

Student Transfer Policy and Procedure

Category	Student Transfer
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Policy Base	<ul style="list-style-type: none">• ESOS Act 2000• National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code), Standard 7
Related Documents	<ol style="list-style-type: none">1. Complaints and Appeals Policy and Procedure2. Change of Enrolment Application Form3. Refund Request Form

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Purpose

The purpose of this policy is to ensure that:

- Ambridge Institute (“the Institute”) does not enrol transferring students prior to the student completing six months of their principal course of study except for the circumstances outlined in this Policy.
- The Institute has a policy and process for assessing student applications to:
 - transfer from the Institute before completing six months of their principal course
 - transfer to another course provided by the Institute

This ensures compliance with Standard 7 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

Scope

This document applies to all staff involved in overseas student transfer at the Institute.

Definitions

DET refers to Department of Education and Training

DHA refers to Department of Home Affairs

PRISMS refers to Provider Registration and International Student Management System (PRISMS)

Six months refers to six calendar months from the date that the student commences their studies

Course Package refers to a package of courses included on a student’s Visa that usually includes the principle course and any approved pre-requisite courses

Registered Provider refers to an Australian education provider approved to offer courses to overseas students, and registered on CRICOS (the Commonwealth Register of Institutions and Courses for Overseas Students).

Policy

All decisions made by Ambridge Institute (“the Institute”) with regard to student transfer requests will be made in accordance with this policy and procedure, will be fair and take into account the student’s individual circumstances and any other relevant factors.

1. Transferring to Ambridge Institute from another provider

- a. The Institute will not knowingly enrol a student wishing to transfer from another registered provider’s course prior to the overseas student completing six months of his or her principal course unless one or more of the following conditions apply:
 - i. the releasing registered provider or the course in which the student is enrolled has ceased to be registered;
 - ii. the releasing registered provider has had a sanction imposed on its registration by the ESOS agency that prevents the student from continuing his or her principal course at that registered provider;
 - iii. the releasing registered provider has agreed to the overseas student’s release and recorded the date of effect and reason for release in PRISMS;
 - iv. 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.
- b. Any request to transfer into the Institute must be in writing and may include the Institute conducting an interview with the student. The Institute may then proceed to:
 - i. ask permission to contact the institution concerned;
 - ii. check the student’s commencement date;
 - iii. request that the student get the principal provider to report the release, where the student is on a packaged offer.
- c. Where a release from the provider cannot be provided, the Institute will check the status of the student at the institution and enquire if exceptional circumstances exist such as:
 - i. the original registered provider has ceased to be registered;
 - ii. the course in which the student is enrolled has ceased to be registered;
 - iii. 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;
 - iv. 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 in determining whether a transfer to the Institute will be approved.

2. Transferring from Ambridge Institute to another provider

Transfer before the first six months is complete

- a. For the Institute's students seeking to transfer to another registered provider's course of study prior to completing six months of their principle course, the transfer request will not generally be granted unless is it for exceptional circumstances or in the following instances:
 - i. the student will be reported because they are unable to achieve satisfactory course progress and/or attendance at the level they are studying, even after engaging with the Institutes intervention strategy to assist the overseas student in accordance with Standard 8 (Overseas student visa requirements).
 - ii. there is evidence of compassionate or compelling circumstances.
 - iii. the Institute fails to deliver the course as outlined in the Offer Letter.
 - iv. there is evidence that the student's expectations about their current course is not being met.
 - v. there is evidence that the student was misled by the Institute or an education or migration agent regarding the Institute 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 student.
 - vii. In order for a request for transfer to be considered, students must complete the *Change of Enrolment Application Form*.
- b. A transfer to another course will not be granted where:
 - i. the transfer may jeopardise the student's progression through a package of courses.
 - ii. 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. In this case, the student will be requested to wait a further 4 weeks before applying for a transfer to another registered provider during which time the full range of support services will be provided to the student.
 - iii. the Institute believes the student's application to transfer is a consequence of the adverse influence of another party.
 - iv. the student has fees owing to the Institute.
 - v. the student is intentionally not participating in the Institute's intervention strategy in order to receive a release letter.
 - vi. The student is trying to avoid being reported to DHA for failure to meet the provider's attendance or academic progress requirements.
 - vii. There are no legitimate compassionate or compelling circumstances.
- c. In order for a request for transfer to be considered and a letter of release provided, students must provide a valid offer of enrolment from another registered provider.
- d. The outcome of the student's application for course transfer will be provided in writing within 10 working days of receipt of application.

