



RTO No. 31736 | CRICOS Provider No. 03010G

## Transfer between Providers Policy

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## 1. Purpose

The purpose of this Policy and Procedure is to outline the circumstances in which Queensford College will allow both the enrolment of transferring students and the release of students from the College to another provider. The restriction applies to any prerequisite courses in a package of courses as well as the first six months of the principal course.

## 2. Scope

This policy and procedures apply to all staff and students at Queensford College across different states who are involved in processing student requests for a transfer between registered education providers and to international students studying on a student visa, who request a transfer to another registered education provider.

## 3. Responsibility

Student Support Officer- responsible for supporting students to access the appropriate process and procedures and follow up

Head of International Marketing- responsible for assessing the transfer request application

Account Manager- ensuring student has paid his/her financial liability

Director of Operations- approving the decision

## 4. Compliance/legislations

Clause/standard	Requirement
Standard 7, the National Code 2018	Overseas students transfer
Standard 8, the National Code 2018	Overseas student visa requirements
Standard 10, the National Code 2018	Complaints and appeals

## 5. Definition

Term	Definition
Student	Active, on-campus student with a current course of enrolment with Queensford College Includes a person (whether within or outside Australia) who holds a student visa as defined by the ESOS Act, but does not include students of a kind prescribed in the ESOS Regulations
Compassionate	Family, medical or “well-being” reasons for supporting a transfer <sup>1</sup>

<sup>1</sup> compassionate and compelling circumstances may include (but are not limited to):

- serious illness or injury, where a medical certificate states that the overseas student was unable to attend classes

Exceptional circumstances	Circumstances that are generally out of the control of the student, which affect their course progress or well-being
CoE	electronic Confirmation of Enrolment
Current study period	The current study period is the study period in which the student applies for a release
National Code	National Code of Practice for Providers of Education and Training to Overseas Students 2018
Principal course of study	As defined in the National Code, the main course of study to be undertaken by an overseas student where a student visa has been issued for multiple courses of study. The principal course of study would normally be the final course of study where the overseas student arrives in Australia with a student visa that covers multiple courses and transfer requirements apply to all courses of study prior to the overseas student's principal course.
Registered education provider	An institution registered under the ESOS Act to provide a specified course in that state to overseas students; and the provider is registered by the Secretary of DEST on CRICOS.
Release	Authorising students to be relieved from one registered education provider so that they are able to enrol with another registered education provider

## 6. Policy

6.1 Queensford College will not knowingly enrol a student transferring from another education provider unless certain conditions are met and thus **does not** require a **release**.

- The Student has completed at least six months' study in his or her Principal Course (last course in his or her CoE package); or
- 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

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- bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
  - major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the overseas student's studies; or
  - a traumatic experience, which could include:
    - involvement in, or witnessing of a serious accident; or
    - witnessing or being the victim of a serious crime, and this has impacted on the overseas student (these cases should be supported by police or psychologists' reports)
  - inability to commence course due to non-issue of visa
  - where the College was unable to offer a pre-requisite unit

- The Student is government sponsored and that government sponsor provides written support for the change as it considers the change to be in the Student's best interests; or
- The original registered provider has ceased to be registered or the course in which the Student is enrolled has ceased to be registered; 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

6.2 Queensford College may allow students to transfer to another provider after the students have completed six months of their principal course. If a student is enrolled in a package of courses, they must complete any prerequisite courses, and then the first six months of the principal course. All applications are assessed based on merits of each of the application.

**Circumstances where student transfer is allowed within six months of the principal course of study:**

- The original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered; or
- The original registered provider has provided a written letter of release; 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.

6.3 Queensford College will assess and determine the circumstances whether to release or refuse the application. Where a student requests a transfer within the period of six months of commencement of their principal program, Queensford College will assess the request for transfer against this procedure.

6.4 In accordance with the National Code 2018, Queensford College may **APPROVE** a release if the transfer is in the overseas student's best interests, including but not limited to:

- The overseas student will be reported because they are unable to achieve satisfactory course progress at the current course of enrolment, even after the intervention strategy was implemented to assist the overseas student in accordance with the National Code Standard 8;
- there is evidence of compassionate or compelling circumstances.
- Queensford College fails to deliver the course as outlined in the written agreement.
- there is evidence that the overseas student's reasonable expectations about their current course are not being met.
- there is evidence that the overseas student was misled by the College or an education or migration agent regarding the College 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.

