



<b>POLICY TITLE</b>	4.4.1 Transfer of Course Policy
<b>EFFECTIVE DATE</b>	January 3, 2012
<b>CATEGORY</b>	Student Protection and Support Services

### 1. PURPOSE

To allow students to be enrolled in the most appropriate programme for their needs, by supporting transfers from their currently contracted course of study to a new course of study.

### 2. APPLICATION

2.1. All students who have a signed contract with Insworld and want to make a change in their course of study.

2.2. Transfer policy applies only for courses offered within Insworld and does not pertain to transfers to other schools.

### 3. EXCEPTIONS

Nil.

### 4. POLICY STATEMENT

4.1. Students, or Parent/Guardian if under 18 years of age, may apply for a Transfer of Course either before or after the course commencement date.

4.2. In order to transfer a course, the student must submit a fully completed and signed Transfer of Course Form. If the student is under 18 years of age, the signature of the parent/guardian is required.

4.3. The student will be notified of the outcome by mail/email within 14 working days from the receipt of the completed form.

4.4. Approval will be granted by the Admissions Office on a case-by-case basis, subject to the course requirements and the Principal's review.

4.5. An approved Transfer of Course will cancel the current Student Contract and require a new Student Contract to be signed.

4.6. Any refund for the current Student Contract tuition fees paid will be processed according to Insworld's Refund Policy.

4.7. Where applicable, a discounted new course fee will be offered, taking into account previous unconsumed course fees and any refund already provided.

4.8. Where applicable, Insworld will assist with obtaining a Student's Pass for the new course after the student has signed the new Student Contract. The current Student's Pass will need to be cancelled before a new one can be requested. The student will be responsible for all fees related to the issuance of the new Student's Pass.

<b>RESPONSIBILITIES</b>	
Policy Owner	Admissions Director
Review Frequency	Annual

Endorsement by Management Team:

Revision	Endorsement Date	Remark
ver 1	26/03/2010	Initial version
ver 2	02/08/2010	Incorporated CPE corrections
ver 3	14/09/2011	Updated and reformatted to new document management guidelines, separated policies and removed procedures.
ver 4	28/12/2011	Added customer SLA timeframe, clarified Student Pass information and updated review frequency