


PROCEDURE		
<p>Ref. to Legislative Frameworks:</p> <p>HESF2015: Standard 1.1.1 / 1.1.2 / 1.1.3 / 1.2.1 / 1.3.1 / 1.3.2 / 1.3.6 / 1.4 / 2.4 (1-5) / 7.2.1 / 7.2.3</p> <p>SRTO2015: Standard 3.5 / 4.1 / 5.1 / 5.2 / 5.3 / 5.4 / 6.1 / 6.3</p> <p>National Code 2018: Standard 7</p> <p>Education Services for Overseas Students Regulations 2019: Section 11, Item 12</p>	Transfer of International Students between Registered Providers	
Version: 7	Approved By: Chief Executive Officer (CEO)	Issued on: 24/12/2019 Review by: 24/12/2021

Revision History

Current Version	Description of Change	Procedure Developer	Effective Date
6.2	Added references to National Code 2018	General Manager – Operations and Risk Management	23/12/2017
7	Amended procedure of granting application for transfer.	Compliance Manager	24/12/2019

PURPOSE

To provide a procedure for the students and staff of Academies Australasia Polytechnic (AAPoly) in relation to an international student's Application for Transfer Between Registered Providers.

POLICY STATEMENT

Under Standard 7 of the National Code 2018, Registered Providers must not knowingly enroll a student wishing to transfer from another Registered Provider's program prior to the Student completing six (6) calendar months of his/her Principal Program of study, except in limited circumstances as outlined in the Transfer Between Registered Providers Procedure.

Under Section 11, Item 12 of the Education Services for Overseas Students Regulations 2019 (Regulations), as part of AAPoly's Student Course Variations (SCV) reporting obligations for termination of studies, the *last day of the student's studies and the date a student's studies are terminated* are to be recorded in PRISMS.

AAPoly is entitled to determine the circumstances in which it will provide or refuse to grant a Release. Where a student requests a transfer within the period of six (6) months of commencement of their Principal Program, AAPoly will assess the request for transfer according to the Transfer Between Registered Providers Procedure.

Students have the right to appeal any decisions made as per the Complaints and Appeals Policy and Procedure.

SCOPE

- This procedure applies to international students enrolled in Vocational Education and Training (VET) and Higher Education (HE) programs conducted by AAPoly and wish to transfer to another Registered Provider in Australia.
- This procedure also applies to Student Services and Marketing Staff who are involved in accepting an application from an international student wishing to transfer from their current Registered Provider to another within the first six (6) months of their principal program.

DEFINITIONS

Application for Transfer Between Registered Providers	An application by a Student for Transfer Between Registered Providers (release).
ESOS Regulation	The Education Services for Overseas Students Regulations 2019 came into effect on 1 October 2019 replacing the Education Services for Overseas Students Act 2000 of the Commonwealth of Australia.
National Code	The National Code of Practice for Providers of Education and Training to Overseas Students 2018, established pursuant to Part 3 of the ESOS Regulation.
Provider Registration and International Student Management System (PRISMS)	A site that provides Australian education providers with the Confirmation-of-Enrolment (CoE) facilities required for compliance with the Education Services for Overseas Students (ESOS) Legislation.
Visa Entitlement Verification Online (VEVO)	A free online service that gives visa holders, employers and other registered organisations access to visa entitlements and status information 24 hours a day ¹ .
International Student	A person (whether within or outside Australia) who holds a Student Visa, who wishes to be released from AAPoly to study at another registered provider and is an 'overseas student' as defined by the ESOS Regulation.
Principal Program	The main program of study to be undertaken by an overseas student where a Student Visa has been issued for multiple programs of study. The principal program of study would normally be the final program of study where the overseas student arrives in Australia with a Student Visa that covers multiple programs.
Program	A full-time registered program of education or training registered on CRICOS for the attainment of a testamur or certificate - defined as 'Course' in the ESOS Regulation and in Government TAFE sector.
Student Counsellor or equivalent:	This role includes a student counsellor/student support officer/advisor or welfare officer appointed by and working at AAPoly.

