


<b>PROCEDURE</b>		
<p>Ref. to Legislative Frameworks:</p> <p>HESF2015: Standard 1.1.1 / 1.1.2 / 1.1.3 / 1.2.1 / 1.3.1 / 1.3.2 / 1.3.6 / 1.4 / 2.4 (1-5) / 7.2.1 / 7.2.3</p> <p>SRTO2015: Standard 3.5 / 4.1 / 5.1 / 5.2 / 5.3 / 5.4 / 6.1 / 6.3</p> <p>National Code 2018: Standard 7</p>	<b>Transfer of International Students between Registered Providers</b>	
Version: 6.2	Procedure Owner: Chief Executive Officer (CEO)	Issued on: 23/12/2017 Review by: 23/12/2020

### Revision History

Current Version	Description of Change	Procedure Developer	Effective Date
6.2	Added references to National Code 2018	General Manager – Operations and Risk Management	23/12/2017

## **PURPOSE**

To provide a procedure for the students and staff of Academies Australasia Polytechnic (AAPoly) in relation to an international student's Application for Transfer Between Registered Providers.

## **POLICY STATEMENT**

Under Standard 7 of the National Code 2018, Registered Providers must not knowingly enroll a student wishing to transfer from another Registered Provider's program prior to the Student completing six (6) calendar months of his/her Principal Program of study, except in limited circumstances as outlined in the Transfer Between Registered Providers Procedure.

AAPoly is entitled to determine the circumstances in which it will provide or refuse to grant a Release. Where a student requests a transfer within the period of six (6) months of commencement of their Principal Program, AAPoly will assess the request for transfer according to the Transfer Between Registered Providers Procedure.

Students have the right to appeal any decisions made as per the Complaints and Appeals Policy.

## **SCOPE**

- This procedure applies to international students enrolled in Vocational Education and Training (VET) and Higher Education (HE) programs conducted by AAPoly and wish to transfer to another Registered Provider in Australia.
- This procedure also applies to Student Services and Marketing Staff who are involved in accepting an application from an international student wishing to transfer from his/her current Registered Provider to another within the first six (6) months of his/her principal course of study.

## **DEFINITIONS**

Application for Transfer Between Registered Providers	An application by a Student for Transfer Between Registered Providers.
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 Providers of Education and Training to Overseas Students 2018

Provider Registration and International Student Management System (PRISMS)	A site that provides Australian education providers with the Confirmation-of-Enrolment (CoE) facilities required for compliance with the Education Services for Overseas Students (ESOS) Legislation.
Visa Entitlement Verification Online (VEVO)	A free online service that gives visa holders, employers and other registered organisations access to visa entitlements and status information 24 hours a day. (Source: DIBP website)
International Student	A person (whether within or outside Australia) who holds a Student Visa, who wishes to be released from AAPoly to study at another registered provider and is an 'overseas student' as defined by the ESOS Act.
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 and in Government TAFE sector.
Student Counsellor or equivalent:	This role 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.

## PROCEDURE

- **General Guidelines**

1. Students must cooperate with AAPoly's staff and attend any interviews or other appointments scheduled for them, including support services provided by AAPoly.
2. Applying to Transfer Between Registered Providers does not preclude students from the requirement to enrol 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 enrol.
3. No Release is required where:
  - a. the student has completed at least six (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. AAPoly has ceased to be registered or the program in which the student is enrolled has ceased to be registered; or
  - d. AAPoly has a sanction imposed on it that prevents the student from continuing their Principal Program.
- **Transfer Between Registered Providers Within the First Six (6) Months of the Primary Program in a Study Package (requires a transfer approval)**

**For students studying AAPoly's own programs**

1. To apply for transfer to another provider within the first six (6) months of the student's Principal Program, the student must demonstrate exceptional circumstances justifying the transfer request. 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.
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 details:
  - the dates of any relevant consultation or attendance;
  - if relevant, the nature of the complaint and the treatment; and
  - 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.
  - a police report or statutory declaration.
  - other relevant supporting documentation.

