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## **TRANSFER BETWEEN PROVIDERS POLICY AND PROCEDURE**

Version: V1.3 | Date: Aug 2023

Status: Published

**Triple Five Group Pty Ltd T/A Pinnacle Institute**

RTO No: 41329 | ABN: 42 607 056 959 | CRICOS: 03942G

Email: [admin@pin.edu.au](mailto:admin@pin.edu.au) | Web: [www.pinnacleinstitute.edu.au](http://www.pinnacleinstitute.edu.au)

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## Document Control

Version	Date	Key Changes
1.0	October 2021	New policies defined and outlined
1.1	October 2022	New policies defined and outlined
1.2	July 2023	Due to the approval of new courses policies reviewed before October

## Review Process

This policy shall be reviewed annually in compliance with the [VET Quality Framework](#) including the [Standards for Registered Training Organisations \(RTOs\) 2015](#) and [Australian Qualifications Framework \(AQF Framework\)](#); and the [Education Services for Overseas Students \(ESOS\) Framework](#) including but not limited to: [The Education Services for Overseas Students Act 2000 \(ESOS Act 2000\)](#), [Education Services for Overseas Students Regulations 2019 \(ESOS Reg 2019\)](#) and the [National Code of Practice for Providers of Education and Training to Overseas Students 2018](#) (The National Code 2018); and all other applicable State and Commonwealth legislation.

Next review is due by **July 2024**.

Pinnacle Institute

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## TRANSFER BETWEEN PROVIDERS POLICY AND PROCEDURE

Overseas students are restricted from transferring from their principal course of study for a period of Six months. This restriction also applies to any course(s) packaged with their principal course of study.

A provider must not knowingly enrol a 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 released the student;
- 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.

Pinnacle Institute will not seek to enrol a student who has not yet completed Six months of their principal course of study with another registered provider.

Students can apply a release to enable them to transfer to another education provider. Applications for transfer from a student must:

- Be in writing using the Application for Release Form
  - Relate to and provide details about the student's individual circumstances;
  - Provide details as to the reasons why the application should be approved.
- In order to apply for release, students must have a letter from the receiving provider that a valid offer of enrolment has been made.
  - All applications for transfer will be considered within 10 working days and the applicant notified of the decision. This period may be extended if the applicant fails to provide all relevant information/ documentation, however in such instances Pinnacle Institute will advise the student of the additional information/documentation required to make the decision.

- Applications to transfer to another registered provider may have visa implications. The student is advised to contact the Department of Home Affairs office as soon as possible to discuss any implications.

### **Issue of releases**

A letter of release will be issued when Pinnacle Institute is satisfied that:

- A course is academically unsuitable for the student
- The course the student wishes to transfer to better meets the long-term goals of the student, whether these relate to future work, education etc.
- Compassionate or compelling reasons for the transfer exist
- The student can provide evidence that he/she was misled by Pinnacle Institute or its appointed representative regarding the course or PINNACLE INSTITUTE.

### **If the application is successful Pinnacle Institute will**

- provide a letter of release at no cost to the student
- Update PRISMS

The Release letter will include information about whether or not, the student:

- Demonstrated a commitment to studies during the course;
- Had a good attendance record; and
- Paid all fees for the course.

### **Release not granted**

A letter of release will be refused if a student is unable to provide satisfactory evidence that his/her course does not meet their long-term goals or it is academically unsuitable, or that the student cannot demonstrate compassionate or compelling circumstances for the transfer exit.

A release request will not be granted if:

- Pinnacle Institute forms the view that the student is trying to avoid being reported to the Department of Home Affairs for failure to meet the provider's academic progress requirements;
- The transfer may jeopardise the student's progressions through a package of courses;

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- The intended course will not provide adequate preparation for further study, nor be recognised by higher education or VET providers as meeting their entry requirements and the transfer would be detrimental to the student's future study plans.
- Pinnacle Institute fees for the course that the student is currently enrolled in have not been paid in full. This includes any balance instalment payments applicable to the course. (Students are advised to read the Pinnacle Institute Refund Policy prior to seeking a release, as any pre-paid fees for future courses within a packaged program will not be refunded after the student has commenced their study at Pinnacle Institute)

Applicants will be informed in writing of the outcome and the reasons for the decision and the factors taken into consideration given the student's individual circumstances. All relevant documents will be retained in the student's file.

Students whose request for transfer has been refused may appeal the decision in accordance with Pinnacle Institute complaints and appeals policy.

