

SC8-I: Course Transfer Policy & Procedure

International Students

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Purpose

The purpose of this policy is to ensure that:

- Education Access Australia does not enrol transferring students prior to the student completing six months of their principal course of study except for the circumstances outlined in this Policy.
- When a student wishes to transfer from Education Access Australia before completing six months of their principal course, Education Access Australia assesses this request according to this Course Transfer Policy and Procedure.
- When a student wishes to transfer to another course within Education Access Australia, Education Access Australia assesses this request according to this Course Transfer Policy and Procedure.

This ensures compliance with Standard 7 of the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018.

Definitions

DET means Department of Education and Training

DIBP means Department of Immigration and Border Protection

PRISMS means Provider Registration and International Student Management System (PRISMS)

Six months means six calendar months from the date that the student commences their studies

Course Package means a package of courses included on a student's Visa that usually includes the principle course and any approved pre-requisite courses

Registered Provider means an Australian education provider approved to offer courses to overseas students, and registered on CRICOS (the Commonwealth Register of Institutions and Courses for Overseas Students).

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Policy

- All decisions made by Education Access Australia with regard to student transfer requests will be made in accordance with this policy and procedure, will be fair and take into account the student's individual circumstances and any other relevant factors.

1. Transferring from another registered provider

- Education Access Australia will not knowingly enroll a student wishing to transfer from another registered provider's course unless one or more of the following conditions apply:
 - the student has completed six months of their principle course or course package;
 - the original registered provider has provided a written letter of release;
 - the original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered;
 - the original registered provider has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or her principal course; or
 - 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.
- Education Access Australia will not actively recruit a student enrolled with another provider before the student has completed six months of their principle course or course package.

2. Transferring to another registered provider

- For Education Access Australia students seeking to transfer to another registered provider's course of study prior to completing 6 months of the principle course, a letter of release from Education Access Australia is required. This will be granted in any of the following circumstances:
 - Where it is considered that the course that the student wishes to transfer to;
 - better meets the study capabilities of the student; and/or
 - better meets the long-term goals of the student, whether these relate to future work, education or personal aspirations; and/or
 - offers the student access to greater support either through services offered by another registered provider, commercial or non-profit services or through access to family, friends or a cultural support network.
 - The student can provide evidence that his or her reasonable expectations about the current course are not being met.
 - Where a student has provided evidence that he or she was misled by Education Access Australia or education agent regarding the provider or its course which is in breach of the ESOS Act.
- A transfer to another course will not be granted where:
 - 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. In this case, the student will be requested to wait a further 4 weeks before applying for a transfer to another registered provider during which time the full range of support services will be provided to the student.

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- The student is trying to avoid being reported to DIBP for failure to meet the provider's attendance or academic progress requirements.
- In order for a request for transfer to be considered and a letter of release provided, students must provide a letter of offer from another registered provider confirming that a valid offer of enrolment has been made.
- The outcome of the student's application for course transfer will be provided in writing within 10 working days of receipt of application.
- There is no cost in providing students with a letter of release. However, where a student transfers to another registered provider, any refund of course fees, where applicable, will be paid will be in accordance with Education Access Australia's *Fees and Refunds Policy and Procedures*.

3. Transferring to another course offered by Education Access Australia

- Students may transfer to another course offered by Education Access Australia in the following circumstances:
 - Where it is considered that the course that the student wishes to transfer to;
 - better meets the study capabilities of the student; and/or
 - better meets the long-term goals of the student, whether these relate to future work, education or personal aspirations; and/or
 - Or, where the student claims or can provide evidence that his or her reasonable expectations about the current course are not being met.
- A transfer to another course within Education Access Australia will not be granted where:
 - 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 DIBP for failure to meet the provider's attendance or academic progress requirements.
- In order for a request for transfer to be considered, students must complete an *Course change request Form*.
- The outcome of the student's application for course transfer will be provided in writing within 10 working days of receipt of application.
- Cost involved in transferring to another course plus any refund of course fees paid for the student's current course will be in accordance with Education Access Australia's Fees and Refunds Policy and Procedure

4. Visa advice

- All students who are either considering a course transfer, or have been granted a letter of release, will be advised that they must contact DIBP to seek advice on whether a new visa is required. To find out more about visa requirements, students will be advised to contact DIBP on 131881 or visit the following website: <http://www.border.gov.au/Trav/Stud/More/Changing-courses>

5. Appeals

- Where the decision is made to refuse a course transfer or Education Access Australia does not respond to the request in the timeframe set out in this Policy, the student may appeal against the decision by accessing Education Access Australia's Complaints and Appeals process within 20 days. If the appeal finds in favour of a student wishing to transfer, a letter of release will be granted.

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6. Records

- All records relating to internal course transfers will be kept on a student's file.

