

COURSE TRANSFER POLICY AND PROCEDURES

PURPOSE OF THE POLICY

This policy and procedures ensure that Australian Federation College does not knowingly enrol an international student who wishes to transfer from another registered provider prior to the international student completing six months of their principle course.

This policy and associated procedures meet the requirements of Standard 7 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

POLICY STATEMENTS

OVERVIEW

Australian Federation College will not knowingly enrol an international student who wishes to transfer from another registered provider's course prior to the student completing six months of his or her principal course except in the case of any of the following circumstances:

- The releasing registered provider or the course in which the student is enrolled has ceased to be registered;
- The releasing registered provider has had a sanction imposed on its registration by ASQA that prevents the student from continuing their principal 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 student considers the change to be in the student's best interest and has provided written support for that change.

ASSESSING COURSE TRANSFER REQUESTS TO OTHER REGISTERED PROVIDERS AND CIRCUMSTANCES WHERE THE TRANSFER REQUEST WILL BE GRANTED

International students who wish to transfer to another registered provider prior to completing six months of their principal course must complete an **Application for Release Form** and attach a valid offer from another registered provider.

The outcome of the assessment will be provided **within 10 working days** of receipt of the form and valid enrolment offer. Where the request is granted, a Letter of Release will be provided. The Release Letter will advise students to contact the DHA to seek advice on whether a new student visa is required. Refunds will be in accordance with Australian Federation College's Fees and Refunds Policy and Procedure.

The transfer request will be granted where any of the following circumstances apply:

- The student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with Australian Federation College'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.
- Australian Federation College fails to deliver the course as outlined in the Offer Letter and Student Agreement.
- There is evidence that the student's reasonable expectations about their current course are not being met.
- There is evidence that the student was misled by Australian Federation College or an education or migration agent regarding Australian Federation College 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 student.

CIRCUMSTANCES WHERE THE TRANSFER REQUEST WILL NOT BE GRANTED

A transfer request will not be granted where any of the following circumstances apply:

- There are no legitimate compassionate or compelling circumstances.
- The student has not paid their fees.
- 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 academic progress requirements.

Where the request is not granted, the reasons for non-grant of the request will be communicated in writing. The letter will advise the student that they may access the **Complaints and Appeals Policy and Procedure** to appeal the decision **within 20 working days** of receipt of the decision.

Australian Federation College will not finalise the student's refusal status in PRISMS until the appeal process is complete and either finds in favour of Australian Federation College or until the 20-working day period in which the student can access the complaints and appeals process has passed.

INTERNAL TRANSFER

Australian Federation College allows students to transfer to other courses offered by Australian Federation College in any of the following circumstances:

- The course better meets the study capabilities of the student; and/or
- The course better meets the long-term goals of the student, whether these relate to future work, education or personal aspirations; and/or
- The student provides evidence that their reasonable expectations about the current course are not being met.

A transfer to another course within Australian Federation College will not be granted in any of the following circumstances:

- 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 academic progress requirements.

International students who wish to transfer to another course should complete the **Internal Course Transfer Form**.

The outcome of the student's application for internal course transfer will be provided in writing within 10 working days of receipt of the form. Where the application is not granted, reasons for such will be provided.

RECORD KEEPING

Australian Federation College will maintain all records of requests for course transfer and documentation associated with the assessment and decision regarding the request.

Records will be maintained for a minimum of 2 years following the student's completion or withdrawal from their course.

PROCEDURES

1. MANAGE TRANSFERS IN (TRANSFERRING TO AFC)

- 1.1 On receipt of an application from a student that has not completed six months of their principal course of study, check the student on PRISMS following the information about Standard 7 in the PRISMS user guide and to ensure they have been released from the previous provider.
- 1.2 If the check confirms that the student has been released follow the usual procedures for enrolling a student.
- 1.3 If the check confirms that the student has not been released, advise the student in writing and within 3 working days of receipt of their application that it has not been approved.
- 1.4 File all documentation in the SMS including keep correct file notes.

2. MANAGE TRANSFERS OUT (TRANSFERRING OUT OF AFC)

- 2.1 Where a student wishes to transfer to another provider before having completed six months of their principal course of study with Australian Federation College, provide students with **Application for Release form**.
- 2.2 Acknowledge receipt of completed forms within 3 working days of receipt.
- 2.3 Review and assess the application provided within 10 working days of receipt. For an application to be approved, supporting documentation must demonstrate that compassionate and compelling circumstances exist.
- 2.4 Advise the student in writing of the outcome of their application, including a Letter of Release where the application is approved. If it is not approved, provide the reasons and advise the student of their right to access the complaints and appeals process.
- 2.5 Record approved releases on PRISMS following the information about Standard 7 in the PRISMS user guide.
- 2.6 Record refusals of release on PRISMS following the information about Standard 7 in the PRISMS user guide.
- 2.7 File all documentation and keep for a minimum of 2 years, after the overseas student ceases to be an accepted student.

3. MANAGE INTERNAL COURSE TRANSFERS

- 3.1 Where a student wishes to transfer to another course within Australian Federation College, provide students with **Internal Course Transfer Form**.
- 3.2 Acknowledge receipt of completed forms within 3 working days of receipt.

- 3.3 Review and assess the application provided within 10 working days of receipt. For an application to be approved, supporting documentation must demonstrate that there are appropriate reasons for transferring.
- 3.4 Advise the student in writing of the outcome of their application, including a new **Offer Letter and Student Agreement** where the application is approved. If it is not approved, provide the reasons and advise the student of their right to access the complaints and appeals process.
- 3.5 Advise the student in writing of any refunds due relevant to their existing course.
- 3.6 Record student course variation on PRISMS following the information on student course variation in the PRISMS user guide.
- 3.7 Record refusals of release on PRISMS following the information about Standard 7 in the PRISMS user guide.

RESPONSIBILITIES

Administration/ Student Support Officer is responsible for:

- Assisting in processing internal/external student transfers.
- Filling transfer documents and updating details in SMS.

Admissions Officer/s are responsible for:

- Issuing updating Offer Letter and Student Agreement as required.
- Assist in record keeping related to student transfers in the SMS and in Shared Drive.

The Academic Coordinator (or a delegate) will be responsible for:

- Coordinating incoming and outgoing transfer requests.
- Coordinating internal/external course transfer requests including updating records in SMS.
- Accurately recording transfer details in PRISMS as required.

Administrations Manager (or a delegate) is responsible for:

- Accurately recording transfer details in PRISMS as required.

The CEO/PEO is responsible for:

- Overseeing overall compliance and QA related to incoming and outgoing transfer management.