



SC8: Course Transfer Policy & Procedure

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Purpose

The purpose of this policy is to ensure that Australian Smart College Pty. Ltd. (ASC) does not enroll transferring students prior to the student completing six months of their principal course of study except for the circumstances outlined in this Policy.

This policy also ensures that when a student wishes to transfer from ASC before completing six months of their principal course, ASC 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

DHA means Department of Home Affairs

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

Policy

1. ASC will not knowingly enrol a student wishing to transfer from another registered provider's course of study except where:
 - ♦ 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 provided a written letter of release;
 - ♦ 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.



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2. If any of the above conditions apply, and on the condition that the applying student provides verifiable evidence, ASC can enroll a student before they have completed six months of their principal course.
3. ASC will not actively recruit a student before the student has completed six months of their course with their principal provider.
4. The restriction to not enroll transferring students also applies to any prerequisite courses in a package of courses.
5. Students may transfer from ASC to another registered provider before they have completed six months of their course or at least 2 study periods when it is determined to be in the best interests of the student.
6. The circumstances in which a transfer will be granted include:
 - ◆ 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 claims or can provide evidence that his or her reasonable expectations about the current course are not being met.
 - ◆ the overseas student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with that registered provider'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
 - ◆ the registered provider fails to deliver the course as outlined in the written agreement
 - ◆ there is evidence that the overseas student was misled by the registered provider or an education or migration agent regarding the registered provider 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 overseas student.
7. A transfer to another course will usually 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 during which time the full range of support services will be provided 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.
8. All decisions made by ASC with regard to a student's requests to transfer to another provider will be fair and take into account the student's individual circumstances and any other relevant factors.



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9. 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.
10. A letter of release will always be granted where a student has provided evidence that he or she was misled by ASC or the recruitment agent regarding the provider or its course which is in breach of the ESOS Act.
11. 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 paid will be in accordance with ASC Fees and Refunds Policy and Procedure SC5
12. Students who are granted a letter of release the overseas student must contact Immigration to seek advice on whether a new student visa is required
13. Information about course transfer is provided to students in the Student Handbook, which is provided to students prior to or upon commencement of a course. These are also available on ASC website.
14. Where the decision is made to refuse a student or ASC does not respond to the request in the timeframe set out in this Policy, the student may appeal against the decision by accessing ASC Complaints and Appeals process within 20 days. If the appeal finds in favor of a student wishing to transfer, a letter of release will be granted.
15. All records relating to course transfers will be kept on a student's file. Including records of all requests from overseas students for a release and the assessment of, and decision regarding, the request for two years after the overseas student ceases to be an accepted student.
16. If ASC intends to refuse the transfer request, ASC will inform the overseas student in writing of:
 - ♦ the reasons for the refusal
 - ♦ the overseas student's right to access the provider's complaints and appeals process, in accordance with Standard 10 (Complaints and appeals), within 20 working days.
 - ♦ That ASC will not finalise the student's refusal status in PRISMS until the appeal finds in favour of the registered provider, or the overseas student has chosen not to access the complaints and appeals processes within the 20 working day period, or the overseas student withdraws from the process.

Procedure

1. Students transferring from another provider

Procedure	Responsibility
A. Process application from student <ul style="list-style-type: none">• Where an application from a student indicates that they are already enrolled with another provider, check that a Letter of Release has been provided or that any of the circumstances that apply to transferring students who have not completed six months of their principal course of study apply.• If required, contact the student or student's agent to confirm the student's status with the previous registered provider.	Administration Officer



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<ul style="list-style-type: none">Where a Letter of Release or any of the circumstances applying to registered any of these conditions apply and the student meets other standard enrolment requirements, forward the student's application to the Operations Manager for approval.Where the application is approved by the Operations Manager, inform the student in writing as per ASC Student Records Policy.Where the student is not eligible to transfer because they have not provided a letter of release and none of the circumstances that apply to transferring students who have not completed six months of their principal course of study apply, 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. Students seeking to transfer to another provider

Procedure	Responsibility
A. Process application for transfer <ul style="list-style-type: none">Where a student requests to transfer to another provider, provide the student with an <i>Application for Student Transfer/Letter of Release (ADM-01-11)</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 Student Transfer/Letter of Release (ADM-01-11)</i> by post and/or email to the student.Review the application and supporting evidence provided	Operations Manager
B. Review application <ul style="list-style-type: none">Make a decision based on the circumstances in which a transfer will be granted as set out in the Policy.Where the application is approved, informs the student in writing, including a letter of release, information on any refund of course fees in accordance with ASC Fees and Refunds Policy and advising the student to contact DHA to confirm whether they will need a new visa.Where the application is refused, informs the student in writing, including the reasons for the decision and advising the student of their right to access ASC Complaints and Appeals process 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.Enter Student Course Variation into PRISMS within 14 days of student leaving ASC.	Operations Manager



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