

Transfer between Registered Providers Procedure

1. Purpose

To provide a Procedure for students and staff in relation to Applications for Transfer Between Registered Providers.

2. Scope

This Procedure relates to international students studying with the Academies Australasia Polytechnic Pty Limited on a Student Visa.

3. Definitions

Application for Transfer Between Registered Providers	An application by a Student for Transfer Between Registered Providers (Release Letter).
DIBP	Department of Immigration and Border Protection
ESOS Act:	The Education Services for Overseas Students Act 2000 of the Commonwealth of Australia, as amended from time to time.
National Code:	The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students, established pursuant to Part 4 of the ESOS Act, as amended from time to time.
Principal Program:	The main program of study to be undertaken by an overseas student where a Student Visa has been issued for multiple programs of study. The principal program of study would normally be the final program of study where the overseas student arrives in Australia with a Student Visa that covers multiple programs.
Program	A full-time registered program of education or training registered on CRICOS for the attainment of a testamur or certificate. Defined as Course in the ESOS Act. Also defined as Course in TAFE sector.
Student:	A person (whether within or outside Australia) who holds a Student Visa, who wishes to be released from the Institute to study at another registered provider and is an 'overseas student' as defined by the ESOS Act.
Student Counsellor or equivalent:	Includes a student counsellor/student support officer/advisor or welfare officer appointed by Academies Australasia Polytechnic Pty Ltd and working at Academies Australasia Polytechnic Pty Ltd.
Working Day:	Monday to Friday excluding public holidays.

4. General Guidelines

- a. Students must co-operate with the Institute's staff and attend any interviews or other appointments scheduled for them including in respect of support services provided by the Institute.
- b. Applying to Transfer Between Registered Providers does not preclude students from the requirement to enroll on time. Non enrolment will not automatically result in a Transfer Between Registered Providers, it will however result in the student being reported via PRISMS for failing to enroll.
- c. No Release Letter is required where:
 - a. the student has completed at least 6 calendar months' study in his or her Principal Program; or
 - b. the student is government sponsored and that government sponsor provides written support for the change as it considers the change to be in the student's best interests; or
 - c. Academies Australasia Polytechnic Pty Limited has ceased to be registered or the program in which the student is enrolled has ceased to be registered; or
 - d. the Institute has a sanction imposed on it that prevents the student from continuing his or her Principal Program.

5. Transfer between registered providers within the first 6 months of the primary program in a study package requires a transfer approval.

For students studying Academies Australasia Polytechnic own programs

- 5.1. To apply to transfer to another provider within the first 6 months of the Student's Principal Program, the student must demonstrate 'exceptional circumstances' justifying the transfer.

Exceptional Circumstances include:

- a. *Medical reasons* e.g. recent hospital admission; serious injury; debilitating illness; severe anxiety or depression.
- b. *Loss or bereavement* e.g. death of a close family member, or close friend; family or relationship breakdown.
- c. *Hardship/trauma* e.g. recent victim of crime; sudden loss of income or employment; severe disruption to domestic arrangements.
- d. *Educational progression problems* that cannot be addressed by the provider's resources.

- 5.2. Subject to the above, an Application for Transfer on the grounds of Exceptional Circumstances may be demonstrated by providing sufficient specific detailed information with relevant supporting documentation to

support the Application, such as a medical certification stating in reasonable detail:

- i. the dates of any relevant consultations or attendances;
- ii. if relevant, the nature of the complaint and the treatment; and
- iii. a specific statement that in the health care professional's opinion (not the student's opinion) that, as a result of the complaint or treatment, the student should be transferred.
- iv. a police report or statutory declaration.
- v. other relevant supporting documentation.

All documentation will be held in confidence and will be stored to ensure privacy.

5.3. No transfer will be granted where:

- a. The student has not completed the first four weeks of the principal program in which he or she is enrolled; or
- b. Academies Australasia Polytechnic or its nominated officer forms the view that the student is trying to avoid being reported to the Department of Immigration and Border Protection (DIBP) for failure to meet the attendance or academic progress requirements; or
- c. The transfer may jeopardize the student's progression through a package of programs; or
- d. The transfer would be detrimental to the student's future study and/or career objectives; or
- e. The student has not accessed student support or welfare services after having been requested to do so; or
- f. The documents provided by the student do not, in Academies Australasia Polytechnic's or its nominated officer's view, provide adequate grounds to justify the transfer; or
- g. The student has outstanding debts to Academies Australasia Polytechnic or
- h. The student has already cancelled their enrolment at Academies Australasia Polytechnic without permission or notification to Academies Australasia Polytechnic.

