

Transfer between Registered Providers Policy and Procedure

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1. Purpose

The purpose of this document is to provide details on the procedures for students to follow in relation to changing their provider and the circumstances under which the Institute will consider an international student's request to transfer to or from another registered provider.

This applies all the Institute students studying on international student visas.

2. Definition

CRICOS: Commonwealth Register of Institutions and Courses for Overseas Students

ESOS Act: Education Services for Overseas Students Act 2000

International Student: An 'international student' is a student who is studying for qualification at the Institute and is not an Australian citizen, Australian permanent resident or New Zealand citizen. An international student is the holder of an Australian student visa, sometimes known as an 'overseas student'.

National Code 2018: National Code of Practice for Providers of Education and Training to Overseas Students 2018

PRISMS: Provider Registration and International Student Management System

3. Guiding Principles

The procedures documented in this policy for releasing or receiving Transfer Restricted Enrolments comply with: the ESOS Act 2000; the requirements of Standard 7 of the National Code 2018; and International Student Visa requirements- Overseas student transfers.

- The Institute does not knowingly enrol any transferring international student prior to the six months of their principal course being completed unless:
 - a) the releasing registered provider, or the course in which the overseas student is enrolled, has ceased to be registered;

- b) the releasing registered provider has had a sanction imposed on its registration by the ESOS agency that prevents the international student from continuing his or her course at that registered provider;
 - c) the releasing registered provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS;
 - d) 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.
- The Institute considers student requests for transfer in a fair and equitable manner according to the procedure outlined in this policy.
 - The Institute provides a written response to student requests for transfer.
 - The Institute enables students to appeal through the grievance procedure.
 - The Institute keeps copies of all documents.

4. Procedure

Procedure for assessing students wishing to transfer to the Institute.

1. The Institute receives an application from a student who is on-shore and who has indicated that they are currently studying at another institution;
2. The Institute will assess the student's study history from the date the student visa was granted until the day that the student lodged the application. This will enable the Institute to identify whether the student has completed six months of their principal course. For full details on the conditions relating to a principal course and restricted transfer period, refer to Standard 7 of the National Code 2018.
3. If the student has completed six months of their principal course, the student is not subject to transfer restrictions and hence, the application process will proceed as per the Institute's Student Selection and Admissions Policy.
4. If the student has not completed six months of their principal course, the Institute must check on PRISMS for release status from the previous provider. A student may be provided with a 'conditional' offer which clearly states that an offer of a place is contingent on their obtaining release from the previous provider.
5. If no satisfactory release is confirmed in PRISMS, the application process is halted and the student informed that they are unable to transfer at this time. They may re-activate their application when the 6 months period has passed and their enrolment is no longer transfer restricted.
6. Note that if the releasing registered provider has had a sanction imposed on its registration by the ESOS agency that prevents the international student from continuing his or her course at that registered provider, no release permission from the previous provider is required.
7. The admission assessment procedure should not take more than 3 working days once the student has provided the necessary documentation and the student will be provided with written notification of the Institute's decision.
8. All requests, considerations, decisions and copies of PRISMS records will be placed on the student's file.

Procedure for assessing transfer applications from students wishing to transfer from the Institute

1. The student seeking to leave the Institute within 6 months of commencing their principal course needs a release permission from the Institute in order to enrol at another registered education provider. To apply for the release permission, the student must make a written request to transfer to another provider using the 'WITHDRAWAL OF COURSE/UNITS' form.
2. The Institute will grant a transfer request if:
 - the international student will be reported because, even after assistance via the Institute's intervention strategies, they are unable to achieve satisfactory course progress; or
 - the current course does not meet the student's expectation. The student must include evidence of how the new program with other registered providers is academically suitable, evidence that the current course is unsuitable and a record of the meeting with Student Services; or
 - there are compassionate or compelling circumstances; including but not limited to:
 - serious illness or injury to prevent students' continuing enrolment;
 - bereavement of close family members such as parents or grandparents (Where if possible a death certificate should be provided);
 - major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on studies (these cases should be supported by press reports of natural disasters); 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 student (these cases should be supported by police or psychologists' reports)
 - where the Institute is unable to deliver the course outlined in the written agreement; or
 - inability to continue studying on the course due to a refusal of student visa issue.
 - 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.
3. The student must attach all required supporting material to the Withdrawal of Course/Units form including a written offer from the registered provider of the course to which they wish to transfer, confirming that a valid enrolment offer has been made and a personal statement as to why they wish to transfer.
4. With these documents sighted, both Admission Office and Finance Office will assess the transfer request.
5. If the conditions outlined above are satisfied, the release permission will be granted at
6. no charge to the student. The student will also be advised of the need to contact the Department of Home Affairs to seek advice on whether a new student visa is required.

7. The Institute then records the students' termination of studies date of effect and reason for release through PRISMS.
8. The Institute has the right to refuse the release request under reasonable grounds, including but not limited to:
 - Where the Institute academic administration forms the view that the student is trying to avoid being reported to Department of Home Affairs for failure to meet the Institute's academic progress or academic integrity requirements;
 - Where the student has an outstanding debt to the Institute;
 - Students have not been fully aware of their study issues and require support services that the receiving provider will be unable to provide.
9. If any of the conditions are unclear, the student will be referred to the Student Service Department where an interview will be conducted in order to gain further understanding of the circumstances.
10. The Student Service Manager will make a recommendation to the Admissions Team if he believes the request should be refused or alternatively grant the release.
11. The Admissions Team will inform the student in writing of the outcome. If it is a negative outcome, it must include reasons and indicate that the student may access the student appeal process as detailed in the Student Complaints and Appeals Policy and Procedure if they seek to appeal this decision. The student must lodge an appeal within 20 working days of the notification.
12. The above assessment procedure should not take more than 10 working days once the student has provided the necessary documentation.
13. A student's refusal status will not be finalised with PRISMS until an appeal is found in favour of IMC's refusal or if, after 20 days the student has not chosen to, or has withdrawn from, appeal procedures.
14. All requests, considerations, decisions and PRISMS record should be placed on the student's file and the records maintained for 2 years after they cease to be an accepted student.

5. RELATED DOCUMENTS

- i. Student Complaints and Appeals Policy and Procedures
- ii. International Students Enrolment Amendments and Variations Procedures
- iii. Student Selection and Admissions Policy

6. Change and Version Control.

Historical Version	Approved by	Approval Date
2019.08	Academic Board	23 August 2019
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