- 6.5 While College implements equity and fairness across each but there are some circumstances where College may **REFUSE** a release of an overseas student. This includes but not limited to:
- The application does not have a valid enrolment offer from another CRICOS provider; or
  - The transfer is not in favour of a student that may jeopardise the student's progression for future study and/or career objectives; or
  - The student has changed the mindset about the course enrolled in (including packaged courses, preparatory or pathway programs); or
  - 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; or
  - The student is transferring to a lower-level qualification or different subject area, not offered at Queensford College, for reasons other than academic ability; or
  - The student is trying to avoid being reported to the Department of Home Affairs for the breach of visa requirements (attendance, course progression, work limit etc.); or
  - The student has not paid course fees for the current study period; or
  - The student wants to transfer to another provider for lesser fees; or
  - student intends to or has moved to a different location (unless there are compassionate or compelling reasons; or
  - The student is experiencing timetable schedule conflict with personal, work or other non-study commitments; or
  - The transferring course does not provide adequate preparation for further study or recognised by Higher Education or VET Providers as meeting their entry requirements and would be detrimental to the student's future study plans;
- 6.6 Queensford College will maintain records of all requests from students for a release, including evidence of the assessment and decision regarding the request, on the student's file for two (2) years from the date that the student completes their enrolment with Queensford College, or from the date on which any internal or external appeals process is finalised.
- 6.7 Queensford College will not finalise the student's refusal status in PRISMS until the appeal finds in favour of Queensford College decision, or the student has chosen not to access the complaints and appeals processes within the 20 working days period, or the student withdraws from the process. The student must continue to attend scheduled classes until an outcome of the cancellation of course and Release request has been made.

## 7. Procedure

### 7.1 Outgoing student

- Overseas student intends to transfer from Queensford College to another CRICOS registered provider must submit a completed [Request to release](#) along with an unconditional offer letter from another CRICOS registered provider confirming a place has been secured into a course.
- Student Support Officer contacts the student and tries to explore the reason for a transfer request and offers support.
- If the student still insists to process, The Head of International Student Recruitment and Admissions assess the transfer request and passes his decision to the Compliance Manager.

- Compliance Manager finalise the decision and college will release the student within 10 working days if the request to transfer application is approved.
- If the request for a transfer is denied, the student is advised of their right to appeal the decision in accordance with Queensford College's Complaints and Appeals Policy. The response to the student includes the detail of the decision and outline the reasons, as made by the College.
- An electronic copy of the application, supporting documentations and response are kept on the students file on Dynamics.
- Whether a student decides to cancel or discontinue his/her enrolment with the College, cease to attend the college, does not submit evidence to support his/her application to cancellation, the student support team will continue to follow up with the student for the required documentations. Given student fails to comply with the requirements including failing to meet the required academic course in one study period, the College will report the student for unsatisfactory course progress according to its **Monitoring Course Progress Policy**.

## 7.2 Incoming students

- Overseas students intending to enrol with Queensford College from another CRICOS registered provider submits an Enrolment Form along with a confirmation of release from the principal course provider which details the agreement of that provider to release the student from their enrolment (except under the circumstances outlined in 6.2 of this policy).
- Student Enrolment Officer accesses the student information via PRISMS to confirm whether the student has completed 6 months of studies of the principal course with the provider. The Enrolment Officer also uses the copy of the student visa and passport to ascertain the principal course and the arrival date in Australia.
- Student Enrolment Officer prints a copy of the PRISMS record and attaches to the student application.
- If the incoming students found to be completed more than 6 months of their principal course of study, the application process proceeds as per normal process.
- Whether students have not completed 6 months into the principal course and yet intends to transfer, Queensford College may provide a "Offer of Enrolment" Letter to offer a place, however this is contingent on their being released by their current provider.
- Once Queensford College receives the confirmation of release from the principal course provider, the student will undergo the College enrolment process.

## 8. Complaints and Appeals

Students who are not satisfied with the college's decision regarding transfer request can access complaints and appeals policy of the college.

## 9. Associated documents

- Student handbook
- Website information
- Enrolment variation form
- Complaints and Appeals Policy and Procedures
- Monitoring Course Progress Policy
- Fees payment and protection policy
- Letter of Offer and Student Agreement