¹ Visa Entitlement Verification Online (VEVO) - <https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/check-conditions-online> accessed 06/11/2019

PROCEDURE

Transfer Between Registered Providers Within the First Six (6) Months of the Primary Program in a Study Package (requires a transfer approval)

For Students Studying AAPoly's Programs

1. Department Head of Student Services (DH-SS) receives requests from student wishing to transfer to another provider within the first 6 months of his/her principal program. The student must demonstrate 'exceptional circumstances' justifying the transfer along with relevant supporting documentation.

Where a student is enrolled at AAPoly as a pathway to a university, AAPoly should not allow the student to transfer out of the College unless there are 'exceptional circumstances' (defined below) and after liaising with the relevant university. Students need to complete their pathway course with AAPoly and continue their degree studies at the relevant university.

Exceptional circumstances include:

- a. Medical reasons e.g. recent hospital admission; serious injury; debilitating illness; severe anxiety or depression.
 - b. Loss or bereavement e.g. death of a close family member, or close friend; family or relationship breakdown.
 - c. Hardship/trauma e.g. recent victim of crime; sudden loss of income or employment; severe disruption to domestic arrangements.
 - d. Educational progression problems that cannot be addressed by the provider's resources.
2. Subject to the above, an Application for Transfer² on the grounds of Exceptional Circumstances (as mentioned in (1) above) may be demonstrated by providing sufficient specific detailed information with relevant supporting documentation to support the application, such as a medical certification stating in reasonable details:
 - the dates of any relevant consultation or attendance;
 - if relevant, the nature of the complaint and the treatment; and
 - a specific statement that in the health care professional's opinion (not the student's opinion) that, as a result of the complaint or treatment, the student should be transferred.
 - a police report or statutory declaration.
 - other relevant supporting documentation.

Supporting Documentation includes:

- a. Application to Transfer to Another Registered Provider.
- b. Offer letter from the new registered provider.
- c. Statement of reasons why the student is seeking release or other documentation explaining reasons for release request.

² Transfer Between Registered Providers - http://www.aapoly.edu.au/pdf/application_form/AAPoly%20Transfer%20Between%20Providers.pdf accessed 07/11/2019

- d. Any evidence to support the information provided.

All documentation will be held in confidence and will be stored securely to ensure privacy.

3. DH-SS assesses the supporting documentation and checks for clearance of fee status in the Student Management System within 3 working days of receiving all supporting documentation. Student will need to remain enrolled in his/her current course while the application is being processed.

Note: DH-SS completes the Withdrawal from All Studies Checklist and uploads it on Paradigm.

4. If the student is identified to have academic problems, a meeting with the Faculty Head or Academic Dean is arranged by the DH-SS. During this meeting, Faculty Head or Academic Dean discusses different options with the student and provides advice on whether transferring from the college is the best option for the student. Faculty Head or Academic Dean may also refer other appropriate support services.

For any other non-academic problems, DH-SS will arrange a meeting with the student directly and discuss other ways and mediums to help and support the student based on his/her needs. Student can then decide whether to continue with the transfer application.

Faculty Head or Academic Dean or DH-SS completes the relevant section of the application to transfer to another provider form to acknowledge that he/she has discussed various options with the student to stay with the college.

5. DH-SS's decision will be communicated to the student in writing within ten (10) working days of receipt of a complete application and supporting documentation.
6. If the student is not granted permission to transfer, the student has the right to access the appeals process within 20 working days of the date of notification, as shown in the AAPoly Student Complaints and Appeals procedure.

Note: AAPoly will not finalise the refusal of the student's request in PRISMS until the appeal finds in favour of the College, or the student has chosen not to access the complaints and appeals process within 20 working days, or the student withdraws from the process.

Transfer from an External Provider to AAPoly

1. Potential student studying with an external provider, applies to transfer into AAPoly within 6 months of their principal program by completing the College's enrolment form.
2. Marketing Manager (MM) explains course information, assists to match a course of student's desire and provides enrolment form.
 - If student wishes to apply for Course Credit (RPL/RCC/CT), refer to Academic Credit Transfer and Recognition of Prior Learning Policy and Procedure.
 - If a student has not completed 6 months of the principal program, MM advises the student to apply for a release from the principal provider.

