

# STUDENT TRANSFERS BETWEEN REGISTERED PROVIDERS

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*This Policy and Procedure is in compliance with National Code Part D, Standard 7*

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## Definitions

**Six months of study:** Six calendar months from the commencement of the **principal** course of study. Where a deferment of study has been granted in the first semester, this absence is not included in the six months of study. Students are expected to complete their six months of study upon their return.

**Principal Course of Study:** The final or highest level of study undertaken by an international student. Where an English Language course is packaged with a school course, the initial schools course can be deemed as the Principal course.

## Policy

1. It is an Australian regulatory requirement that students must complete six months of their “principal course of study” before being eligible for transfer between registered providers. An exception can be made for school sector students who must complete the first 6 calendar months of their school course instead of the principal course of study.
2. The School is restricted from enrolling students from another registered provider’s course prior to the student completing six months of his/her principal course of study except where:
  - a. The original registered provider has ceased to be registered, or the course in which the student is enrolled has ceased to be registered.
  - b. The original registered provider has provided a written letter of release.
  - c. 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
  - d. 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.

For students enrolled with an Anglican Schools Commission (ASC) School and have a ‘packaged offer’ with a Language School, their ‘principal course of study’ is with the School. The Language School may seek permission from the School for an early release if they believe that it is in the student’s best interest to do so, however permission must be sought from both the Language School and ASC School for early release.

Where a student has received a ‘stand-alone offer’ to study at a Language School, then the Language School is the provider of their ‘principal course of study’. Students are unable to transfer studies whilst in the Language School.

School students who have not yet completed six months of study may request a transfer but should first familiarise themselves with the Refund Policy with regard to fee penalties. The Refund Policy is published on the ASC International Website (<http://www.ascschools.wa.edu.au/international>).

Students enrolled in an ASC School, who have not yet completed six months of study in their initial mainstream school course, will not be authorised to transfer to another registered provider unless it is deemed by the ASC and the School to be in the student’s best interest (refer to circumstances in which requests for transfers may be considered below).

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Students who are unsuccessful in their request to transfer, prior to completing six months of their initial school course, may appeal that decision within 20 working days. For further advice students should refer to the Grievance and Appeals Policy.

A student requesting a transfer must satisfy ASC International that they have a genuine and legitimate basis for making such a request.

Students who apply to transfer after accepting their enrolment offer, but before starting classes, will not be approved except in extreme circumstances such as:

- Inability to secure an Australian Student Visa, **refer Refund Policy**;
- Compassionate and compelling circumstances, **refer Refund Policy**.

**Circumstances in which requests for transfer before completing six months of their principal course may be considered acceptable:**

- The ASC and School is unable to continue to provide the course;
- The student demonstrates he/she is experiencing threat to their physical or mental health or safety by remaining at the School; and also demonstrates clearly how this will be alleviated through a transfer;
- The course of study is not consistent with the course requested and accepted on their application;
- The student is not coping in the program and has sought academic assistance from the School. The assistance provided has not improved their academic performance. The student has provided the necessary notice period of one term (excluding holiday periods) and fees have been paid to align with this.
- ASC International or the School believe the transfer to be in the best interests of the student and School.
- Compassionate and compelling circumstances which could include: serious illness or injury, bereavement of close family members such as parents or grandparents, major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the students studies, or a traumatic experience. All of which require evidence to be submitted (where possible).

A transfer will not be approved unless:

- The student has a valid (e.g. has paid a deposit) enrolment offer from the receiving provider; and the student is 18 years of age or over.
- The student has a valid (e.g. has paid a deposit) enrolment offer from the receiving provider; but is under 18 years of age. In this case, there must be written evidence that the student's parent or legal guardian supports the transfer; and written confirmation that the new provider will accept responsibility for approving the student's accommodation, support and general welfare arrangements as per Standard 5 of the National Code 2018.
- The student has maintained a positive financial status with the ASC and School.
- The student maintains all conditions pertaining to their student visa and enrolment with ASC International, including welfare conditions and applicable homestay fees, up to the date of commencement of the Confirmation of Appropriate Accommodation and Welfare (CAAW) letter issued by the new provider.

