

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 APEIRO INSTITUTE will assess Transfer of Provider requests in accordance with the National Code. APEIRO INSTITUTE will assess each request on an individual student basis, taking into account all supporting documentation of the request.

PROCEDURE:

STUDENT TRANSFERRING FROM APEIRO INSTITUTE

4. Students wishing to transfer to another provider must first complete a Transfer of Provider Request Form, along with any supporting documentation.
5. All requests will be assessed individually, taking into account 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 15 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 working days to access APEIRO INSTITUTE's Complaint and Appeals process.
7. All requests will be assessed individually, taking into account 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. APEIRO INSTITUTE will consider a Transfer of Provider request and grant a Letter of Release under the following circumstances:
 - a) Compassionate or compelling circumstances, supported by a suitable third party evidence (for example a medical certificate, etc.),
 - b) The provider and the course better meets the student's academic capabilities and requirements,

- c) APEIRO INSTITUTE has ceased to be registered or the course in which the student is enrolled has ceased to be registered,
 - d) APEIRO INSTITUTE has had a sanction imposed on its registration by the Australian Government or state or territory government or regulatory body 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
9. In addition to the above, the National Code states, that APEIRO INSTITUTE 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, and
 - b) where the student is under 18;
 - i. The registered provider has written confirmation that the student's parent or legal guardian supports the transfer, and
 - ii. Where the student is not being cared for in Australia by a parent or suitable nominated relative, the valid enrolment offer also confirms that the registered provider will accept that responsibility for approving the student's accommodation, support and general welfare arrangements as per Standard 5 (Younger students).
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 DIBP to seek advice on whether a New Student VISA is required.

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

12. APEIRO INSTITUTE 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 APEIRO INSTITUTE
 - b) APEIRO INSTITUTE 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 APEIRO INSTITUTE services,
 - e) The student is under 18 and there is no written authority from the Parent or Legal Guardian, and
 - f) Where APEIRO INSTITUTE believes the student is avoiding being reported to DIBP for not meeting the obligations of the student contract or course requirements.

STUDENT TRANSFERRING TO APEIRO INSTITUTE

13. APEIRO INSTITUTE, 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 or regulatory body 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.