5.4. Actions

- a. Students should first discuss with their Program Coordinator and/or Student Counsellor regarding their intention to transfer.
- b. The Program Coordinator and/or Student Counsellor should consider options to assist the student with their learning outcomes and refer the student to the appropriate support services for:
 - Academic skill support
 - Additional English support
 - Additional tutoring and study group support

- A mentor program
 - Personal counselling
 - Consideration of reduction in course load. The purpose of implementing an intervention strategy for the student in compliance with Academies Australasia Polytechnic's Intervention Strategy – Monitoring Course Progression Guidelines
- c. After this discussion, students who still want to transfer should submit to the Registry department:
- the Application to Transfer Between Registered providers,
 - a letter of offer from the new provider,
 - a letter explaining why they want to change
 - Any evidence to support the information provided
- Student Services staff will forward the Application and supporting documentation to the Head of Administration and Student Services.
- d. Head of Administration and Student Services will consult with the relevant Program Coordinator, and/or the student counsellor when considering the student's application.
- e. The decision will be communicated to the student in writing within 10 working days of receipt of a complete Application. The decision and necessary forms will be sent to the student via post and via email. Relevant forms include:
- Withdrawal Form where transfer is approved
 - Appeal form where transfer is not approved
- f. The documents related to this Application will be kept on the student's file and noted in the Student Management System.
- g. If the student is granted permission to transfer between registered providers, the student should complete the withdrawal form and, where appropriate, the refund form within 10 working days.
- h. If the student is not granted permission to transfer, the student has the right access the Appeals procedure within 20 working days of the date of notification, as shown in the Academies Australasia Polytechnic Complaints and Appeals procedure.

6. Transfer Between Registered Providers Within the First 6 Months for Prospective Students

Prospective students, who have enrolled with another Registered Provider but later apply to study an Academies Australasia Polytechnic program, must provide an original Release Letter from their Original Registered Provider at the time of accepting Academies Australasia Polytechnic's offer i.e. at the time of returning a signed International Student Agreement and payment of fees. If a student cannot provide a Release Letter from the Original Registered Provider, the Student

Agreement and fee payment must not be accepted by Student Services or Finance staff.

A Release Letter is not required under the following exceptional circumstances:

- the student is government sponsored and the government sponsor provides written support for the change as it considers the change to be in the student's best interests; or
- the original Registered Provider has ceased to be registered or the program in which the student is enrolled ceased to be registered; or
- the original Registered Provider has a sanction imposed on it that prevents the student from continuing his or her Principal Program.

If the Prospective Student is unable to provide a Release Letter and the circumstances are not covered by the exceptions above, the Head of Administration and Student Services of Academies Australasia Polytechnic will assess the specific circumstances of the Prospective student and take into consideration any compelling reasons for the Prospective student's desire to transfer. Before considering the Application, the Prospective Student must provide evidence of a cancelled COE.

For students studying Higher Education programs with the University of Ballarat

Additional policy and procedure apply - please refer to the policy: http://policy.federation.edu.au/learning_and_teaching/compliance/standard_7/ch01.php

7. Responsibilities

- Head of Administration and Student Services is responsible to ensure the policy and procedure are disseminated to staff and students
- The respective Program Coordinators and Student Counselor are responsible for making appropriate support services recommendations.
- Head of Administration and Student Services is responsible for ensuring that the response to the Student is issued within the specified time frame
- Student Services team is responsible to ensure documentation is filed on student's file.

8. Policy Base

ESOS Act 2000

The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007
Academies Australasia Polytechnic's Policies

9. Associated Documents

- a. Complaints and Appeals Policy and Procedure
- b. Fees and Refunds Policy and Procedures
- c. Transfer between Registered Providers application form
- d. Withdrawal Form
- e. Refund Form
- f. Appeal Form

10. Forms/Record Keeping

Title	Location	Responsible Officer	Minimum Retention Period
Application for Transfer Between Registered Providers	Student File	Student Services	2 years after completion of course
Evidence of Assessment of applications Transfer Between Registered Providers	Student File	Student Services	2 years after completion of course
Evidence of Approval / Rejection of Application	Student File	Student Services	2 years after completion of course
Evidence of information provided to student informing them of possible changes to Visa's	Student File	Student Services	2 years after completion of course
Evidence of notification of changes to enrolment status via PRISMS where necessary	Student File	Student Services	2 years after completion of course