7. Publication

- This policy is provided to students in the *International Student Handbook*, which is provided to students prior to or upon commencement of a course, and via Education Access Australia's website at www.eaa.edu.au

Procedures

1. Transfers from another provider

Procedure	Responsibility
<p>A. Process application. If required, contact the student or student's agent to confirm the student's status with the previous registered provider.</p> <ul style="list-style-type: none"> Where an application from a student indicates that they are already enrolled with another provider, check which if any the conditions for transferring apply (e.g. has the student completed at six months, has a Letter of Release has been provided etc.) If required, contact the student or student's agent to confirm the student's status with the previous registered provider Where the conditions have been met, check other standard enrolment requirements such as entry requirements and pre-requisites. If these are met, forward the application to the CEO & VET Coordinator for approval. 	Administrator
<p>B. Review application</p> <ul style="list-style-type: none"> Review the application and supporting evidence provided within 10 working days of receipt of application. Make a decision based on the circumstances in which a transfer will be granted as set out in this policy. 	CEO & VET Coordinator
<p>C. Approve application</p> <ul style="list-style-type: none"> Where the application is approved by the CEO & VET Coordinator, inform the student in writing. Refer the application for enrolment per the <i>Student Administration P&P</i>. Include all documentation on the student's file. 	CEO & VET Coordinator
<p>D. Refuse application</p> <ul style="list-style-type: none"> Where the student is not eligible to transfer inform the student in writing that their application has been refused, stating the reasons why. Include all documentation on the student's file. 	

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2. Transfers to another provider

Procedure	Responsibility
<p>A. Process application</p> <ul style="list-style-type: none"> Where a student requests to transfer to another provider, provide the student with an <i>Application for Withdrawal Form</i> for completion. Documentation required is stated on this form, including the requirement for a valid letter of offer from another provider. Acknowledge receipt of <i>Application for Withdrawal Form</i> by post and/or email to the student. 	Administrator
<p>B. Review application</p> <ul style="list-style-type: none"> Review the application and supporting evidence provided within 10 working days of receipt of application. Make a decision based on the circumstances in which a transfer will be granted as set out in this policy. 	CEO & VET Coordinator
<p>C. Approve application</p> <ul style="list-style-type: none"> Where the application is approved, inform the student in writing, including a <i>Letter of Release</i>, information on any refund of course fees (if applicable in accordance with Education Access Australia's <i>Fees and Refunds P&P</i>) and advising the student to contact DIBP to confirm whether they will need a new visa. If a student's appeal is successful, a letter of release will be granted and emailed to the student. Report the 'Student Course Variation' into PRISMS within 14 days of student leaving Education Access Australia. Include all documentation on the student's file. 	Administrator
<p>D. Refuse application</p> <ul style="list-style-type: none"> Where the application is refused, inform the student in writing, including the reasons for the decision and advising the student of their right to access Education Access Australia Complaints and Appeals P&P and that they have 20 working days in which to do this from the date specified on the letter. Include all documentation on the student's file. If the student does not appeal against the decision or if their appeal is unsuccessful, the matter will be closed. 	Administrator

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3. Transfers to another course offered by Education Access Australia

Procedure	Responsibility
<p>A. Process application</p> <ul style="list-style-type: none"> Where a student requests to transfer to another course within Education Access Australia, provide the student with an <i>Internal Course Transfer Application Form</i> for completion. Documentation required is stated on this form. This will include any documentation required relevant to the entry requirements for the course into which the student wishes to transfer. Acknowledge receipt of <i>Internal Course Transfer Application Form</i> by post and/or email to the student. This should include advice to the student that they must stay in their current course until their application is assessed and that the student must contact DIBP for advice on visa implications. Where the application is from a student under 18, check the application to ensure there is a supporting letter from a parent or legal guardian. 	<p>CEO & VET Coordinator</p>
<p>B. Review applications</p> <ul style="list-style-type: none"> Review the application and supporting evidence provided within 10 working days of receipt of application. Make a decision based on the circumstances in which a transfer will be granted as set out in this policy. 	<p>CEO & VET Coordinator</p>
<p>C. Approve application</p> <ul style="list-style-type: none"> Where the application is approved, inform the student in writing, information on any additional fees and/or refund of course fees in accordance with Education Access Australia's <i>Fees and Refunds P&P</i> and advising the student to contact DIBP to confirm whether they will need a new visa. Create CoE and all required documentation for new course in accordance with standard procedures for enrolment as per the <i>Student Administration P&P</i>. Include all documentation on the student's file. Report the 'Student Course Variation' into PRISMS within 14 days of student leaving Education Access Australia. 	<p>CEO & VET Coordinator</p>
<p>D. Refuse application</p> <ul style="list-style-type: none"> Where the application is refused, notify the student including the reasons for the decision and advising the student of their right to access Education Access Australia <i>Complaints and Appeals P&P</i> and that they have 20 working days in which to do this from the date specified on the letter. If the student does not appeal against the decision or if their appeal is unsuccessful, the matter will be closed. If a student's appeal is successful, a letter of release will be granted and emailed to the student. Include all documentation on the student's file. 	<p>CEO & VET Coordinator</p>

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Document Control

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