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

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. AAPoly 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 AAPoly's or its nominated officer's view, provide adequate grounds to justify the transfer; or
  - g. The student has outstanding debts to AAPoly.
  - h. The student has already cancelled their enrolment at AAPoly without permission or notification to AAPoly.

#### **4. Actions:**

- a. Students should first discuss with their Course Coordinator and/or Student Counsellor regarding their intention to transfer.
- b. The Course 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
  - Mentoring program
  - Personal counselling
  - Consideration of reduction in course load. The purpose of implementing an intervention strategy for the student in compliance with AAPoly's Intervention Strategy – Monitoring Course Progression Guidelines
- c. After this discussion, students who still want to transfer should submit to the Designated Head of Student Services (DH-SS):
  - 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
- d. DH-SS will consult with the relevant Course Coordinator (CC), and/or the Student Counsellor when considering the student's application.
- d. The decision will be communicated to the student in writing within ten (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:
  - If the transfer is approved, Student Services Officer (SSO) records the date of effect and reason for release in PRISMS. SSO notifies the student via email and attach Withdrawal from Studies Form.
  - If the transfer is not approved, SSO should notify student and attach Appeal form. Student can access the appeal process.
- e. The documents related to this Application will be kept on the student's file and noted in AAPoly's Student Management System (Paradigm).

- f. If the student is granted permission to transfer between registered providers, the student should complete, within ten (10) working days, the Withdrawal Form and, where appropriate, the Refund Form.
  - g. If the student is not granted permission to transfer, the student has the right to access the Appeals procedure within 20 working days of the date of notification, as shown in the AAPoly Complaints and Appeals procedure.
- **Transfer Between Registered Providers Within the First 6 Months for Prospective Students of AAPoly**

Prospective students, who have enrolled with another Registered Provider but later apply to study an AAPoly program, must finalise the release application at Original Registered Provider at the time of accepting AAPoly's offer i.e. at the time of returning a signed International Student Agreement and payment of fees. If a student is not released from the Original Registered Provider, the Student Agreement and fee payment must not be accepted by Student Services or Finance staff.

A Release 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 DH-SS and SSO of AAPoly 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 appropriate evidence.

### **For Students Enrolled in Higher Education Programs with Federation University**

Additional policy and procedure apply - please refer to the policy:

[http://policy.federation.edu.au/learning\\_and\\_teaching/compliance/standard\\_7/ch01.php](http://policy.federation.edu.au/learning_and_teaching/compliance/standard_7/ch01.php)

### **RESPONSIBILITIES**

- DH-SS is responsible to ensure the policy and procedure are disseminated to staff and students
- The respective CC and Student Counsellor are responsible for making appropriate support services recommendations.
- DH-SS 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.

## **FEEDBACK**

Queries or comments about this procedure should be emailed to the DH-SS through studentadmin@aapoly.edu.au. The DH-SS will respond to the inquiry or feedback in writing within two (2) weeks after the receipt of the email, unless an urgent or immediate response is required. The queries or comments will be recorded in the Continuous Improvement Register and form a part of policy and procedure review for quality assurance.

---

## Related Documents

Source	Document Title	Version/Date
Internal	AAPoly Student Complaints and Appeals Policy and Procedure	v. 4.3 05042018
	AAPoly Fee Payment and Refund Procedure	v. 10.2 27122017
	AAPoly Higher Education Enrolment Policy and Procedure	v. 1.1 27122017
	AAPoly Marketing Information and Practices Policy and Procedure	v. 2.4 11122017
	AAPoly Refund of Fees Policy	v. 8.3 27122017
	AAPoly Student Selection and Admission Policy and Procedure	v. 2.2 11122017
	Transfer of International Students Between Registered Providers Procedure	v. 6.2 23122017
External	ASQA Standards for Registered Training Organisations	2015
	Higher Education Standards Framework	2015
	National Code of Practice for Providers of Education and Training to Overseas Students	2018