

STUDENT TRANSFER POLICY

PREAMBLE

This Policy outlines the College's procedures for accepting students transferring from other providers and how/when students can transfer from the College to other providers.

DEFINITIONS AND ACRONYMS

“College” means Australian Pacific College, English Unlimited and Australian Pacific Travel and Tourism.

“ESOS Act” means Education Services for Overseas Students Act 2000 (Cth).

“National Code” means the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

“Overseas Student” means a person (whether within or outside Australia) who holds a student visa as defined by the ESOS Act.

“Policy” means this Student Transfer Policy.

“PRISMS” means the Provider Registration and International Student Management System

1. STUDENTS REQUESTING TRANSFER TO THE COLLEGE FROM OTHER PROVIDERS

1.1 In accordance with the National Code standard 7.1, the College must not knowingly enrol a student from another registered provider prior to the student completing six (6) months of their principal course (or for the school sector, until after the first six (6) months of the first registered school sector course), except in circumstances listed in clause 1.2 below.

1.2 The College will only accept students in the first six months of their principal course in the following circumstances:

- a) the original provider has ceased to be registered or the course in which the student has enrolled has ceased to be registered; or
- b) the original provider has provided a release in PRISMS; or



- c) the original provider has had a sanction imposed on its registration by the ESOS agency that prevents the student from continuing his or her course; or
- d) any Government sponsor of the student considers the change to be in the student's best interests and has provided written support for that change.

2. STUDENTS REQUESTING TRANSFER FROM THE COLLEGE TO OTHER PROVIDERS

- 2.1 Overseas students are restricted from transferring from their principal course of study for a period of six months. This restriction also applies to any course(s) packaged with their principal course of study.
- 2.2 Students can apply for a release to enable them to transfer to another education provider.
- 2.3 The College will only release a student in the first six months of their principal course in the following circumstances:
 - a) The student has lodged a written request to transfer including providing a valid letter of offer from another registered provider, and
 - b) Where the students' fees are up to date; and
 - c) Where the student has given the correct course cancellation notice period and has paid the relevant course cancellation fee in accordance detailed in Table A, and
 - d) Where it is in the best interests of the student to release them, for example
 - i) The student will be reported because they are unable to achieve satisfactory course progress at the level they are studying even after engaging in the College's intervention strategy; or
 - ii) There is evidence of compelling or compassionate circumstances; or
 - iii) Were the College fails to deliver the course as outlined in the written agreement; or
 - iv) there is evidence the student's reasonable expectations about their current course are not being met; or

- v) there is evidence the student was misled by the College or by their agent regarding the College or the course and the course is unsuited to them or their study objectives; or
- vi) an appeal (internal or external) results in a recommendation or decision to release the student; or
- vii) It has been agreed by the College that the student would be better placed in a course that is not available at the College.

2.4 The College will NOT release a student in the first six months of their principal course in the following circumstances:

- a) The student's progress is likely to be academically disadvantaged or would not be better placed in another institution (for example the student may be better off transferring to a lower level of study/course at the College); or
- b) The College is concerned that the student's application to transfer is a consequence of the adverse influence of another party; or
- c) The student has fees owing to the College; or
- d) The student is deliberately not participating in the College's intervention strategy in order to receive a release letter.

2.5 Students under 18 years of age MUST have:

- a) written confirmation that the student's parent(s) or legal guardian supports the transfer; and
- b) written confirmation that the new provider will accept responsibility for approving the student's accommodation, support, and general welfare arrangements where the student is not being cared for in Australia by a parent(s)/legal guardian or a suitable nominated relative.

2.6 All applications for release will be considered within 10 working days of receipt of the application and the applicant notified of the decision.

2.7 Students should be advised that their decision to transfer to a different education provider may have visa implications and they should contact the nearest Department of Home Affairs to seek advice if a new student visa is required.

- 2.8 Where granted, a release will be issued at no cost to the student and the release will be recorded on PRISMS.
- 2.9 Where a release is not granted, the student will be provided with written reasons for the refusal and will be informed of his or her right to appeal the decision within 20 working days in accordance with Standard 10 of the National Code 2018 and the College's Complaints and Appeals Policy.
- 2.10 Where a student lodges an appeal the College will not finalise the refusal in PRISMS until the appeal is found in favour of the College OR the student has chosen not to appeal within 20 working days or they withdraw from the appeal process.
- 2.11 Records of release requests, their assessment and the decision made will be maintained in the student's file for 2 years after they cease to become an accepted student.

