

Student Transfer Policy and Procedure for International Students

The Learning Professionals

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1. POLICY STATEMENT

The purpose of this policy is to inform stakeholder of The Learning Professionals the processes for managing student transfers in line with Standard 7 National Code 2018 and relevant governing regulations and legislation.

This policy is made available to all stakeholders on The Learning Professionals website.

2. SCOPE

The Student Transfer policy applies to international students enrolled in and studying VET courses at The Learning Professionals.

3. DEPARTMENTS AFFECTED

This Policy applies to Admissions, Student Support, and all Training Departments.

4. RESPONSIBILITY, ADHERENCE AND ENFORCEMENT

The CEO is responsible for this policy ensuring staff, authorised education agents and students are aware of the student transfer policy and procedure.

The RTO Manager is responsible for the implementation of this policy.

The admissions staff are responsible for the application of this policy.

5. DEFINITIONS

Course	A vocational qualification offered by The Learning Professionals
Principal course	The main course of study to be undertaken by an overseas student where a student visa has been issued for multiple courses of study. The principal course of study would normally be the final course of study where the overseas student arrives in Australia with a student visa that covers multiple courses.
Transfer-in	Transferring to The Learning Professionals from another provider.
Transfer-out	Transferring from The Learning Professionals to another provider.
PRISMS	The Provider Registration and International Student Management System (PRISMS) is the system used to process information given to the Secretary of DET by registered providers.

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6. PROCEDURES

6.1 Transfer-in students

- 6.1.1 If the overseas student is onshore (within Australia) and seeking to transfer from another registered provider prior to completing six months of the student's principal course at the time of application, the student will be required to provide documentary evidence of at least one of the four conditions listed below:
- 6.1.1.1 the releasing registered provider, or the course in which the overseas student is enrolled, has ceased to be registered
 - 6.1.1.2 the releasing registered provider has had a sanction imposed on its registration by the ESOS agency that prevents the overseas student from continuing their course at that registered provider
 - 6.1.1.3 the releasing registered provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS
 - 6.1.1.4 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.
- 6.1.2 The documentary evidence must be obtained and placed in the transferring student's file.
- 6.1.3 All transferring students' study rights are verified using online check of visa details and conditions via VEVO. The Learning Professionals 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.
- 6.1.4 The Learning Professionals will engage due diligence when transfer-in students seeking to enrol in a lower AQF level course than the level they are currently enrolled in (to remain compliant with their current student visa). All students will be referred to Department of Home Affairs website 'Changing Courses' policy.
- 6.1.5 The Learning Professionals may enrol a student who is changing their course level to a lower AQF level; however the student will be issued a conditional eCoE and the student must provide proof that an application for a new student visa has been made prior to enrolment.

6.2 Transfer-out students

- 6.2.1 Overseas students enrolled at The Learning Professionals wishing to transfer to another provider prior to completing 6 months of their principal course must complete the form SSo6 Release Application Form and send to studentsupport@thelearningprofessionals.com.au together with a valid enrolment offer from another registered provider.
- 6.2.2 The Learning Professionals will assess and reply to the overseas student's Release request within 10 working days after application being received by the Learning Professional.
- 6.2.3 The Learning Professionals will grant a Release Letter if the transfer is in the overseas student's best interests, including but not limited to where The Learning Professionals has assessed that:
- 6.2.3.1 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 The Learning Professionals intervention strategy to assist the overseas student in accordance with Standard 8 National Code 2018 (Overseas student visa requirements).
 - 6.2.3.2 there is evidence of compassionate or compelling circumstance
 - 6.2.3.3 The Learning Professionals fails to deliver the course as outlined in the written agreement.

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- 6.2.3.4 there is evidence that the overseas student's reasonable expectations about their current course are not being met.
- 6.2.3.5 there is evidence that the overseas student was misled by The Learning Professionals 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.
- 6.2.3.6 an appeal (internal or external) on another matter results in a decision or recommendation to release the overseas student.
- 6.2.4 A Letter of Release, if granted, will be issued at no cost. The student will be advised of the need to contact Department of Home Affairs to seek advice of whether a new student visa is required.
- 6.2.5 The Learning Professionals may refuse a student transfer request on reasonable grounds when it feels that the student will be put 'at risk' if granting the transfer. Reasonable grounds may include but not limited to:
 - 6.2.5.1 The student did not submit enough documental evidence to support reasons for transferring
 - 6.2.5.2 The proposed transfer may jeopardise to the student's progression
 - 6.2.5.3 The student has unsatisfactory academic progress and is in intervention process
 - 6.2.5.4 The student cannot/ has not provided a letter from another registered provider confirming that a valid enrolment offer has been made.
- 6.2.6 If a Letter of Release is refused, reasons for the refusal will be documented in writing, and the student will be informed of their rights to access the complaints and appeals procedure. See Complaint and Appeal policy and procedure for more details.
- 6.2.7 The Learning Professionals will not finalise the student's refusal status in PRISMS until the appeal finds in favour of the Learning Professionals, 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.
- 6.2.8 The Learning Professionals must maintain records of all requests from overseas students for a release and the assessment of, and decision regarding, the request in Student Management system for two years after the overseas student ceases to be an accepted student.

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