- e. Where a student's application is refused, the reasons for this will be communicated plus the right to access the complaints and appeals process as outlined in point 5.
- f. There is no cost in releasing students. However, where a student transfers to another registered provider, any refund of course fees, where applicable, will be paid will be in accordance with the Institute's *Cancellation and Refund Policy and Procedures*.

Where the Institute approves the request, the Institute will record the release in PRISMS. NB - From 1 January 2018, transfers will be recorded in PRISMS and formal release letters will no longer be provided.

Where the Institute does not grant a release, the student will be advised of the reasons for refusing the request and his or her right to access the complaints and appeal process. The Institute will not finalise the refusal in PRISMS until the student has been given an opportunity to access the complaints and appeals process, the student withdraws from the process, or if the process finds in favour of the Institute.

3. Transferring to another course offered by Ambridge Institute

Students may transfer to another course offered by Ambridge Institute in the following circumstances:

- Where it is considered that the course that the student wishes to transfer to;
- better meets the study capabilities of the student; and/or
- better meets the long-term goals of the student, whether these relate to future work, education or personal aspirations; and/or
- Or, where the student claims or can provide evidence that his or her reasonable expectations about the current course are not being met.

A transfer to another course within Ambridge Institute will not be granted where:

- The transfer may jeopardise the student's progression through a package of courses.
- 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.
- The student is trying to avoid being reported to DHA for failure to meet the provider's attendance or academic progress requirements.

In order for a request for transfer to be considered, students must complete a Change of Enrolment Application Form.

The outcome of the student's application for course transfer will be provided in writing within 20 working days of receipt of application.

Cost involved in transferring to another course plus any refund of course fees paid for the student's current course will be in accordance with Ambridge Institute's Cancellation and Refunds Policy and Procedure.

Transfer after six months of principle course is complete

The Institute cannot prevent a student from transferring to another provider after he/she has completed six months of the principal course.

Transfer process

1. Students must request a transfer using the Change of Enrolment Application form. Supporting documents supporting the request must be included (if required).
2. The Institute will acknowledge the request within 5 working days of receipt.
3. Institute staff will meet with the student to discuss and assess their request.
4. The Institute will provide a student with a written response within 10 working days from the receipt of the Change of Enrolment Application form.
5. If approved, the Institute will record the release in PRISMS. NB - From 1 January 2018, releases will be recorded in PRISMS and formal release letters will no longer be provided.
6. Records of interviews and correspondence will be documented in the student's file and relevant information entered into PRISMS.
7. All fees must be paid up to date.
8. Where the student is close to completion of a subject or near the end of a study period, the Institute will advise the student to complete the study period, including relevant assessments.
9. Where the student is struggling academically, the Institute will provide additional support as part of an intervention strategy.
10. The Institute will provide information on the refund of fees.
11. The Institute cannot release a student unless a letter from another registered provider confirming that a valid enrolment offer has been made is provided.
12. Records of interviews and correspondence must be placed in the student's file and relevant information entered into PRISMS.

4. Visa advice

All students who are either considering a course transfer, or have had their transfer request approved, will be advised that they must contact DHA to seek advice on whether a new visa is required. To find out more about visa requirements, students will be advised to contact DHA on 131881 or visit the following website: <https://www.homeaffairs.gov.au/trav/study>

5. Complaints and Appeals

- a. Where the decision is made to refuse a course transfer or the Institute does not respond to the request in the timeframe set out in this Policy, the student may appeal against the decision by accessing the Institute's Complaints and Appeals process within 20 days. If the appeal finds in favour of a student wishing to transfer, a release will be granted.
- b. The refusal status will not be finalised in PRISMS until the complaints and appeals process is finalised within the 20 working day period or the student withdraws from the course.

6. Records

All records relating to course transfers will be kept for two years after the student ceases to be an enrolled student. This includes requests for release, the assessment of the request and the decision.



7. Publication

This policy is provided to students in the Student Handbook, which is provided to students prior to or upon commencement of a course, and also via the Institute's website at www.ambridge.edu.au.

Document Control

The policies and procedures, and the forms included in this document are approved and implemented by the Institute. This document will be electronically available to Institute staff in protected format (PDF file) in the designated folder. Any ongoing changes made to this document are recorded below.

Version	Authorised By	Description of the change	Approved Date	Effective Date
<i>Version 1</i>	<i>General Manager</i>	<i>Updated Student Transfer Policy and Procedure</i>	<i>17 June 2019</i>	<i>17 June 2019</i>