



International Student Transfer Between Registered Provider Policy and Procedure

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1 PURPOSE

This policy and procedure will ensure that international students wishing to transfer between providers do so according to the National Code 2018, Standard 7. This policy and procedure provide a documented process for assessing requests for the transfer of provider. By following this policy and procedure, Australis Business School ("Australis") protects against knowingly enrolling an international student prior to the student completing at least six (6) months of their principal course of study.

2 SCOPE

The policy and procedure will apply to all international students holding a student visa and requesting a transfer or release before the completion of six (6) months of their principal course. They will apply to all circumstances in which Australis assesses international student transfer requests in line with the National Code 2018, Standard 7. Australis will assess each request on an individual student basis and will consider all the supporting documentation of the request.

3 DEFINITIONS

See the Australis *Glossary of Terms* for definitions.

4 POLICY STATEMENT

Australis must not knowingly enrol any international student wishing to transfer from another registered provider's course before the student completes six (6) months of the principal course of study, except in the following circumstances:

- a. The original registered provider has ceased the course in which the international student is enrolled.
- b. The original registered provider has agreed to the international student's release and recorded the release on PRISMS.
- c. TEQSA has pressed a sanction on the original registered provider's registration that prevents the international student from continuing their course at that registered provider.
- d. The government sponsor of the international student considers the change to be in the student's best interests and has also provided written support for the change.

5 TRANSFER TO ANOTHER PROVIDER FROM AUSTRALIS

- a. Students intending to transfer to another provider before the completion of six (6) months of study with Australis must notify Australis in writing, along with any supporting documentation, which must include a valid enrolment offer from another registered provider.
- b. Transfer requests of international students will be processed within ten (10) working days from the date of submission and assessed individually based on the circumstances of the student and whether the transfer will be in the best interests of the student.
- c. Approval to transfer to another provider does not indicate agreement to provide any refund. Refunds are administered under the *Fees, Refunds, and Withdrawals Policy and Procedure for International Students* independent of this policy and procedure. The details of the application to transfer and the outcome of the application will be recorded and kept in the student's file.
- d. International student transfer requests within completion of six (6) months of study and possible granting of a release in PRISMS will be considered under the following circumstances:
 - i. Australis is unable to deliver the course as outlined in the written agreement.
 - ii. The student's sensible expectations about their current course are not being met.
 - iii. Compassionate or compelling circumstances are evident.
 - iv. The student was misled by Australis or an education agent regarding Australis or its course and the course is therefore incompatible and does not meet the student's study objectives.
 - v. Australis will report the student because they have failed to achieve satisfactory progress after engaging in an intervention strategy to support the student as outlined in the Student Academic Progression, Monitoring and Intervention Policy and Procedure.
 - vi. An internal or external appeal on another proceeding has resulted in a decision to release the student from Australis.
- e. International student transfer requests within six (6) months of completion of study will not be granted under the following circumstances:
 - i. The student has not completed the first four (4) weeks of the course in which they are enrolled; or
 - ii. Australis forms the view that the student is trying to avoid being reported to the Department of Home Affairs as a result of their failure to meet academic progress requirements; or
 - iii. the transfer will be harmful to the student's future study, welfare or career objectives; or
 - iv. the student applies for a transfer from a course provided by Australis to a course provided by another registered provider and Australis considers the other course to be the same, similar or equivalent; or

- v. the student has not accessed Australis's student support or welfare services after having been requested to do so; or
- vi. the documents provided by the student do not adequately support the grounds upon which the transfer is requested; or
- vii. the student has outstanding debts to Australis.

6 TRANSFER TO AUSTRALIS FROM ANOTHER PROVIDER

- a. International students may be approved to transfer to Australis in the following cases:
 - i. If the student has completed more than six (6) months of their principal course of study, the application will proceed as per the usual admissions process (refer to Admission and Student Selection Policy and Procedure).
 - ii. If the student has not completed six (6) months of their principal course of study, they are advised to provide evidence of release from their original provider to support their transfer application.
- b. To support their application, the student can be provided with a Conditional Letter of Offer clearly stating that the offer of a place is conditional upon acquiring evidence of a release.
- c. The application process will be discontinued if no satisfactory evidence of release is obtained and the student will be notified that they are unable to transfer at this time.