3. Student applies for the course and submits the supporting documents to MM. For details on supporting documents and entry requirements, refer to AAPoly's Student Selection and Admissions Procedure.
 - MM ensures that all the documents are submitted and verified for originality and authenticity before assessing the application based on the entry requirements. MM checks the following:
 - IELTS Certificate against the IELTS Test Report Form Verification Service via <https://ielts.ucles.org.uk/ielts-trf/index.jsp>
 - Previous institution and qualification against the AEI NOOSR Country Education Profiles via <https://internationaleducation.gov.au/CEP/Pages/default.aspx?ReturnUrl=/cep/cep-home/pages/default.aspx>
 - Student release status from principal provider on PRISMS via <https://prisms.education.gov.au>
 - Student visa status on VEVO for all onshore applications via <http://www.immi.gov.au/Services/Pages/vevo/vevo-overview.aspx>
4. MM sends Offer Letter (OL) and Student Agreement (SA) to student via email. MM ensures that student is informed about critical information (course structure and assessment, support services to be provided and his/her rights and obligations) before student signs the SA.
5. Student pays fees specified in OL and returns the completed OL and SA to MM.
6. If PRISMS prompts MM that the student has not completed 6 months of his/her principal program and has not been released from principal provider, MM must request the student to finalise release from his/her principal provider (including an ACA College). If release is required and the student has not been released from current provider as shown in PRISMS, this student cannot be accepted into AAPoly, MM will refund money already paid by the student.
7. Once MM confirms release of the potential student on PRISMS, MM issues eCOE and enters comments in PRISMS and Student Management System detailing student's English evidence. If the student is not released by the current provider, the application will not be approved, potential student returns to original provider to continue studies. Documentary evidence supporting a student's transfer must be kept on the student's file for two years after the student ceases to be an accepted student.
8. MM makes scanned copies of all required documents for course application and uploads them to Student Management System.
9. MM notifies the completion of admissions process for the student and the upload of all documents of course application to the designated Marketing Officer (DMO) by sending an email.
10. DMO verifies documents on Student Management System prior to the beginning of the term.

RESPONSIBILITIES

- Department Head of Student Services (DH-SS) is responsible to ensure the policy and procedure are disseminated to staff and students. The DH-SS is also responsible for accepting, processing and approving transfer applications from students wishing to transfer from an AAPoly to another and grants a release to students who are transferring colleges within the first six months of their principal program, upon approval of the transfer. Also processes student application to change course location.
- The Faculty Head or Academic Dean, and Student Counsellor are responsible for making appropriate support services recommendations.
- Student Services Officer is responsible to ensure documentation is filed on student's file in Paradigm.
- Marketing Manager (MM) is responsible for processing applications from a potential student wishing to transfer from an external provider to an AAPoly, MM also ensures that for students transferring colleges within the first six months of their principal program, the release is checked via PRISMS prior to accepting the student, where necessary, and that a copy is kept in the student file. MM also checks the visa status of all onshore applications on VEVO.
- Designated Marketing Officer (DMO) verifies admission documents on Student Management System prior to the beginning of the term.

FEEDBACK

Queries or comments about this procedure should be emailed to the DH-SS through studentadmin@aapoly.edu.au. The DH-SS will respond to the inquiry or feedback in writing within two (2) weeks after the receipt of the email, unless an urgent or immediate response is required. The queries or comments will be recorded in the Continuous Improvement Register and form a part of policy and procedure review for quality assurance.

Related Documents

Source	Document Title	Version/Date
Internal	AAPoly Student Complaints and Appeals Policy and Procedure	v. 4.3 05042018
	AAPoly Fee Payment and Refund Procedure	v. 10.5 10012020
	AAPoly Refund of Fees Policy	v. 8.5 10012020
	AAPoly Student Selection and Admission Policy and Procedure	v. 2.4 07012020
	AAPoly Transfer of International Students Between Registered Providers Policy	v. 7.0 13012020
External	ASQA Standards for Registered Training Organisations	2015
	Higher Education Standards Framework	2015
	National Code of Practice for Providers of Education and Training to Overseas Students	2018
	Education Services for Overseas Students (ESOS) Regulations	2019