TRANSFER OF PROVIDER PROCEDURE

SECTION D - PROCEDURE

Related Policy

Transfer of Provider Policy (only applicable to students on a student visa)

D.1   Procedure

Responsible	Procedure Steps				W/I
	1	**Enrolling transfer students (international)**			
Student		**1.1**	Apply via Studylink.		
			1.1.1	Students with agents: Agent applies via Studylink Agent Portal.	
			1.1.2	Students without agents: Students apply through the SAIBT/CELUSA website or through their own Studylink Student Portal.	
		1.2	Upload all supporting documents via Studylink.		
		1.3	Application is submitted to Studylink. The student record is created as soon as the application is submitted.		
	2	**Application assessment in Studylink**			
Admissions		**2.1**	Check application and assess the application documents.		
		2.2	Admissions record assessment criteria in Studylink.		
		2.3	Issue Letter of Offer via Studylink, conditional or unconditional, to the agent or directly to the student if the student has no agent.		
Student	**3**	**Confirm acceptance**			
		3.1	Request a **Confirmation of Release** from the current provider.		
		3.2	Sign the **Acceptance form**.		
		3.3	Make payment as outlined in payment options specified in the Letter of Offer.		
		3.4	Send the acceptance forms, and payment evidence to the Admissions office via email or Studylink.		
	4	**Create the CoE**			
Admissions		**4.1**	Check the submitted documents and confirmation of release through PRISMS.		

Responsible		Procedure Steps			W/I
		4.2	Replace CoE(s) in PRISMS upon submission of acceptance form, payment evidence and confirmation of release.		
			4.2.1	If the release application from the current school is rejected no CoE will be issued and the offer will expire at the date of the last late orientation.	
		4.3	Add the CoE data to the student's Studylink record for enrolment.		
		4.4	Send the CoE(s) to the agent if the student is represented by an Agent, or directly to the student if they have no agent.		
	5	**Visa approval**			
Student		**5.1**	Notify Immigration of change to circumstance with new CoE as per Visa conditions.		
	6	**Request for transfer (current students enrolled in a SAIBT/CELUSA program)**			
Student		**6.1**	Contact the Student Services Centre (SSC) for a **Request to Transfer form**. **Note**: **Students packaged with UniSA are only required to submit one application for their packaged programs to SAIBT, except CELUSA/UniSA package. CELUSA/UniSA packaged students need to contact UniSA.** Students packaged with Le Cordon Blue (LCB) are required to submit two separate applications to SAIBT/CELUSA and LCB.		
		6.2	Attach the supporting documentation outlining the reasons for your application for transfer. **Note: if you are under the age of 18 this must include written confirmation from your parent or guardian supporting the transfer.**		
		6.3	Attach the Letter of Offer from the proposed provider.		
		6.4	Submit the application form.		
		6.5	Continue to attend classes while the request is in process.		
Student and Academic Services (SAS)		**6.6**	Assess application, check supporting documents, and send a meeting request email to student. **Note**: Application will not be processed if Intention to Report appeals in progress, Sponsor approval required, or student has outstanding fees.		
		6.7	If the application is approved as having an unrestricted CoE, according to the Transfer of Provider Policy, advise the student of the outcome of their request within 7 working days of the submission.		
	7	**Assessment of transfer application**			

Responsible	Procedure Steps			W/I
Academic Directorate (AD)		**7.1**	Assess the application according to the conditions in the **Transfer of Provider Policy**.	
		7.2	If student does not attend a meeting/interview within 3 days of the request email, the application will be rejected.	
		7.3	Once a decision has been made, record the outcome in the application.	
	8	**Issue outcome letter to student**		
SAS		**8.1**	Email the outcome to UniSA Quality and Compliance (Q & C) to ascertain if they agree with the outcome. **Note**: If UniSA disagree the outcome, separate outcome letters will be issued SAIBT/CELUSA and UniSA.	
		8.2	Advise the student of the outcome of their request **within 10 working days** of the submission.	
	9	**Request for transfer approved**		
SAS		**9.1**	Cancel the student CoE and release in PRISMS.	
		9.2	Advise the pathway University of the student's release from SAIBT/CELUSA.	
		9.3	Notify the student that the transfer is approved, and a release granted.	
	10	**Request for transfer rejected**		
SAS		**10.1**	Notify student that their transfer has been rejected.	
		10.2	Notify the pathway University of the outcome if packaged.	
Student		**10.3**	If you are unhappy with the decision to reject your application for transfer, please refer to the **Student Grievances and Appeals Policy and Procedure.**	
		10.4	Continue to attend classes.	
SAS		**10.5**	If student does not access appeals processes within 20 working days or their appeals are rejected, record transfer as rejected in PRISMS.	

D.2   Supporting Documentation

Related material	Location
Refund Policy	SAIBT Policy and Procedures web page
Refund Schedule	SAIBT Policy and Procedures web page

Student Grievance and Appeals Policy	SAIBT Policy and Procedures web page
Student Grievance and Appeals Procedure	SAIBT Policy and Procedures web page

Form templates	Location
Transfer request form	Pipefy
SAIBT/UniSA Transfer Approved email template	Student management system
SAIBT/UniSA Transfer Rejected email template	Student management system
CELUSA/UniSA Transfer Approved email template	Student management system
CELUSA/UniSA Transfer Rejected email template	Student management system

Records (including completed forms)	Retention time	Location
International Application Form	7 years	Studylink
Request for Transfer Form	7 years	Pipefy

D.3   Version Control

Current Version Number	3.1
Date of Effect	08/2022
Privilege Level	Public