TABLE A - NOTICE PERIODS REQUIRED, CANCELLATION FEE & DOCUMENTS REQUIRED

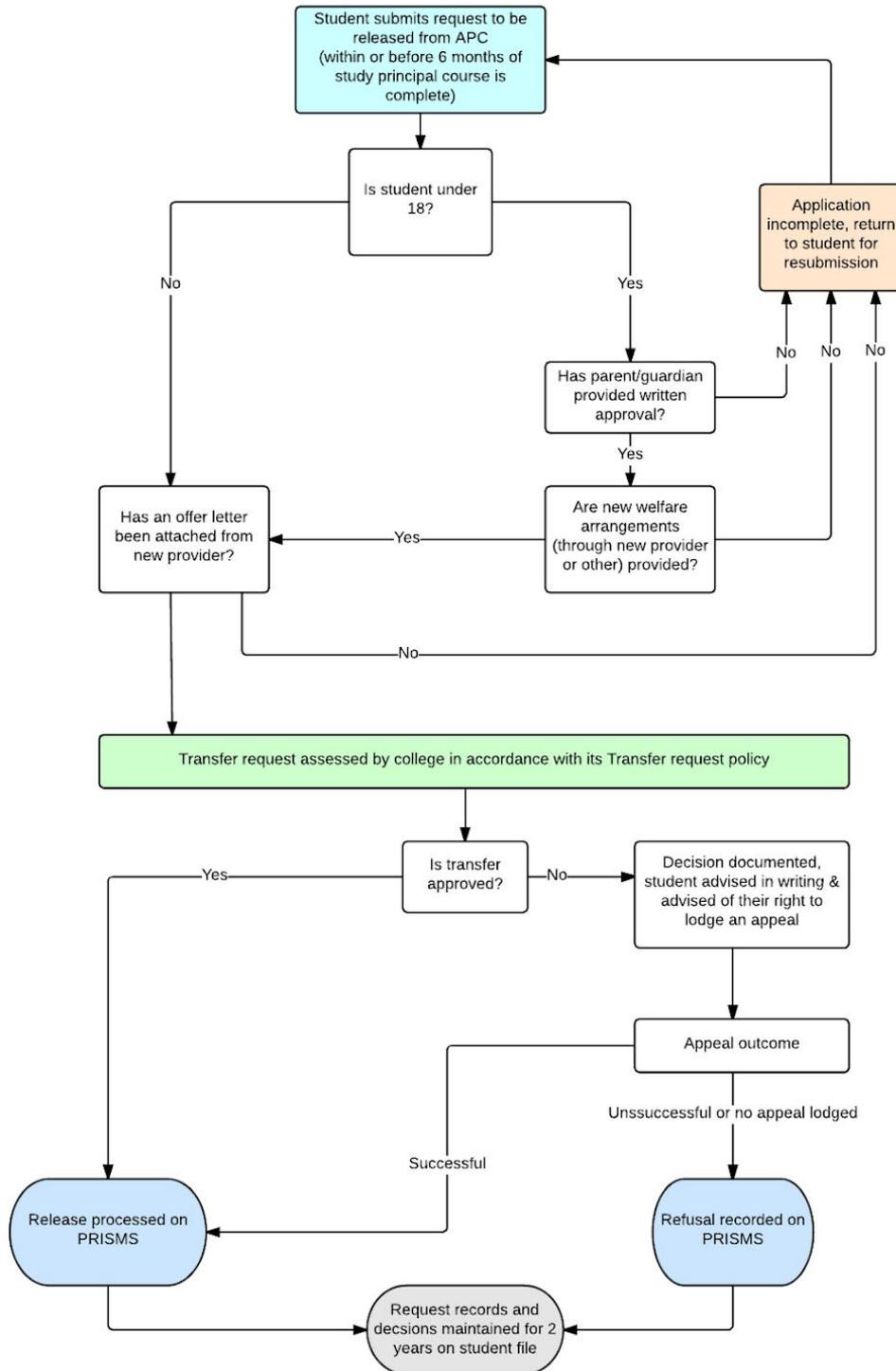
School	Course cancellation notice period	Course cancellation fee	Documents required
English	1 week in advance	N/a if fees are paid in full in advance, any unused weeks are forfeited 1 week if fees are not paid in advance.	Course variation form Letter of offer from the new school Confirmation of parent/guardian approval (if the student is under 18 years of age)
Vocational	Forms must be submitted by the end of week 7 <i>(to finish on or before the end of the same term)</i>	\$0 if submitted by the end of week 7 \$500 if submitted in week 8+ <i>(note the College expects students to study a minimum of 2 terms if their course is more than 2 terms long)</i>	Acceptance of welfare arrangements by the new provider (if student is under 18 years of age)

Please note: Notice periods and cancellation fees may be subject to change at any time without notice.



Student request for release letter flowchart

Transfer policy process
Last updated 10/11/2017



POLICY REVIEW

This policy will be reviewed as part of the College's three year review cycle.

RELEVANT LEGISLATION

This document references the following legislation, regulations, codes and standards:

Relevant Legislation/codes/standards	
Commonwealth	National Code of Practice for Providers of Education and Training to Overseas Students 2018

RELATED POLICIES AND PROCEDURES

Related Policies and Procedures	
Policies	Intervention Policy, Complaints and Appeals Policy

KEYWORDS

Keywords	release request, transfer, change provider, change course
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POLICY OWNER

Policy Owner	Learner Experience Enterprise Unit
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POLICY/PROCEDURE HISTORY

Policy History			
Current version	Current version release date	Author	Description of changes
Student Transfer Policy v1.8	23 April 2015	Sharon Luhr	Original Document
Student Transfer Policy v1.10R	December 2017	Sara Gaudry	Full update in accordance with the Policy and Procedure Template v1.0, Guidelines for Drafting Policies and Procedures v1.0 and the National Code 2018.
Student Transfer Policy v1.10R	April 2019	Sara Gaudry	Updated letterhead Inclusion of policy owner No change to content of policy