



Student Transfer Policy and Procedure

Purpose

The purpose of this transfer policy and procedure is to address standard 7 of the revised National Code 2018 transfer between registered providers for international students only.

Responsibility

The CEO is responsible for the implementation of this procedure and to ensure that staff and students are aware of its application and that staff implement its requirements.

Requirements

A registered provider must not actively recruit a student before the student has completed six months of his or her principal course (refer to Standard 1.3). These restrictions also apply to any courses undertaken before the principal course. A student must remain with his or her provider for all of his or her courses before the principal course unless Standard 7.1 applies.

No fee can be charged to a student by the education provider if a release is granted.

If a registered provider intends to refuse the transfer request, they must inform the overseas student in writing of:

- the reasons for the refusal
- the overseas student's right to access the provider's complaints and appeals process, in accordance with Standard 10 (Complaints and appeals), within 20 working days

The registered provider must not finalise the student's refusal status in PRISMS until the appeal finds in favour of the registered provider, or the overseas student has chosen not to access the complaints and appeals processes within the 20 working day period, or the overseas student withdraws from the process.

The registered provider must maintain records of all requests from overseas students for a release and the assessment of, and decision regarding the request for two years after the overseas student ceases to be an accepted student.

Definitions

Principal course in a package of courses

It refers to the highest course. For example, a student has enrolled a packaged of courses from Certificate III, Certificate IV, Diploma and Advanced diploma, the principal course for the student is Advanced diploma. A student should complete the first 6 months of Advanced diploma (principal course) before he/she can apply to transfer to another provider. Otherwise a release from the registered provider should be granted.

Procedure

- 1.1 Students must apply for a release by completing the Course Variation Form
- 1.2 Application for a release will be considered by the General Manager and responded to student within 14 days of being received by AIC.
- 1.3 Application for a release must be submitted to the College two weeks before the next intake date.
- 1.4 A formal decision will be provided to the student within the above timeline. The decision might be to:
 - approve transfer request
 - refuse transfer request or

- request more information from the student and require a resubmission of application with further documentation.
- 1.5 A release will normally be granted in the following situations:
- the overseas student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with that registered provider's intervention strategy to assist the overseas student in accordance with Standard 8 (Overseas student visa requirements)
 - there is evidence of compassionate or compelling circumstances
 - AIC 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 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.
- 1.6 A release will normally not be granted in the following situations:
- the proposed transfer will jeopardise the student's progression through a package of courses; or
 - the student cannot provide a letter of offer from another provider confirming that a valid enrolment has been made;
 - information or documentation is either inaccurate and/or incomplete
 - work commitments have been used as a reason.
 - living far away from the campus has been provided as a reason.
 - the student is using the release as a means to avoid being reported to DHA for failure to meet our requirements.
 - the student does not want to study the course they are enrolled anymore.
 - insufficient documentation in support of their claim for compelling or exceptional circumstances.
 - student has outstanding fees owing to AIC.
- 1.7 If a release is refused, reasons for the refusal will be documented in writing and the student will be informed of their rights of appeal using the College complaints and appeals process within 20 working days.
- 1.8 A copy of the student's release application; notes recording the assessment of the application and a copy of the response letter sent to the student by the College must be placed in the student's file and kept for two years.

Enrolling a transferring student to AIC

- 1.9 AIC will not knowingly enrol a student wishing to transfer from another registered provider's course prior to the student completing six months of his or her principal course of study except where:
- the releasing registered provider, or the course in which the overseas student is enrolled, has ceased to be registered
 - the releasing registered provider has had a sanction imposed on its registration by the ESOS agency that prevents the overseas student from continuing his or her course at that registered provider
 - the releasing registered provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS
 - 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.
- 1.10 In the event that AIC knowingly enrolls a student wishing to transfer from another registered provider's course prior to the student completing six months of his or her principal course of study, documentary evidence of at least one of the four conditions listed above must be obtained and placed in the transferring student's file.

- 1.11 Student who has completed six months of the principal course of study can transfer to AIC without applying a release from the current provider.
- 1.12 AIC will not seek to enrol a student who has not yet completed six months of their principal course of study with another registered provider unless the requirements of the National Code are met and then only in accordance with this procedure.
 - Transferring students for course Credit Transfer (CT) must apply by ticking the appropriate box on the Application of Enrolment form, attach a copy of a verified Award or Statement of Attainment and submit the application to AIC and Student Services Officer pass the application documents to Director of Studies for process.
 - The Director of Studies must check the Award or Statement of Attainment and grant CT for identical units that have been identified as being completed at another Registered Training Organisation.
 - Verified copies of Qualifications and Statements of Attainment used as the basis for granting CT must be kept on the student files.
 - Granting of credit transfer must be given recorded as a module outcome in the students file and retain the written document of student's acceptance for two years after the overseas student ceased to be an accepted student.
 - After CT is granted, a student's course schedule must be reviewed and modified to ensure a full time load and details of this placed on the student's file.
 - Any course duration reduction as a result of CT granted to students must be indicated on the CoE if granted prior to the issue of a visa or on PRISMS if granted after the issue of a visa.

Policy Review

This policy will be reviewed as part of the College's three year policy review cycle or as required by regulatory changes.