7 PROCEDURE FOR TRANSFERRING TO ANOTHER PROVIDER FROM AUSTRALIS

- a. Step 1 - An international student intending to transfer to another provider will apply in writing to withdraw from their Australis course. The student will need to provide the original copy of a valid letter of offer from the registered provider to which the student wishes to transfer.
- b. Step 2 - The Australis Student Administration and Support Officer will check if there are fees owing or if the student is entitled to a refund according to the Student Fees and Refund Policy and Procedure. The student will be advised if there are any fees owing and how payment will be settled. The student will be advised how much will be refunded, and when, if a refund is due.
- c. Step 3 - Upon receipt of the transfer request and supporting documents, the Course Co-ordinator will make an appointment with the student to attend an interview.
- d. Step 4 - The Course Co-ordinator will interview the student to determine:
 - i. the circumstances surrounding the release
 - ii. how the student may gain from a transfer to another education provider
 - iii. whether the transfer would be harmful for the student or their future studies.

If the student fails to attend an interview within the timeframe, the assessment will progress in the absence of that information.

- e. Step 5 - The Course Co-ordinator will consider the options available to the student to achieve their learning goals, including any support services offered by Australis to assist students to adjust to study and life in Australia.

Where it is in the student's interests, the Course Co-ordinator will refer the student to appropriate support services for:

- study skill support
- English language support
- tutoring, study group support or increased monitoring
- discussing the suitability of the course
- implementing an intervention strategy for the student
- reduction in study load

- f. Step 6 - The Course Co-ordinator will assess the transfer request of the student in consideration of the reasons for the request, whether the student entirely understands the consequences for their study options and whether there are any outstanding fees owing to Australis.

For the purposes of this policy and procedure, compassionate, compelling circumstances beyond the control of the student which have impacted on the student's academic progress or wellbeing, and which may be alleviated by their transfer to another provider, may include the following:

- where a medical certificate confirms that the student was unable to attend classes for an extended period due to injury, pregnancy or serious illness
- where a death certificate is provided for bereavement of close family members such as parents or grandparents
- any traumatic experience that may include witnessing of or involvement in a serious accident or being the victim of or witnessing a serious crime
- natural disaster or political upheaval in the home country requiring emergency travel which has impacted on the student's studies

Claims of exceptional circumstances must be supported by documentary evidence.

- g. Step 7 - The Course Co-ordinator will then come to a decision on whether to record the release in PRISMS. The Course Co-ordinator will provide the release if:
- Australis has ceased the course in which the student is enrolled; or
 - TEQSA has imposed sanctions on Australis preventing the student from continuing their course at Australis; or
 - any government sponsor of the student has provided written support for the transfer considering the transfer is in the student's best interests; or
 - the student has not met the conditions of the Conditional Offer from Australis; or
 - Australis assesses that continuing the course at Australis is not in the student's best interests.
- h. **Transfer Granted:** If a transfer is granted to the international student, it will be at no cost to the student. The Course Co-ordinator will advise the student in writing of the outcome of the application.
- i. The following will be included in the written correspondence:
- confirmation that the release has been granted; and

- advice that the student's enrolment has been cancelled and that they must contact the Department of Home Affairs to get advice on whether a new student visa is required; and
- advice that the student may apply for a refund in accordance with the *Student Fees and Refund Policy and Procedure*.

Once the release is granted, Student Services will record the reason for releasing the student from their enrolment in PRISMS. The student will pay any outstanding fees and return any library books or equipment before receiving a confirmation of release from Student Services.

- j. **Transfer Denied:** The Course Co-ordinator will refuse a request for release during the restricted transfer period, which is prior to the student completing six (6) months of their principal course of study. Beyond the restricted transfer period, the release may also be denied if:
- There are no compassionate, compelling circumstances for the transfer.
 - The student has fees outstanding.
 - The student applied to transfer from a course at Australis to a lower level course at another provider.
 - A letter of offer from another registered provider has not been provided.
 - The transfer will be harmful to the student's future study plans and is therefore not in the student's best interests.

If the decision is to not grant a release, the student's enrolment will be maintained and they will be advised to continue with their studies.

The Course Co-ordinator will advise the student in writing of the outcome of the application. The following will be included in the written correspondence:

- the reasons for the decision not to grant a release
- advice that the student may freely transfer after completion of six (6) months of their principal course; and
- information on the student's right to appeal the decision through the *Student Complaints and Appeals Policy and Procedure* within twenty (20) working days of receiving notice of the decision.

In the event of an appeal, Australis will maintain the student's enrolment in their course until the appeals process is completed. An appeal must be lodged in writing within twenty (20) working days from the date of the refusal letter. No changes will be made to PRISMS until the appeal has been heard and the time for subsequent appeals is exhausted.

