

Transfer of Provider Policy

PURPOSE:

1. To provide a documented process for assessing requests for the Transfer of Provider within the first six months of commencement of the principal program, in accordance with the National Code.
2. Students may transfer at any time following the initial six-month period of the principal program, providing they can provide a valid Letter of Offer from another CRICOS registered provider.

SCOPE:

3. This policy outlines the circumstances in which Superior Training Centre will assess Transfer of Provider requests in accordance with the National Code. Superior Training Centre will assess each request on an individual student basis, taking into account all supporting documentation of the request.

PROCEDURE:

STUDENT TRANSFERRING FROM SUPERIOR TRAINING CENTRE

4. Students wishing to transfer to another provider must first complete a Transfer of Provider Request Form (on STC website), along with any supporting documentation.
5. All requests will be assessed individually, considering the circumstances of the student and if the transfer will be in the best interest of the student.
6. All requests will be processed within 10 working days from the date of submission, with a Letter of Release or Letter of Refusal being provided.
 - a. Notwithstanding the outcome, the student has 20 days to access Superior Training Centre's Complaint and Appeals process.
7. All requests will be assessed individually, considering the circumstances of the student and if the transfer will be in the best interest of the student.

Circumstances in which a Transfer of Provider Request will be granted

8. Superior Training Centre will consider a Transfer of Provider request and grant a Letter of Release under the following circumstances:
 - a) Compassionate or compelling circumstances,
 - b) The provider and the course better meets the student's academic capabilities and requirements,

- c) Superior Training Centre has ceased to be registered or the course in which the student is enrolled has ceased to be registered,
 - d) Superior Training Centre 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
 - e) 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
 - f) The Provider fails to deliver the course as outlined in the written agreement - there is evidence that the student's reasonable expectations about their current course are not being met
 - g) There is evidence that the student was misled by the Provider or an education or migration agent regarding the Provider or its course and the course is therefore unsuitable to their needs and/or study objectives
9. In addition to the above, the National Code states, that Superior Training Centre must grant a Letter of Release only where the student has:
- a) provided a letter from another registered provider confirming that a valid enrolment offer has been made.
10. If a Letter of Release is granted, then this will be issued at NO cost to the student.
11. Students should also be informed that they are to contact Department of Home Affairs (DHA) to seek advice on whether a New Student VISA is required.

Circumstances in which a Transfer of Provider Request will NOT be granted

12. Superior Training Centre will not grant a Letter of Release under the following circumstances:
- a) The request is within six months of commencement of the principal program with Superior Training Centre
 - b) Superior Training Centre does not agree that the transfer is in the students best interest or academic capabilities,
 - c) The student does not have a valid Letter of Offer from the receiving provider,
 - d) The student has Financial difficulties or Outstanding Payments for Superior Training Centre services,
and
 - e) Where Superior Training Centre believes the student is avoiding being reported to DHA for not meeting the obligations of the student contract or course requirements.

STUDENT TRANSFERRING TO SUPERIOR TRAINING CENTRE

13. Superior Training Centre, as the receiving registered provider must not knowingly enrol the student wishing to transfer from another registered provider's course prior to the student completing six months of his or her principal course of study except where:

- 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.