

## Course Transfer Policy and Procedures

### Purpose

This Policy and Procedures ensure that Australian Federation College (AFC) 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 Procedures meet the requirements of Standard 7 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

### Policy

#### *Transferring to AFC*

AFC 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 Transfer Request to Another RTO (or Higher Education Provider)*

International students who wish to transfer to another registered provider prior to completing six months of their principle course must complete a **Withdrawal Form** and attach a valid Offer Letter from the other RTO or university. The Withdrawal Form will require students to include a statement of their reasons for seeking release.

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, student will be released from AFC. Decision outcome 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 AFC Fees and Refunds Policy and Procedures.

#### *Circumstances to Grant Transfer Request to Another RTO (or Higher Education Provider)*

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 AFC intervention strategy to assist the overseas student in accordance with Standard 8 (overseas student visa requirements).
- there is evidence of compassionate or compelling circumstances.

- AFC 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 AFC 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 to Refuse Transfer Request to Another RTO (or Higher Education Provider)***

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

- there is no evidence of compassionate or compelling circumstances.
- the student has not participated in agreed Intervention Strategy to achieve satisfactory course progress.
- 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 attendance or academic progress requirements.

Where the request is not granted, the reasons for non-grant of the request will be communicated in writing using the **Refusal of Request for Course Transfer** letter. 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.

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

### ***Internal Transfer***

AFC allows students to transfer to other courses offered by AFC in any of the following circumstances:

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

A transfer to another course within AFC 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 attendance or academic progress requirements; or
- the student has not paid their fees for the current study period.

International students who wish to transfer to another course must complete an **Internal Course Transfer Form**.

The outcome of the student's application for course transfer will be provided in writing within 10 working days of receipt of the form.

Where the request is granted, a new **Offer Letter and Student Agreement** and subsequent eCoE will be issued to the student. The student will be advised whether any additional fees will be required to be paid to AFC. They will also be advised to contact the DHA to seek advice on whether a new student visa is required.

Where the application is not granted, reasons for such decision and their right to access AFC Complaints and Appeals Policy and Procedure.

### ***Record Keeping***

AFC 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 Request 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.

### 2. Manage Transfer Request to Another RTO (or Higher Education Provider)

- 2.1 Where a student wishes to transfer to another provider before having completed six months of their principal course of study with AFC, provide students with **Withdrawal Form**.
- 2.2 Acknowledge receipt of completed form and supporting evidence 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 at least one criteria stated under 'Circumstances to Grant Transfer Request to Another RTO (or Higher Education Provider)' has been met.
- 2.4 Advise the student in writing of the outcome of their application. If request 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.

### 3. Manage Internal Course Transfer

- 3.1 Where a student wishes to transfer to another course with AFC, 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 as per 'Internal Transfer' policy statement.
- 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.

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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 Officer will be responsible for:

- assisting in processing internal/external student transfers.
- filling transfer documents and updating details in SMS.
- accurately recording transfer details in PRISMS as required.

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

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