



STUDENT TRANSFER AND RELEASE POLICY

Policy and Procedure

Version 1.3

VERSION CONTROL & DOCUMENT HISTORY		
Date	Summary of modifications made	Version no.
April 2010	Created	V1.1
May 2015	Incorporated 'Transfer between providers and release' policy based on the National Code	V1.2
July 2016	Amendment on the grant of release letter with reference to Standard 7.2 and guidelines on what circumstances are to the detriment of the student	V1.3
Next Review: Jan 2017		
Staff Responsible: Student Services Manager / Managing Director		

Policy Statement

This policy supports 'Standard 7 – Transfer between registered providers' of the *National Code of Practice for Registration Authorities & Providers of Education & Training to Overseas Students 2018* (**'the National Code'**).

This policy details the guidelines and procedures for assessing applications to transfer within the first six months of study. Students who have studied longer than this period can apply for transfer and an application for release is NOT required.

The policy is to ensure that it does not enrol any transferring international student prior to the 6 months of their principal course unless the student has a letter of release from the enrolling institution agreeing to such a transfer.

If students have not completed six months of their principal course and do not have a release letter, they will not be issued with a CoE until the release letter is provided.

With the exception of the following circumstances where:

- The original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered. This should be confirmed via a search on the CRICOS register; or
- 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.

Background

1.0 Conditions of Transfer

The National Code 2018 contains the following standard that relates to the transfer of international students between registered providers, specifically: Standard 7 – Transfer between registered providers.

Registered providers must not knowingly enrol an overseas student seeking to transfer from another registered provider's course prior to the overseas student completing six months of his or her principal course (or for the school sector, until after the first six months of the first registered school sector course), except in particular circumstances outlined below.

The Department of Home Affairs also provides guidelines for registered providers who are reviewing international students' requests for course changes within the same Institute and for transfer between registered providers. These guidelines can be found at <http://www.homeaffairs.gov.au/Trav/Stud/More/Changing-courses>

1.1 Students transferring to APSI from another registered provider:

The following procedure is relevant to any student who applies for a course within

the College and is currently studying on-shore with another registered provider.

APSI will not accept an enrolment within the restricted transfer period unless the following circumstances apply:

- The releasing registered provider, or the course in which the overseas student is enrolled, has ceased to be registered;
- The releasing registered provider has had a sanction imposed on its registration by the ESOS agency that prevents the overseas student from continuing his or her 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; or
- Any government sponsor of the overseas student considers the change to be in the overseas student's best interests and has provided written support for the change

Once this information is obtained the following steps are taken:

1. Admissions staff accesses the student information via VEVO online verification to ascertain if the length of studies completed in their current principal course of study is greater than 6 months. They also use the copy of their student visa to ascertain what the principal course (visa subclass) is and when they arrived in Australia.
2. If they have completed more than 6 months of their principal course of study, the application process can proceed.
3. Where a student has **NOT** completed 6 months of their principal course of study, they are asked to provide a letter of release in support of their application.
4. To support the application they can be provided with a 'Conditional' Letter of Offer which clearly states that an offer of a place is conditional on their obtaining a letter of release from the principal provider.
5. If a letter of release is received and the student has no outstanding fees to be paid to the prior institution or other outstanding matters of concern, the application can proceed.
6. If no letter of release is obtained, the application process is halted and the student informed that they are unable to transfer at this time. They are welcome to re-apply their application when the 6 month period has passed.
7. Note that if the original institution or course has ceased to be registered, or sanctions have been placed on the original institution by the Australian government which do not allow the student to continue with the course, no letter of release is required. Evidence of this occurrence would need to be placed in the student file.
8. The applicant must provide a copy of their Student Visa and all current CoE's and complete all information requested on the Application Form and the Offer Letter.

Note: If they are in receipt of a Government scholarship, they should provide written

support from this government agreeing to the change which will stand in lieu of any letter of release.

1.2 Students transferring from APSI to another provider

APSI will grant a transfer where the transfer is deemed to be in the best interests of the student. The circumstances below list where a transfer will be granted but is not limited to the following:

- Where you are unable to achieve satisfactory course progress, even after engaging in an intervention strategy
- Where you demonstrate compassionate and compelling circumstances
- Where APSI fails to deliver the course as set out in your written agreement
- Where there is evidence that your reasonable expectations about your course are not being met
- Where there is evidence that you were misled (by APSI or its agent) about APIS or your course, making the course unsuitable for your needs or objectives.
- The course is no longer offered at APSI
- Change of personal circumstances which are not anticipated at pre-enrolment stage
- The transfer better meets the study capabilities or long term aspirations of the student , whether these relate to future work, education or personal aspirations
- Student can get access to greater support (may be through the services offered by another provider, commercial or non-for-profit services or through access to family, friends or a cultural support network)