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Circumstances in which approval for transfer will not be considered:

- The transfer may jeopardize the student's progression through a package of courses;
- The student has simply had a change of mind;
- The student expresses difficulty with course material but has not sought assistance from the School's academic advisors;
- The School is of a view that the student is trying to avoid being reported to Home Affairs for failure to meet the academic progress and attendance requirements of the student's visa;
- The student does not have a valid enrolment offer from another CRICOS registered provider;
- The course for which the student is intending to enrol in with the other provider, is similar to or the same as the course in which the student is currently enrolled;
- The student is experiencing homestay or other accommodation problems; and/or
- The student is experiencing course schedule conflict with personal, work, or other non-study commitments.
- The student is in a non-financial position with the ASC and/or School
- The student has not been genuinely engaged with an intervention strategy with the intention of failing and being released.

**Assessing the Request:** Applications to transfer will be assessed in terms of this policy as outlined above.

When assessing the request, all circumstances will be taken into account and the student will be advised in writing within ten (10) working days from the receipt of the application. If the transfer request is refused, the student is to be notified of the reason in writing and further advised of their right to appeal the decision within 20 working days as per the Grievances and Appeals Policy.

The following documents are to be provided to the ASC and School before it can assess the application:

- A valid offer of enrolment from another CRICOS registered provider;
- A completed 'Refund and Withdrawal' form;
- Where the student is under 18 years of age, evidence that the student's parent or legal guardian supports the transfer. If the student is not being cared for in Australia by a parent or suitable nominated relative, the valid enrolment letter confirms that the future registered provider will accept responsibility for approving the student's accommodation, support and general welfare arrangements.

## **Letter of Release**

If approved, a letter of release will be issued to the student at no cost to the student, and the student advised to contact Home Affairs to find out what action, if any, they need to take in regard to their student visa.

## **Transferring from another Registered Provider to an ASC School**

Students wishing to transfer to an ASC School from another provider before completing six months of their principal course, must provide the School with a 'Letter of Release' from their original provider before the School

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will confirm their enrolment. ASC International will issue a Letter of Offer, subject to meeting enrolment conditions, prior to receiving a letter of release to enable the student to apply for a letter of release from the current provider. ASC International will confirm the welfare arrangements to ensure there are no gaps prior to accepting welfare responsibilities.

## **Students transferring between ASC Schools**

Transfers between ASC Schools will not be required to provide the one term notice. Transfers between interstate ASC Schools will be required to have the appropriate release documentation on file for each student to ensure compliance with National Code regulations.

## **Transferring from full-fee paying to local fee paying due to visa status change**

When a student's visa status is updated to a visa that is considered for commonwealth and state funding, the student can articulate to local student status from the commencement of the term following the Visa Grant Notice date. To determine eligibility for local status, the new visa documentation must be sent through to admissions at ASC International for assessment. If the student is deemed local fee paying, ASC International will arrange the transfer of enrolment with the ASC school directly, process a refund of Overseas Student Health Cover, re-calculate international fees payable and send any excess funds directly to the ASC School to be used towards local school fees. Hereafter, the student must contact the ASC School directly for all enquiries and comply with all policies of the ASC School.

For a full-fee paying student who converts to local prior to commencing studies with ASC International, an admin fee of \$750 will be charged to the family account.

## **Administrative Procedures**

- All completed forms and other related documents are to be placed on the student's file
- The transfer request must be recorded in PRISMS. In the case of a refused transfer request, PRISMS must not be updated until the appeals process (20 working days) is completed or the appeal is finalised or withdrawn by the student.
- Records are to be kept for a minimum of two years after the student ceases studying with an ASC School.

**Authority:**

**Commercial Manager**

**Reviewed:**

**June 2021**

**Approved:**

**Director of International Programs**