



International Student Transfer Between Registered Providers Procedure

Policy supported	International Student Transfer Between Registered Providers Policy
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Contact Officer	Principal/Chief Executive Officer
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Related Documents	International Student Transfer Between Registered Providers Policy ESOS National Code of Practice Student Complaint and Appeal Policy Student Complaint and Appeal Procedure Withdrawal from Course Form

1. Purpose

The purpose of this Procedure is to support the ***International Student Transfer Between Registered Providers Policy***, which seeks to ensure that the Australian Institute of Higher Education Pty Ltd ('the Institute') complies with the ESOS National Code of Practice with respect to restrictions on transferring international students.

2. Scope

This Procedure applies to all international students, both prospective and enrolled, of the Institute; Executive Management; the Admissions office, and the Accounts office.

3. Definitions

See the AIH Glossary of Terms for definitions.

4. Actions and Responsibilities

The following processes apply to international students seeking to transfer, either to or from the Institute, prior to completing six (6) months of their principal course of study.

4.1 Procedure for students seeking to transfer to the Institute from another registered provider

- 4.1.1.** The Institute receives an application from a student who is on-shore and is currently undertaking study at another registered provider.
- 4.1.2** Utilising information from the student's passport, including their study visa and the date the student arrived in Australia, the Institute will determine if the student has completed six (6) months of their principal course of study with the other registered provider.
- 4.1.3** If the student has completed six (6) months study in their principal course of study, the application process proceeds as for all other on-shore international student applications in accordance with the **Student Admission Policy** and associated Procedure.

If the student has not completed six (6) months study in their principal course of study, the principles in clause 6.1 of the **International Student Transfer Between Registered Providers Policy** ('restricted transfer principles') apply, and the Institute will assess the application as set out in clauses 4.1.4 to 4.1.8 below.

- 4.1.4** In the first instance, Admissions will review whether the student has been recorded as being released from their transfer restricted enrolment in PRISMS, as follows:
- a) search for student;
 - b) view the student's enrolment:
 - Once the student has been located proceed to the 'COE (s)' tab;
 - On the CoE listing, you will find a 'Release' column and a 'Transfer Restricted' column;
 - Transfer restricted enrolments will have a 'Y' against the corresponding column;
 - Enrolments no longer restricted due to a 'Release' being recorded in the system will have a 'Y' against the 'Release' column.
- 4.1.5** If the student is recorded as released in PRISMS, Admissions will confirm that the recorded release type conforms with one of the restricted transfer principles (and, if the release type is that the provider agreed to the student's release, the reason for release and date of effect is recorded). If so, the application proceeds as for all other on-shore international student applications.
- 4.1.6** If the student is not recorded as released in PRISMS, or Admissions otherwise does not consider that the release as recorded conforms with one of the restricted transfer principles, the application process will be put on hold and the student will be:
- informed that they are unable to transfer at this time; and
 - invited to re-activate their application when they have completed six (6) months in their principal course of study, or upon providing evidence that one of the restricted transfer principles applies.
- 4.1.6** If the student is a government sponsored student, the student may provide written support from their sponsor including a statement that the government sponsor considers the change to be in the student's best interests, in which case the application will proceed as for all other on-shore international student applications.
- 4.1.8** If the Institute is informed or becomes aware that the original registered provider or course in which the student was enrolled has ceased to be registered, or that TEQSA has imposed a sanction on the original registered provider's registration that prevents the student from continuing their principal course of study at that registered provider, the student's application will proceed as for all other on-shore international student applications.

4.2 Procedure for students seeking to transfer from the Institute to another registered provider

4.2.1 The international student will present, in person, to Admissions and provide the **Withdrawal from Course Form**. The CEO or delegated nominee will arrange an exit interview where the student will provide an original copy of a valid letter of offer from the registered provider to which the student wishes to transfer.

4.2.2 Accounts will check the financial status of the student to determine if there are fees owing or if the student is entitled to a refund under the Institute's refund policy. Accounts will advise the student if there are any fees owing and discuss how payment will be settled or, if a refund is due, how much will be refunded and when. Accounts will also check to see if there are any library books or other items on loan to the student, and make arrangements for their return.

4.2.3 During an exit interview the CEO or delegated nominee will:

- discuss the reasons for the student wishing to transfer to another registered provider;
- sight the original letter of offer from the registered provider that the student wishes to transfer to;
- make a copy of the letter of offer

4.2.4 Assessment:

Following the exit interview, the CEO or delegated nominee will assess the student's request for a transfer to another registered provider, taking into account the reasons for the request; whether the student fully understands the consequences to his/her study options, and whether there are any outstanding fees owing to the Institute. The CEO or delegated nominee will then come to a decision on whether to record the release in PRISMS.

