

**Student Initiates Request for Transfer**

You have indicated that you may wish to transfer to another institution. Please read the policy below in order to understand whether you will be eligible for an approval of transfer.

1. The student must submit a formal request in writing to the Senior Academic Manager stating the reasons for their transfer request
2. The student may apply for a transfer if he/she has completed six months of study in their principal course at the time of application. (This criteria is not required for government sponsored students who have the written support of the sponsor)
3. If Phoenix believes that the transfer will be detrimental to the academic or pastoral well being of the student then the application will most likely be denied.
4. If the student is under 18 years of age there is a written confirmation that the student's parent or legal guardian supports the transfer.
5. Where the student is under 18 years of age then the Letter of Offer from the other provider must confirm that they accept responsibility for approving the students accommodation, support and general welfare arrangements.
6. If the student is a government sponsored student, the sponsoring government must provide written support of the transfer
7. The student will be notified in writing within 5 working days of the meeting with the Senior Academic Manager of the approval / non-approval of the transfer request.
8. If transfer request is **not approved** the Senior Academic Manager will provide formal documentation outlining the reasons for the non-approval. If the request for transfer has been denied then the reasons for the denial and their rights to appeal under the Phoenix Complaints procedure will be provided to the student.
9. If the Transfer request is **approved** the Senior Academic Manager will provide formal documentation outlining the reasons for the approval.
10. If the transfer request has been successful the Registrar will notify the DEEWR via PRISMS that the student has transferred
11. If the transfer request has been successful the Registrar will produce a Letter of Release at no cost to the student.

**Phoenix Academy Receives Request for Student to Transfer from another Provider to Phoenix**

1. The Phoenix Academy Registrar provides a Letter of Offer to the student confirming that a valid enrolment offer has been made.
2. The Phoenix Academy Registrar confirms that the student requesting to transfer to Phoenix has provided a Letter of Release from their currently enrolled institution
3. Phoenix Academy Registrar confirms the student's enrolment pathway with the student.
4. The Student pays tuition fees according to Letter of Offer and Confirmation of Enrolment is issued
5. Student lodges new Phoenix COE with DIAC