1.3 Refuse to Release

Circumstances which APSI considers as providing reasonable grounds for refusing the student's request, including when a transfer can be considered detrimental to the student are but not limited to:

- You apply to transfer into a course that you do not have the credentials to enter
- The transfer would jeopardise your progression through a package of courses
- The transfer would put you in breach of your visa conditions
- You are trying to avoid being reported to the Department of Home Affairs for failure to meet attendance or course progress requirements
- You owe money to APSI.
- Transfer to a lower level of studies where student is required to apply for a new visa
- Increased tuition costs, particularly in cases where deposits paid in advance to the College are non-refundable

- Increased duration of studies in Australia due to non-equivalent credit transfer
- Increase in set up cost in relocating to a new city
- Insufficient preparation for further studies
- Qualifications not recognised by Higher Education Providers as satisfying their entry requirements
- Level of support services at new provider not equivalent
- Within 6 months' of a course beginning students may experience homesickness and transfer to another registered provider is not likely to overcome this problem

Note: In order to refuse a release, the provider must have assessed that it is in the student's best interest to remain in the course.

Outgoing students Transfer Process

The following procedure is relevant to those students wishing to transfer to another education provider prior to completing six (6) months of their principal course of study with APSI.

Please note there are no additional fees to students applying for Release of Transfer.

1. Students complete the Course Cancellation Form and a Release Letter Application Form with reasons for such transfer and submit to Student Services if they wish to transfer to another provider.
2. Request for Release Letter must be accompanied by a Conditional Offer Letter from the new provider.
3. Students will be informed in writing of the outcome within 10 working days.
4. In assessing the application to transfer, the Student Services Manager will check the following points:
 - a. Ensure any outstanding fees are paid
 - b. Ensure the student is fully aware of all issues relating the transferring of providers.
 - c. Check student records to ensure the student is not trying to avoid being reported to DoHA due to lack of course progress or poor attendance records.
 - d. An email will be sent to the student's agent (if any) to inform the agent about student's intention to transfer and to establish the authenticity of the reasons to transfer
5. Approval of a Request to Release will be granted only where the student is able to demonstrate to APSI's satisfaction that granting a release :
 - a. If the course the student wishes to transfer to:
 - i. Better meets the study capabilities of the student;
 - ii. Better meets the long term goals of the student, whether these relate to future work, education and personal aspirations
 - b. If the student wishes to change course in order to get access to greater

- support (possibly through the services offered by another provider)
 - c. If the student claims or can provide evidence that his or her reasonable expectations about the current course are not being met
 - d. Factors that may be considered to the student's detriment if such transfer is not granted
 - e. Other factors should be considered in light of the student's individual circumstances
6. If these conditions are met, the Student Services Manager will issue a 'Letter of Release' within 10 working days. The student will also be advised on the Release Letter of the visa implications and that the student must contact DoHA without delay to seek advice on their student visa status.
 7. The Student Services Manager must report the student's termination of studies via PRISMS and cancel all CoE's in the package.
 8. All requests, the assessment process, letter of release, decision letter should be uploaded to student's file electronic file WiseNET.
 9. The approval of transfer of a student to another institution does not indicate the agreement to provide any refund. Refunds are governed by the refund policy independent of this policy.
 10. In the event of refusal to release the student, the College will provide written reasons for refusal within 10 working days to the student.
 11. Refusal of the release must be consistent with the institution's release assessment policy and the other requirements of Standards 7.
 12. The College will inform the student of his or her right to appeal the College's decision in accordance with College's Complaints and Appeals process as per Standard 8.

Students requesting transfer after six months of study with the College have been completed

After the first six months of study in their principal course at the College, students have the right to transfer without a release letter. Students must provide the College with a copy of a new COE or Offer Letter from their new provider. A copy of the new Offer Letter or COE will be placed in student's file. The student is required to complete the Course Cancellation Form and pay the required Cancellation Fee.

Packaged COE with University or Higher Education Provider

Students undertaking a packaged program linked to a University degree will have their degree deemed as their principal course. Students who are enrolled in a packaged program must apply for a transfer with the University or Higher Education Provider, even after the first six months of their course commencement date have elapsed with APSI.

Associated Documents

Conditional Letter of Offer
Course Cancellation Form Application Form
Release Letter Request Form
Release Letter Grant Letter
Release Letter Refusal Letter
Complaints and Appeal Lodgement Form and Procedure