4.2.5 Circumstances in which a request will be granted/denied:

The release will always be provided when, or if:

- The Institute, or the course in which the overseas student is enrolled, has ceased to be registered; or
- Sanctions imposed on the Institute by TEQSA prevent the student from continuing in his or her course at the Institute; or
- Any government sponsor of the overseas student considers the transfer to be in the best interests of the student and has provided written support for the transfer; or
- A student had a conditional offer from the Institute and did not meet the conditions of the offer; or
- The Institute assesses that continuing the course at the Institute is not in the student's best interests, in accordance with clause 6.2 of the **International Student Transfer Between Registered Providers Policy**.

The Institute will refuse a student's request for a release during the 'restricted transfer' period (prior to the student completing six (6) months of their principal course) if the student does not meet one or more of the conditions listed above. Additional evidence other than a letter of offer from another registered provider may be required for the Institute to make this determination.

Outside the restricted transfer period, the release may be denied if:

- The student wishes to transfer to another provider with the same course and there are no extenuating circumstances for the transfer;
- The student is under any academic or non-academic sanctions;
- The student has outstanding fees;
- The student applies to transfer from a course/package of the Institute to a lower level course/package at another provider;
- The Institute determines the transfer may be detrimental to the student's future study plan;
- The student has not provided a letter of offer from another registered provider or sufficient evidence to support their grounds for release; or

- The transfer is otherwise not assessed to be in the student's best interests, in accordance with clause 6.2 of the ***International Student Transfer Between Registered Providers Policy***.

4.2.6 Request granted:

If the CEO or delegated nominee agrees to the student's request for a transfer to another registered provider, the student will be advised in writing within ten (10) working days from the date of the exit interview. Students will be contacted within five (5) working days from the date of receipt of the application to confirm a date for the exit interview. Once the release is granted Admissions will record the reason for releasing the student from their enrolment in PRISMS. There is no charge to release the student and the Institute will advise the student of the need to contact Department of Education and Training (DET) or the Department of Home Affairs to seek advice on whether a new visa is required. The student must, if applicable, pay any outstanding fees or return any library books or equipment before receiving a confirmation of release from the admissions.

4.2.7 Request denied:

If the CEO or delegated nominee denies the student's request for a transfer to another registered provider, the student will be advised and provided with reasons for refusing the request in writing within ten (10) working days from the date of the exit interview. Students will be contacted within five (5) working days from the date of receipt of the application to confirm a date for the exit interview. Once a decision is made, students will be informed of their right to appeal the decision through the Institute's ***Student Complaint and Appeal Policy*** and associated Procedure within ten (10) working days of receiving notice of the decision. Admissions will not update the student's refusal status in PRISMS until one of the following occurs:

- the appeal process finds in favour of the Institute;
- the student chooses not to appeal the decision to deny the student's request for a transfer within ten (10) working days of receiving the decision; or
- the student withdraws from the appeal process.

4.2.8 The student's file will be updated to include a copy of the request for transfer to another registered provider, a copy of the letter of offer from the other registered provider, any other evidence supplied, a copy of the written advice to the student of the decision and, if granted, a record of confirmation of release in PRISMS.

4.2.9 Admissions will advise the Department of Home Affairs (via PRISMS) that the student has transferred to another registered provider.

4.2.10 The CEO or delegated nominee will ensure that the following tasks are undertaken:

- An Academic Transcript is prepared for the transferring student, if applicable;
- E-mail relevant Institute personnel advising them that the student has withdrawn from the course so that records can be updated, the student's computer access and e-mail account are deactivated, and the student's library borrowing rights are cancelled.

4.2.11 A register of all approved and denied release requests will be maintained by Admissions.

5. Version Control

This Procedure has been endorsed by the Australian Institute of Higher Education CEO as at September 2020 and is reviewed every 3 years. The Procedure is published and available on the Australian Institute of Higher Education website <http://www.aih.nsw.edu.au/> under 'Policies and Procedures'.

Change and Version Control				
Version	Authored by	Brief Description of the changes	Date Approved:	Effective Date:
2016-2	Registrar	Updated template.	6 July 2016	6 August 2016
2017-1	Ms. McCoy	Restructured document; added box to beginning Revised/edited content	1 March 2017	6 March 2017
2017-2	Registrar	Included circumstances in which a request will be granted/denied.	4 August 2017	7 August 2017
2019.1	Principal	Updated Policy Owner, Responsible Officer, Contact Officer to Principal Updated Section 4 in alignment with National Code.	27 September 2019	30 September 2019
2020.1	Academic Success Manager/Chief Executive Officer	Minor updates: formatting and proofed for student comprehension.	24 September 2020	24 September 2020