



RTO No. 31736 | CRICOS Provider No. 03010G

Transfer between Providers Policy and Procedure

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Version control

Date	Version	Changes made	Author
30 Jan 2019	v1.0_GD		Gay Doyle
02 May 2019	v1.1_SV		Shashank Vuppala
24 June 2019	v1.2_SV		Shashank Vuppala
10 Jan 2020	v1.3_SV		Shashank Vuppala
10 June 2020	v1.4_SV		Shashank Vuppala
11/2020	v1.5		Compliance Dept
03/2022	v2.0	Template update and overall revision	K. Adhikari

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ABN 17 129 064 437 | RTO 31736 | CRICOS Provider No. 03010G | www.queensford.edu.au



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1. Purpose

The purpose of this Policy and Procedure is to outline the process for assessing international student transfer requests and 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 ⁱ

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, such as:
- i. The Student has completed at least six months' study in his or her Principal Course (last course in his or her CoE package); or
 - ii. The original registered provider has agreed to the overseas student's release and recorded the date of effect and reason for release in prisms; or
 - iii. 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
 - iv. The original registered provider has ceased to be registered or the course in which the Student is enrolled has ceased to be registered; or
 - v. 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.
- 6.3 Queensford college may allow students to transfer to another provider if the government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.
- 6.4 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 policy and procedure.
- 6.5 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:
- i. 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;
 - ii. there is evidence of compassionate or compelling circumstances.
 - iii. Queensford College fails to deliver the course as outlined in the written agreement.
 - iv. there is evidence that the overseas student's reasonable expectations about their current course are not being met.
 - v. 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.
 - vi. an appeal (internal or external) on another matter results in a decision or recommendation to release the overseas student.
- 6.6 'Compassionate or compelling' circumstances are generally those beyond the control of the overseas student and which have an impact upon the overseas student's course progress or wellbeing. These could include, but are not limited to (National Code 2018):
- i. serious illness or injury, where a medical certificate states that the overseas student was unable to attend classes
 - ii. bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
 - iii. major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the overseas student's studies; or
 - iv. a traumatic experience, which could include:
 - o involvement in, or witnessing of a serious accident; or
 - o 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)
 - v. where Queensford college is unable to offer a pre-requisite unit, or the overseas student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol.
 - vi. inability to commence course due to non-issue of a visa

- vii. In addition to the above, Queensford College will use a professional judgement and assess each case on its individual merits.
- 6.7 Queensford College will not charge any fees if the release is granted and will advise student to contact Department of Home Affairs (Immigration) to seek advice on whether a new student visa is required.
- 6.8 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:
- i. The application does not have a valid enrolment offer from another CRICOS provider; or
 - ii. The transfer is not in favour of a student that may jeopardise the student's progression for future study and/or career objectives; or
 - iii. The student has changed the mindset about the course enrolled in (including packaged courses, preparatory or pathway programs); or
 - iv. 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
 - v. 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
 - vi. 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
 - vii. The student has not paid course fees for the current study period; or
 - viii. The student wants to transfer to another provider for lesser fees; or
 - ix. student intends to or has moved to a different location (unless there are compassionate or compelling reasons); or
 - x. The student is experiencing timetable schedule conflict with personal, work or other non-study commitments; or
 - xi. 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;
 - xii. The student is not genuinely engaging with the intervention strategy put in place with the intention of failing and being released.
- 6.9 Queensford College will not finalise the student's refusal status in PRISMS until the appeal upholds the Queensford College decision not to release the student, 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.
- 6.10 The finalisation of the request and outcome is completed within the 31 days from the day student's first transfer request is received via Enrolment Variation form and/or in writing and the day is the student's last actual day of study and recorded in the PRISMS within the timeframe.
- 6.11 Queensford College will make a note of the day student stops attending the classes and/or the day they explicitly mention in their request that from that day onwards they won't be attending the classes. If the student does not provide the exact date, the day they submit the application will be considered as their last day of activity and their request processed and recoded accordingly.

- 6.12 If the student is intending to transfer to another provider from a future date and wants to continue their enrolment with Queensford College until then, the student is advised to lodge the request closer to the date and prior to their commencement with another provider.
- 6.13 Student are advised to maintain their enrolment with Queensford College until the appeal process is completed.

7. Procedure

7.1 Outgoing student

- i. Overseas student intending to transfer from Queensford College to another CRICOS registered provider submits a completed Enrolment Variation form along with a letter of offer from another CRICOS registered provider confirming a place has been secured into a course.
- ii. Student Support Officer contacts the student to discuss and verify the information submitted with the form and tries to explore the reason for a transfer request and offers support.
- iii. If the student still insists to process, The Head of International Student Recruitment and Admissions assesses the transfer request along with the supporting evidence and makes a decision on the request.
- iv. Student Services department notifies the student of the outcome of their transfer request in writing via email.
- v. If the request is approved, the student is notified by the student services department with the outcome and advise student to contact Department of Home Affairs (Immigration) to seek advice on whether a new student visa is required.
- vi. If the transfer request is approved as per the reason in section 6.5 i., the overseas student is still reported on their course progress even if the transfer request is granted if applicable.
- vii. Queensford college releases the student within 20 working days if the request to transfer application is approved.
- viii. The information is recorded in the PRISMS as applicable per the "How To Manage Student Transfers in PRISMS" Guide:
<https://prisms.education.gov.au/Information/ShowContent.ashx?Doc=How To Manage Student Transfers in PRISMS.pdf>
- ix. 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.
- x. Student is provided with 20 working days to access Queensford College's complaint and appeal process.
- xi. The review request is sent to the RTO & Compliance Manager to assess and finalise the decision.
- xii. The student is advised of the appeal outcome within 10 working days from the appeal request received.
- xiii. If the student does not appeal within the timeframe the original decision stands and recording in PRISMS is done as applicable per "the guide on how to manage student transfers in prisms
- xiv. An electronic copy of the application, supporting documentations and response are kept on the students file on Dynamics- Queensford College Student Management System.

7.2 Incoming students

- i. 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 6.1 of this policy).
- ii. 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.
- iii. Student Enrolment Officer prints a copy of the PRISMS record and attaches to the student application.
- iv. If the incoming students found to have completed more than 6 months of their principal course of study, the application process proceeds as per normal process.
- v. 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.
- vi. Once Queensford College receives the confirmation of release from the principal course provider, the student will undergo the College enrolment process, unconditional letter of offer is issued.
- vii. Student accepts the letter of offer and agreement and makes the necessary payment.
- viii. Confirmation of Enrolment is issued.

8. Recording and Reporting

All the decisions made on the international student transfer requests are recorded in the Queensford College student management system, and in the PRISMS by following [the guide on how to manage student transfers in prisms](#).

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.

9. 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 and refusal to release request is not finalised until the student has had an opportunity to access the Queensford College Complaints and Appeal Policy and Procedure. The overseas student is provided with 20 working days from the day of transfer request refusal notification to access the complaints and appeal process.

10. Associated documents

- i. Student handbook
- ii. Website information



- iii. Enrolment variation form
 - iv. Complaints and Appeals Policy and Procedures
 - v. Course Progression Monitoring Policy
 - vi. Fees payment and protection policy
 - vii. Letter of Offer and Student Agreement
 - viii. Enrolment Variations Manual (Internal)
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