

Transfer Request Policy & Procedure

1. POLICY STATEMENT

It is the policy of Blue Mountains International Hotel Management School Pty Limited ACN 004 004 317 (BMIHMS) to assess all requests from students seeking a transfer between registered providers and provide an accurate, efficient, comprehensive response in a timely manner that will not be detrimental to the student's educational outcomes in any way.

2. PURPOSE

The purpose of this policy is to ensure that BMIHMS personnel follow a procedure that is aligned and compliant with the National Code of Practice for Registered Authorities and Providers of Education and Training to Overseas Students 2007.

3. PROCEDURE

BMIHMS must not knowingly enrol any 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, unless:

- The original registered provider has ceased to be registered; or
- The course in which the student is enrolled has ceased to be registered;
- The student presents a valid release letter from a registered provider;
- The Australian Government (State, Territory) has imposed any sanction on the registered provider that prevents the student continuing their study;
- Any government sponsor of the student considers the change of course to be in the student's best interest.

- 3.1 Any student wishing to withdraw from any course prior to the completion of that course must advise the Deputy Principal in writing.
- 3.2 The student's documentation must clearly provide a reason(s) as to why they wish to withdraw and if extenuating circumstances are given, evidence must be provided to support the claim. A copy of this documentation must be placed on the student file.
- 3.3 The Deputy Principal will ask the Student Records Department to provide a clear, concise report outlining the student's performance to date.
- 3.4 The Deputy Principal will counsel the student and ascertain the reasons for wishing to withdraw. A written copy of the minutes from this meeting must be placed on the student file.
- 3.5 The Deputy Principal will provide the student with current legislative information regarding any visa implications that a withdrawal from the course may cause.
- 3.6 The Deputy Principal will then provide a response to the student's request in writing within 1 week of receiving the initial withdrawal letter from the student as per the circumstances listed below:
- 3.7 **Circumstances in which a transfer will be granted:**
- If a student wishes to transfer to another BMIHMS campus
 - If a student wishes to transfer to another course only offered at a different BMIHMS campus.
- 3.8 **Circumstances when a transfer will not be granted:**
- When a transfer is considered detrimental to a student

3.9 Letter of Release:

BMIHMS must only provide a letter of release if:

- The student has provided a letter from another registered provider confirming a valid enrolment offer has been made.
- If the student is under 18 years old
 - BMIHMS has written confirmation from the student's parents or legal guardian which supports the transfer
 - The valid enrolment offer also confirms that the registered provider will accept the responsibility for approving the student's accommodation, support and general welfare arrangements. (Only applicable if the student is not being cared for in Australia by a parent or suitable nominated relative).

3.10 Issuing a Letter of Release:

- BMIHMS must not charge the student any additional cost for issuing a release letter
- The Deputy Principal must advise the student verbally and in writing to contact DIAC to seek advice on whether a new student visa is required. A copy of the letter must be placed on the student file.

3.11 Not issuing a Letter of Release:

If BMIHMS does not provide a Letter of Release, the student must be:

- Provided with a written letter from the Deputy Principal stating the reasons for refusing the request.
- The student must also be informed in the letter that they have the right to appeal the decision and need to access the [Non-Academic Grievance Policy & Procedure HR.ASS.8.8](#)
- A copy of this letter must be placed on the student file.

3.12 Level 3.1 & 3.2 Students - UNE

Any UNE students in Level 3.1 or 3.2 wishing to transfer will be referred to the Services Manager, English Language International Services at UNE

3.13 Withdrawing Students:

- The Deputy Principal is to provide the student with a Checkout Form on the day of departure;
- The student is required to return the Checkout Form to the Deputy Principal immediately following completion by all Departments;
- Checkout form to be sent to the Student Records Department and is to be placed on the student's file;
- Email to be sent by the Deputy Principal to all departments and the Principal weekly summarising student withdrawals.
- The Deputy Principal will conduct an exit interview prior to the student leaving the school. A record of this meeting will be placed on the student's file.

4. DOCUMENTS

[HR.ASS.8.8 Non-Academic Grievance Policy & Procedure](#)