

### 1. Purpose

- 1.1 The purpose of this policy is to ensure that overseas students wishing to transfer between providers do so in accordance with The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018, known as ‘the National Code 2018’ Standard 7.
- 1.2 This policy provides a documented process for assessing requests for the Transfer of Provider. By following this policy, the Australian School of Accounting (ASA) safeguards against knowingly enrolling an overseas student prior to the student first completing at least six months of his or her principal course.
- 1.3 This policy also outlines the exceptions to the above as students meeting specified criteria may be able to transfer within the first six months.

### 2. Principles

This policy supports the principles that prospective students seeking to enrol with ASA receive fair, equitable and transparent treatment.

### 3. Scope

This policy outlines the circumstances in which ASA will assess student transfer requests in accordance with the National Code. ASA will assess each request on an individual student basis, considering all supporting documentation of the request.

### 4. Definitions

Term	Definition
Incoming Transfer	Refers to a student transferring from another institution to ASA
PRISMS	The Australian government’s Provider Registration and International Student Management System
Outgoing Transfer	Refers to a student leaving ASA to go to another institution
TEQSA	Tertiary Education and Quality Standards Agency

### 5. Policy Statement

- 5.1 ASA must not knowingly enrol any 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 in the following circumstances:

- a) the releasing registered provider has agreed to the overseas student’s release and recorded the date of effect and reason for release in PRISMS,

- b) the original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered,
- c) the original registered provider has had a sanction imposed on its registration by TEQSA that prevents the student from continuing studies, 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.

## **5.2 Incoming Student Transfers**

The following process applies for ASA accepting incoming student transfers:

- a. If the student has completed more than six months of his or her principal course of study, the application proceeds under the usual admissions process.
- b. Where a student has NOT completed six months of their principal course of study, they are informed that they need to provide evidence of release from their original provider to support their application.
- c. To support the application, they can be provided with a Conditional Letter of Offer which clearly states that an offer of a place is subject to the condition that they acquire evidence of a release.
- d. If no satisfactory evidence of release is obtained, the application process is discontinued and the student informed that they are unable to transfer at this time.

## **5.3 Outgoing Student Transfers**

- a. Students wishing to transfer to another provider before the completion of six months study with ASA must first complete a Student Transfer Request Form, along with any supporting documentation.
- b. Supporting documentation must include a valid enrolment offer from another registered provider.
- c. All requests will be assessed individually, considering the circumstances of the student and whether the transfer will be in the best interests of the student.
- d. All requests will be processed within 10 working days from the date of submission.
- e. If the outcome is to refuse the transfer request the student will have 20 days to access ASA's Grievance Handling and Resolution Policy.
- f. The details of the application to transfer, including the outcome of the application shall be recorded and retained in the student's file.
- g. The approval of transfer to another institution does not indicate the agreement to provide any refund. Refunds are governed by the refund policy independent of this policy.

- 5.4 ASA will consider a Student Transfer request within six months of study and possibly grant a release in PRISMS under the following circumstances:
- a. There is evidence of compassionate or compelling circumstances;
  - b. ASA fails to deliver the course as outlined in the written agreement;
  - c. There is evidence that the overseas student's reasonable expectations about their current course are not being met;
  - d. There is evidence that the overseas student was misled by ASA or an education or migration agent regarding ASA or its course and the course is therefore unsuitable and does not meet the student's study objectives;
  - e. An appeal (internal or external) on another matter results in a decision or recommendation to release the overseas student;
  - f. The overseas student will be reported because they are unable to achieve satisfactory progress at the level they are studying even after engaging in ASA's intervention strategy to assist the overseas student as outlined in the Student Progression and Exclusion Policy and Procedure.
- 5.5 The Student Administration Manager will assess the Student Transfer request. If a transfer is granted to the student it will be at no cost to the overseas student and ASA will advise the student to contact immigration to seek advice on whether a new student visa is required.
- 5.6 For the purposes of this policy, compassionate or compelling circumstances are those beyond the control of the student and which affect the student's ability to progress satisfactorily in their course at ASA, and which may be alleviated by their transfer to another provider.

Claims of exceptional circumstances, which must be supported by documentary evidence, may include the following:

- a. Serious illness or injury suffered by the student themselves or a close family member;
- b. Misadventure, which is an unforeseeable mishap or accident, such as a traffic or public transport accident, that impedes the student's ability to continue their studies at ASA;
- c. A traumatic experience, such as an assault or an accident suffered or witnessed by the student; or
- d. A natural disaster or a major civil or political event, such as a war or a political upheaval, either internationally or in the student's home that impedes the student's ability to commence or continue their studies at ASA.

## **6. Reasons for refusal of Student transfer requests**

- 6.1 ASA will not grant a student transfer under the following circumstances:
- a. The request is within six months of commencement of the principal course with ASA and the student does not meet the criteria outlined in 5.4.

- b. The student does not have a valid Letter of Offer from the receiving provider.
- c. The student has financial difficulties or outstanding payments with ASA.
- d. ASA does not agree the transfer is in the best interests of the student.

6.2 In the instance of a refusal of transfer, ASA will provide written confirmation, stating the reason or reasons for refusal and inform the student of their right to appeal this decision. ASA will provide the student with access to the appeal process within 20 working days.

## **7. Appealing Decisions on Student Transfer Requests**

7.1 As is set out in the *Student Grievance Handling and Resolution Procedure*, written appeals relating to decisions on Student Transfer Requests are forwarded to the Chair of the Student Grievance and Complaints Committee for review.

## **8. Finalising Student Transfer Requests**

8.1 ASA must not finalise the student's refusal status in PRISMS until the appeal process finds in favour of ASA, 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.

8.2 ASA will maintain records of all requests from overseas students for a release and the assessment of the decision for two years after the overseas student ceases to be an accepted student.

## **9. Related Legislation**

*Student Progression and Student at Risk Policy*  
*Student Progression and Student at Risk Procedure*  
*Student Consultation and Well Being Policy*  
*Student Grievance Handling and Resolution Policy*  
*Student Grievance Handling and Resolution Procedure*

## **10. Related Legislation**

*Education Services for Overseas Students Regulations 2019*  
*Education Services for Overseas Students Act 2000*  
*The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018.*

## 11. Version Control

Document		Student Transfer Policy for Overseas Students			
Approved by		Board of Directors		Date: 04 November 2020	
				Next review	2023
Version #	3.1	Replaces Version #	3.0	Update to table	
	3.0		2.1	Board of Directors approval	
	2.1		2.0	Governance restructure	
	2.0		1.1	Council Approval	
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