



Policy Overview

All student requests to transfer to, and from, another provider shall be assessed and processed by Marriott Academy's RTO Manager, who may consult with Marriott Academy trainers and/or the Marriott Academy Student Support and Careers Manager (SSCM).

1.0 Transfer Period

Where a student requests a transfer to another provider prior to completing six months of their principal program the Marriott Academy RTO Manager shall, should there be no other issues, approve the transfer if:

- a) the releasing registered provider, or the course in which the overseas student is enrolled, has ceased to be registered
- b) the releasing registered provider has had a sanction imposed on its registration by the ESOS agency that prevents the overseas student from continuing his or her course at that registered provider
- c) the releasing registered provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS
- d) any government sponsor of the overseas student considers the change to be in the overseas student's best interests and has provided written support for the change.

At all times, responsibility rests with the student to enrol in their course on time. Where students fail to meet their obligations to enrol, they will be reported to Immigration via PRISMS for failing to enrol.

2.0 Transfer Applications

Step 1 The student must complete and submit Marriott Academy's Request to Transfer Application Form.

Students must attach evidence of a valid offer from another provider to their application.

It is required that the student discuss their intention to transfer with Marriott Academy's SSCM before submitting their application. The student must consider any factors that may adversely affect the continuation of their course with Marriott Academy. Factors may include, but are not limited to, Unit delivery sequence, requirements for partially completed Units, course duration and end date, and class schedules.

Students must include the following information and/or documents with their application:

- a) Detailed the reasons for the request to transfer to another provider and how this will be in the student's best interests.

If the student is claiming that the course their current provider is offering is not meeting their expectations, or that the provider has in some way misled them, then verifiable evidence must be included.

- b) an offer letter from the other provider confirming that a valid enrolment offer has been made unconditionally;
- c) documentary evidence to verify any circumstances on which the student is relying to have their transfer application approved.

For example, if the application is being made on medical grounds documentary, then evidence from an appropriately qualified medical practitioner, psychologist or counsellor must be provided. Failure to present evidence may adversely affect the outcome of the application; and



d) written approval for the change from the sponsor, where the sponsor is paying the tuition fees.

Students must ensure that their application is submitted at least ten (10) working days before they intend to end their enrolment with their current provider.



Step 2 The RTO Manager shall review each transfer application and must determine if the student transfer will be in the best interests of the student. The RTO Manager shall approve a student's request to transfer where:

- a) the student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with that registered provider's intervention strategy to assist the student in accordance with Standard 8 (Overseas student visa requirements)
- b) there is sufficient, verifiable evidence of compassionate or compelling circumstances, circumstances* which are generally out of the control of the student which will have an
- c) impact upon the student's wellbeing or program progress.
- d) the student's current registered provider fails to deliver the course as outlined in the written agreement
- e) there is sufficient, and verifiable evidence that the student's reasonable expectations about their current course are not being met, and that
- f) there is sufficient, and verifiable evidence that the student was misled by the registered provider or an education or migration agent regarding the registered provider or its course and the course is therefore unsuitable to their needs and/or study objectives
- g) an appeal (internal or external) on another matter results in a decision or recommendation to release the student.

* *Compassionate or compelling circumstances may include:*

- *Medical grounds, which may include, but are not limited to, serious illness or injury.*
- *Death of a student's immediate family member evidence by a death certificate.*
- *Other compassionate circumstances where adequate evidence can be provided to show reason for release.*

Step 3 Where a student's application is complete, and all required information and evidence is verifiable, then the RTO Manager shall advise the student, in writing, of the outcome of their application within five (5) working days of having received the application. Marriott Academy shall advise the student to contact Immigration to seek advice on whether a new student visa is required.

Step 4 The RTO Manager shall inform the Marriott Academy SSCM who will contact the student and make arrangements for their transfer. The RTO Manager shall also inform the student's trainer(s), in writing, of the new enrolment, detailing support that the student may require.

3.0 Refusal of Transfer

If the Marriott Academy RTO Manager, after considering all information and evidence provided by the students, decides to refuse the transfer request, the RTO Manager shall inform the student in writing of:

- a) the reasons for the refusal, and
- b) the student's right to access the Marriott Academy's complaints and appeals process, in accordance with Standard 10 (Complaints and appeals), within 20 working days.

Marriott Academy shall not finalise the student's refusal status in PRISMS until the appeal period has expired or, where the student has made an appeal, the appeal outcome finds in favour of Marriott Academy, or the student withdrew from the appeal process.

Marriott Academy may refuse an application for transfer to another provider where the student:

- has not discussed their proposed transfer with Marriott Academy's SSCM;
- has not completed the first four weeks of the principal program in which he or she is enrolled and has not accessed the full range of support services offered by Marriott Academy;
- is transferring to a similar program with another provider and has not provided information and verifiable evidence that supports their transfer request;



- intends to transfer to a new program which may impact adversely on their career objectives as stated in their original admissions application;
- has provided a statement in support of their application which is inconsistent with other information provided by student;
- has any unpaid fees and charges.

If a student is not satisfied with the result of the appeal process, the student has the right to access the external appeals process at minimal or no cost through the Victorian Ombudsman.

4.0 Retention of Records

Marriott Academy shall maintain records of all requests from overseas students for a release and the assessment of, and decision regarding, the request for two years after the overseas student ceases to be an accepted student.