8 PROCEDURE FOR TRANSFERRING TO AUSTRALIS FROM ANOTHER PROVIDER

- a. Step 1 - The process starts with Australis receiving an application from a student who is currently undertaking study at another registered provider.

- b. Step 2 - Australis will determine if the student has completed six (6) months of their principal course of study with the other registered provider based on information from the student's passport, including their student visa with the date the student arrived in Australia.

Where the student has completed six (6) months of study in their principal course, the application proceeds as for all other onshore international student applications in accordance with the *Admission and Student Selection Policy and Procedure*.

Where the student has not completed six (6) months of study in their principal course, Australis will assess the application as set out in the clauses below.

- c. Step 3 - The Course Co-ordinator will review whether the student has been recorded in PRISMS as having been released from their transfer-restricted enrolment. The Course Co-ordinator will search for the student and view the student's enrolment in PRISMS.

Where the student is recorded as released in PRISMS, the Course Co-ordinator will confirm that the recorded release type is in accordance with one of the restricted transfer principles. Where the release type is that the provider has agreed to the student's release, the reason for release and the date of effect are recorded and the application proceeds as for all other onshore international student applications.

Where the student is not recorded in PRISMS as having been released, the application process will be on hold and the student will be:

- notified that they are unable to transfer at this time; and
- invited to re-activate their application once they have completed six (6) months in their principal course of study or after providing evidence that one of the restricted transfer principles applies.

- d. Step 4 - In the case of a government-sponsored student, the student will provide written support from their government sponsor, which may include a statement that the sponsor considers the change to be in the student's best interests, and the application will proceed as for all other onshore international student applications.

If Australis becomes aware that the original registered provider has ceased the course in which the student was enrolled or TEQSA has imposed a sanction on the original registered provider's registration which prevents the student from carrying on their principal course of study at that registered provider, the student's application will proceed as for all other onshore international student applications.

9 FINALISING THE TRANSFER REQUEST

- a. The student's computer access and e-mail account will be deactivated. The student's library and other equipment borrowing rights will be cancelled.
- b. Student Services will update the student's file to include a copy of the request for transfer to another registered provider, any other evidence supplied, a copy of the letter of offer from the other registered provider, a copy of the written advice to the student of the decision and, if the request has been granted, a record of confirmation of release in PRISMS.

- c. Student Services will advise the Department of Home Affairs (via PRISMS) that the student has transferred to another registered provider.

10 RECORD MANAGEMENT

Student Services will maintain a register of all approved and denied release requests. Records of the assessments of and decisions regarding all transfer requests will be maintained for two (2) years after the international student ceases to be an accepted student in accordance with the *Records and Information Management Policy*.

11 Related Documents, External References and Version Control

11.1 Related/Referenced Documents

- Admission and Student Selection Policy and Procedure
- Assessment Policy and Procedure
- Credit and RPL Policy and Procedure
- Privacy Policy
- Records and Information Management Policy
- Student Academic Progression, Monitoring and Intervention Policy and Procedure
- Student Complaints and Appeals Policy and Procedure
- Student Fees and Refund Policy and Procedure
- Student Welfare, Wellbeing and Support Policy and Procedure

11.2 Related Legislation and External References

- Higher Education Standards Framework 2021
- Tertiary Education Quality and Standards Agency (TEQSA) Act 2021
- Education Services for Overseas Students (ESOS) Act 2000 (Cth)
- National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 (National Code)

11.3 Version Control

Version	Date	Reviewed/approved by	Key notes/changes
0.1	25/08/22	LTC	Reviewed by the LTC. First draft of the policy was tabled and discussed.
0.2	01/09/22	LTC	Reviewed by the LTC. CRICOS legislation reference inserted. Minor grammatical and formatting changes. Individual definitions taken out and a reference to the <i>Glossary of Terms</i> inserted.
0.3	27/09/22	AB	Reviewed by the AB. Approved at the 27/09/22 AB meeting with minor grammatical and formatting changes.

Version	Date	Reviewed/approved by	Key notes/changes
0.4	25/10/22	AB	Approved by the AB at the 25/10/22 AB meeting, adding the <i>Credit and RPL Policy and Procedure</i> to the list of related documents.
0.5	16/07/24	AB	Updated campus address and reference to the National Code. Reviewed and approved at the AB 16/07/24 meeting.
0.6	26/07/24	BoD	Reviewed and approved at the BoD 26/07/24 meeting

11.4 Document Review

To be reviewed at least every five (5) years from the date of final approval.