

## Student Transfers

New Era Institute will not enrol international students transferring from their principal course (ie. the main course of study or the highest qualification indicated on the student's current visa) with another registered provider before they have completed 6 months of their principal course with that registered provider. This requirement must be applied unless:

- the original registered provider or course in which the student is enrolled has ceased to be registered
- the student has a valid letter of release from the original registered provider agreeing to the transfer
- the original registered provider has had a sanction imposed on its registration
- 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

New Era Institute will release a current student from their principal course and provide a letter of release before they have completed 6 months of that course where it can be demonstrated that the student:

- has not commenced their principal program
- has a realistic and accurate understanding of what the transfer represents to their study options
- can no longer be provided with the training delivery and assessment services in the principal course by New Era Institute

New Era Institute will not release a current student from their principal course and provide a letter of release before they have completed 6 months of that course where it can be demonstrated that the student:

- has not met satisfactory course progress and is seeking a transfer to avoid being reported to the Department of Education via PRISMS.

### **Procedure for assessing onshore enrolments to transfer to New Era Institute**

When Student Services receive an enrolment form from a student who is onshore and who has indicated that they are currently studying at another institution the following procedures will be applied.

Student Services will confirm that the student has submitted the following:

1. A copy of student's passport and visa pages

2. An appropriate letter of release
3. An accurately completed enrolment form

Student Services will use PRISMS to ascertain if the student has completed 6 months of their principal course.

Where the enrolment form is accurately completed with the passport pages and release form attached, the New Era Institute enrolment process proceeds as for all offshore students i.e. Pre Enrolment interview and documentation sent to the student.

Where no release letter is provided and subject to the student meeting all the other pre-enrolment criteria (including passport and visa pages for enrolment) Student Services will provide a “conditional” offer to the student for the chosen New Era Institute Course. This offer will clearly state that an offer of a place is contingent on obtaining a letter of release from the present provider.

If the student doesn't submit the requested letter of release in response to the conditional offer, the enrolment process is halted and follow up communication will be undertaken after 10 working days to determine the next step in the enrolment process.

### **Transferring from New Era Institute to another provider**

All students are required to complete 6 months of their principal course with New Era Institute. The only exceptions to students gaining a release letter before fully completing the six months of their principal course are as follows:

- New Era Institute has ceased to be registered or the principal course in which a student has been enrolled has ceased to be provided
- New Era Institute decides to provide a written letter of release. Students may apply for a release letter; however, release will not be automatically granted and must comply with the requirements of the National Code of Practice Standard 7 Part D and ESOS Act.
- If New Era Institute has had a sanction imposed on its registration by a relevant Federal or State Government authority that prevents New Era Institute students from continuing their principal course
- A government sponsor of a student considers the change to be in the best interest of the student and has provided written support of that change.

## **Procedure for assessing applications for transfer from New Era Institute to another provider**

Students submit a student release application form which can be found on [www.newerainstitute.edu.au](http://www.newerainstitute.edu.au) under student portal to Student Services to transfer to another provider.

Students applying to transfer to another provider must use the following process:

The student has 2 choices:

1. Collect a Release Request Form from Student Services at reception.
2. Download a Release Request Form from [www.newerainstitute.edu.au](http://www.newerainstitute.edu.au) under Student Portal

Students must complete all sections of the Release Request Form.

In particular, the student must:

1. give the reasons and circumstances in details for the transfer to another provider with documentary evidence.
2. attach a valid letter of offer from another provider.

The Release Request Form, documentary evidence and a valid letter of offer from another provider must be returned to Student Services.

New Era Institute requires that the student provides a valid offer of enrolment from the new registered provider to support their application.

Students who have NOT completed six months of their principal course MUST NOT provide a Confirmation of Enrolment from another provider as evidence. Students who pay tuition fees to another provider in the first six months of their principal course without first requesting termination from New Era Institute breach section 7.1 of the National Code Part D.

The CEO will always request an appointment with the student to discuss the transfer request. With the required documents sighted, the New Era Institute CEO will assess the transfer request using the following questions as part of a wider discussion:

- is the student fully aware of the study issues involved in the transfer?
- is the student trying to avoid being reported to DIBP for lack of course progress?
- Where the answers to these questions are satisfactory, the letter of release will be granted where it is in the best interest to the student and with no extra tuition fees and charges to the student.

- The CEO will discuss the circumstances that constitute reasonable grounds for refusal or acceptance of the student's request including when a transfer may be considered detrimental to the student. If the Chief Executive Officer decides to refuse a letter of release the student will be advised in writing providing the reasons for refusal and indicating that the student may access the student complaints and appeals process if they want a review of the decision.
- Assessing and replying to the student transfer request will be completed within 10 business/working days unless insufficient evidence has been submitted with the application.
- In straightforward requests, students will be provided with an immediate signature from the CEO during the interview either accepting or rejecting the transfer and termination to be proceed.

The Chief Executive Officer will make any final decision regarding the issuance or refusal of a letter of release for any student.

Student Services will use PRISMS for documenting the termination of studies with New Era Institute.

All requests, considerations, decisions and copies of letters of release are placed in student's file and recorded in RTO data.

The approval of transfer of a student to another institution does not indicate the agreement to provide any refund. Refunds are governed by New Era Institute fees and refund policy as outlined in the written agreement.

**Note:** In the very rare circumstances where New Era Institute has ceased to be registered, or sanctions have been placed on New Era Institute by the Australian government, which do not allow the student to continue with the course, no letter of release is required.

### **Granting a Letter of Release**

New Era Institute will grant a letter of release to students to transfer to another registered provider where the grounds for transfer meet the requirements of the National Code Part D- Standard 7 and ESOS Act 2000. Evidence will be retained on the student file.

For more information about International Student Transfer between Registered Providers and Complaints and Appeals policies are available on New Era Institute website [www.newerainstitute.edu.au](http://www.newerainstitute.edu.au) under Policies and Procedures