granted, is issued at no cost to student (7.4)

Complaints and Appeals

In the event that Evolution Hospitality Institute (EHI) does not authorise a release, EHI will provide formal reason for decision and the student has the right to access our Complaints and Appeal process at no cost to student.

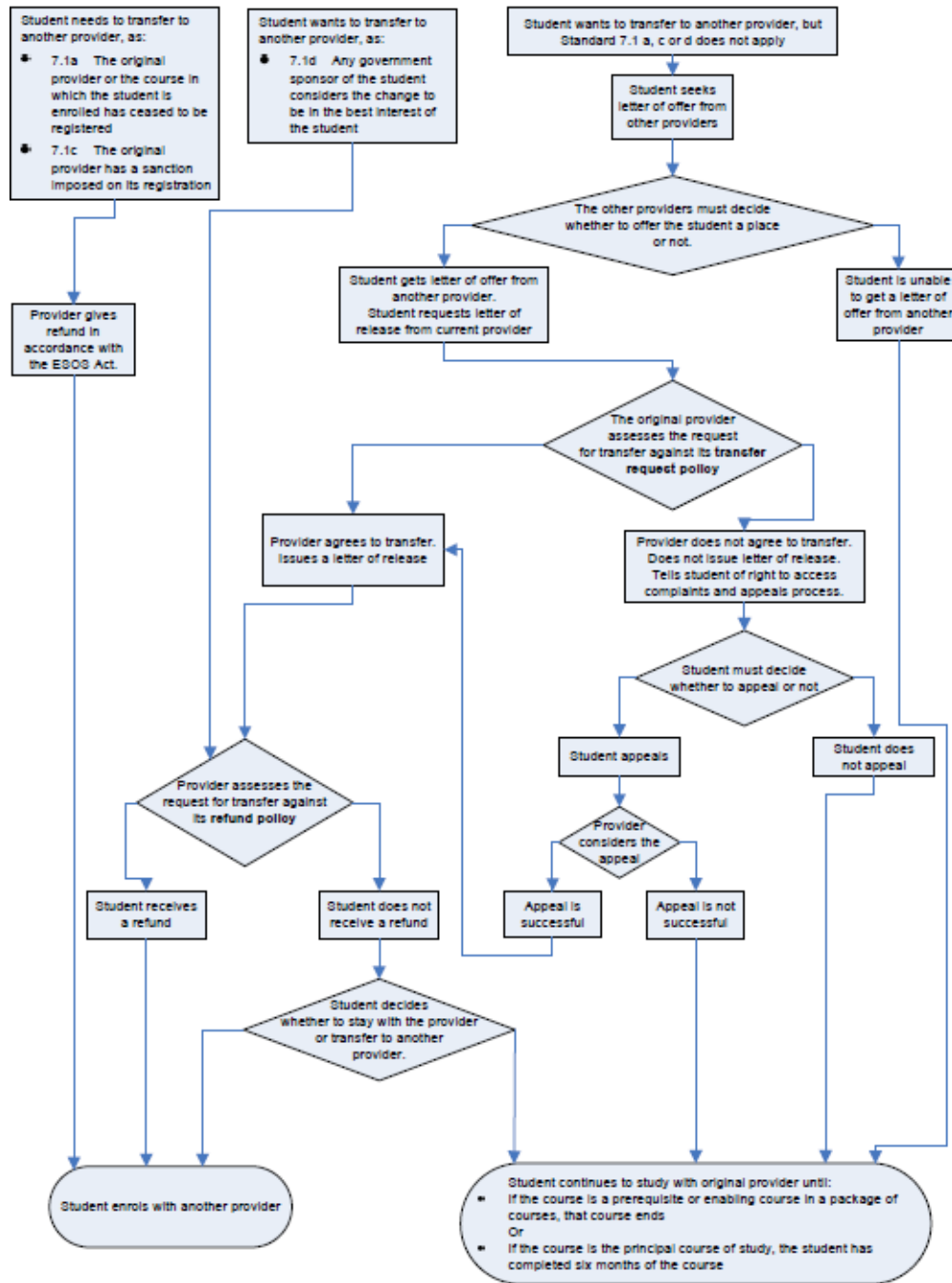
Responsibilities & Action

The EHI Management team is responsible for assessing application for transfer and approving or not approving for students willing to transfer to another provider before completing 6 months of principle course of study at EHI. All documents will be maintained and kept on the student file within the Student Management System as well as a register held by the RTO Compliance Officer.

Related documents:

Release Letter Application Form
Letter of Offer Conditional
Letter of Offer
Complaints and Appeals Policy
Letter of Release
Letter of Refusal

TRANSFER BETWEEN REGISTERED PROVIDERS



Resource: The National Code Explanatory Guide