



INTERNATIONAL STUDENT TRANSFER BETWEEN PROVIDERS

References:

Standard 7.2.2.1 to 7.2.2.6

National Code Standard 7 Overseas Student transfers

TRANSFERS BETWEEN REGISTERED PROVIDERS

PURPOSE

Australian Harbour International College does not knowingly enrol an international student who wishes to transfer from another registered provider prior to the international student completing six months of their principal course.

This policy and associated procedures meet the requirements of Standard 7 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

POLICY STATEMENT

Australian Harbour International College will not knowingly enrol an international student who wishes to transfer from another registered provider's course prior to the student completing six months of his or her principal course except in the case of any of the following circumstances:

- the releasing registered provider or the course in which the student is enrolled has ceased to be registered;
- the releasing registered provider has had a sanction imposed on its registration by ASQA that prevents the student from continuing their principal course at that registered provider.
- the releasing registered provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS;
- any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.

National Code Part D Standard 7	Transfer between registered providers
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The **Principal Executive Officer (PEO)** is ultimately responsible for students being made aware of their visa obligations and ensuring that the College complies with the ESOS Act and National Code in relation to these matters.

Interview the student or respond to the student's requests for transfers.

The **Student Services Manager** is responsible for the day-to-day administration of the requests for transfers out and transfers into the College.

The **Admissions Officer** manages the administration of transfers including the letters of offer, CoEs, database, and PRISMS entry.

The **Accounts Officer** is responsible for the day-to-day administration of the requests for payment and/or financial issues.

ASSESSING COURSE TRANSFER REQUESTS TO OTHER REGISTERED PROVIDERS AND CIRCUMSTANCES WHERE THE TRANSFER REQUEST WILL BE GRANTED

International students who wish to transfer to another registered provider prior to completing six months of their principal course must complete a Withdrawal/Cancellation form and attach a valid offer from another registered provider.

The outcome of the assessment will be provided within 10 working days of receipt of the form and valid enrolment offer. Where the request is granted, a Letter of Release will be provided. The Release Letter will advise students to contact the DHA to seek advice on whether a new student visa is required. Refunds will be in accordance with our fee refund policy and procedures.

The transfer request will be granted where any of the following circumstances apply:

- The student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with Australian Harbour International College's intervention strategy to assist the overseas student in accordance with Standard 8 (overseas student visa requirements).
- There is evidence of compassionate or compelling circumstances as per Standard 7: Overseas Student Transfers:

'Compassionate or compelling' circumstances are generally those beyond the control of the overseas student and which have an impact upon the overseas student's course progress or wellbeing. These could include, but are not limited to:

- serious illness or injury, where a medical certificate states that the overseas student was unable to attend classes.
- bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided).
- major political upheaval or natural disaster in the home country requiring emergency travel. and this has impacted on the overseas student's studies; or
- a traumatic experience, which could include:
 - involvement in, or witnessing of a serious accident; or
 - witnessing or being the victim of a serious crime, and this has impacted on the overseas student (these cases should be supported by police or psychologists' reports); or
 - where the registered provider was unable to offer a pre-requisite unit, or the overseas student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol

- Australian Harbour International College fails to deliver the course as outlined in the Offer Letter and Student Agreement.
- There is evidence that the student's reasonable expectations about their current course are not being met.
- There is evidence that the student was misled by Australian Harbour International College or an education or migration agent regarding Australian Harbour International College or its course and the course is therefore unsuitable to their needs and/or study objectives.
- An appeal (internal or external) on another matter results in a decision or recommendation to release the student.

CIRCUMSTANCES WHERE THE TRANSFER REQUEST WILL NOT BE GRANTED

A transfer request will not be granted where any of the following circumstances apply:

- There are no legitimate compassionate or compelling circumstances.
- The student has not paid their fees.
- The transfer may jeopardise the student's progression through a package of courses.
- The student has recently started studying the course and the full range of support services are yet to be provided or offered to the student.
- The student is trying to avoid being reported to DHA for failure to meet the provider's attendance or academic progress requirements.

Where the request is not granted, the reasons for the non-grant of the request will be communicated in writing. The letter will advise the student that they may access the Complaints and Appeals Policy and Procedure to appeal the decision within 20 working days of receipt of the decision.

Australian Harbour International College will not finalise the student's refusal status in PRISMS until the appeal process is complete and either finds in favour of Australian Harbour International College or until the 20-working day period in which the student can access the complaints and appeals process has passed.

CIRCUMSTANCES WHERE THE TRANSFER REQUEST WILL NOT BE GRANTED

Australian Harbour International College will maintain all records of requests for course transfer and documentation associated with the assessment and decision regarding the request. Records will be maintained for a minimum of 2 years following the student's completion or withdrawal from their course.

PROCEDURES

Manage transfers in

1. On receipt of an application from a student that has not completed six months of their principal course of study, check the student on PRISMS following the information about Standard 7 in the PRISMS user guide and to ensure they have been released from the previous provider.
2. If the check confirms that the student has been released follow the usual procedures for

enrolling a student.

3. If the check confirms that the student has not been released, advise the student in writing and within 10 working days of receipt of their application that it has not been approved.
4. Enter all information into the SMS and PRISMS.
5. File all documentation.

Manage transfers out

1. Where a student wishes to transfer to another provider before having completed six months of their principal course of study with Australian Harbour International College, provide students with Withdrawal/Cancellation form.
2. Acknowledge receipt of completed forms within 3 working days of receipt.
3. Review and assess the application provided within 10 working days of receipt. For an application to be approved, supporting documentation must demonstrate that compassionate and compelling circumstances exist.
4. Advise the student in writing of the outcome of their application, including a Letter of Release where the application is approved. If it is not approved, provide the reasons and advise the student of their right to access the complaints and appeals process.
5. Record approved releases on PRISMS following the information about Standard 7 in the PRISMS user guide.
6. Record refusals of release on PRISMS following the information about Standard 7 in the PRISMS user guide.
7. Enter all information into the SMS.
8. File all documentation and keep for a minimum of 2 years.

DOCUMENTS AND EVIDENCE OF PROCESS

RPL & Credit Transfer Policy
 Withdrawal/Cancellation form
 Credit transfer procedure
 Confirmation of Enrolment
 Release by AHIC
 Overseas Student Application form
 Letter of offer and written agreement with the student
 Correspondence between providers
 Notification on PRISMS
 Student files