



International Student Transfer Between Registered Providers Procedure

Policy supported	International Student Transfer Between Registered Providers Policy
Procedure Code	ADM-HE-05
Procedure owner	Chief Executive Officer
Responsible Officer	Chief Executive Officer
Approving authority	Chief Executive Officer
Contact Officer	Registrar
Approval date	1 March 2017
Commencement date	6 March 2017
Review date	3 years
Version	2017.1
Related Documents	International Student Transfer Between Registered Providers Policy ESOS National Code of Practice Student Complaint and Appeal Policy Student Complaint and Appeal Procedure Withdrawal from Course Form

1. Purpose

The purpose of this Procedure is to support the ***International Student Transfer Between Registered Providers Policy***, which seeks to ensure that the Australian Institute of Higher Education Pty Ltd ('the Institute') complies with the ESOS National Code of Practice with respect to restrictions on transferring international students.

2. Scope

This Procedure applies to all international students, both prospective and enrolled, of the Institute; Executive Management; the Admissions office, and the Accounts office.

3. Definitions

See the ***AIH Glossary of Terms*** for definitions.

4. Actions and Responsibilities

The following processes apply to international students seeking to transfer, either to or from the Institute, prior to completing 6 months of their principal course of study.

4.1 Procedure for students seeking to transfer to the Institute from another registered provider

- 4.1.1. The Institute receives an application from a student who is on-shore and is currently undertaking study at another registered provider.
- 4.1.2 Utilising information from the student's passport, including their study visa and the date the student arrived in Australia, AIH will determine if the student has completed 6 months of their principal course of study with the other registered provider.
- 4.1.3 If the student has completed 6 months study in their principal course of study, the application process proceeds as for all other on-shore international student applications.
- 4.1.4 If the student has not completed 6 months study in their principal course of study they are required to provide a letter of release from the registered provider they are currently studying with. The Institute will provide the student with a "conditional" letter of offer which clearly states that an offer of a place is contingent on their obtaining a letter of release from the registered provider that they are currently studying with.
- 4.1.5 If the student is a government sponsored student, they are required to provide written support from their sponsor agreeing to the change which will stand in lieu of a letter of release.
- 4.1.6 Once a letter of release is received the application proceeds as for all other on-shore international student applications.
- 4.1.7 If the student does not provide a letter of release, the application process will be put on hold and the student informed that they are unable to transfer at this time. The student will be invited to re-activate their application when they have completed 6 months in their principal course of study.
- 4.1.8 In the circumstances where the original institution or course has ceased to be registered, or sanctions have been placed on the original institution by the Australian government which do not allow the student to continue with the course, no letter of release is required.

4.2 Procedure for students seeking to transfer from the Institute to another registered provider

- 4.2.1 The international student will present, in person, to Admissions and provide the **Withdrawal from Course Form**. The Executive Dean or his/her nominee will arrange an exit interview where the student will provide an original copy of a valid letter of offer from the registered provider to which the student wishes to transfer.
- 4.2.2 Accounts will check the financial status of the student to determine if there are fees owing or if the student is entitled to a refund under the Institute's refund policy. Accounts will advise the student if there are any fees owing and discuss how payment will be settled or, if a refund is due, how much will be refunded and when. Accounts will also check to see if there are any library books or other items on loan to the student and make arrangements for their return.

4.2.3 During an exit interview the Executive Dean or his/her nominee will:

- discuss the reasons for the student wishing to transfer to another registered provider;
- sight the original letter of offer from the registered provider that the student wishes to transfer to;
- make a copy of the letter of offer

4.2.4 Assessment:

Following the exit interview the Executive Dean or his/her nominee will make an assessment of the student's request for a transfer to another registered provider taking into account the reasons for the request, whether the student fully understands the consequences to his/her study options, whether there are any outstanding fees owing to the Institute. The Executive Dean or his/her nominee will then come to a decision on whether to provide the student with a letter of release.

4.2.5 Request granted:

If the Executive Dean or his/her nominee agrees to the student's request for a transfer to another registered provider they will advise the student in writing within ten (10) working days that a letter of release is available from administration. The letter of release will be provided to the student at no charge and will advise the student of the need to contact Department of Education and Training (DET) or the Department of Immigration and Border Protection (DIBP) to seek advice on whether a new visa is required. The student must, if applicable, pay any outstanding fees or return any library books or equipment before receiving the letter of release.

4.2.6 Request denied:

If the Executive Dean or his/her nominee denies the student's request for a transfer to another registered provider, the student will be provided with reasons for refusing the request in writing within ten (10) working days and will be informed of their right to appeal the decision through the Institute's *Student Complaint and Appeal Policy* and associated Procedure.

4.2.7 The request for transfer to another registered provider, a copy of the letter of offer from the other registered provider, a copy of the written advice to the student of the decision and, if granted, a copy of the letter of release will be placed on the student's file.

4.2.8 Admissions will advise DIBP (via PRISMS) that the student has transferred to another registered provider.

4.2.9 The Executive Dean or his/her nominee will ensure that the following tasks are undertaken:

- an Academic Transcript is prepared for the transferring student, if applicable;
- e-mail the relevant personnel advising them that the student has withdrawn from the course so that records can be updated, the student's computer access and e-mail account are deactivated, and the student's library borrowing rights are cancelled.

4.2.10 Letters of release will always be provided when, or if:

- the Institute’s registration or accreditation has been revoked;
- Sanctions imposed on the Institute by the government prevent the student from continuing in the course;
- A government sponsor deems that the transfer is in the best interest of the student.

4.2.11 Approved applications must be recorded on the Student Management System.

5. Version Control

This Procedure has been endorsed by the Australia Institute of Higher Education Chief Executive Officer as at March 2017 and is reviewed every 3 years. The Procedure is published and available on the Australian Institute of Higher Education website <http://www.aih.nsw.edu.au/> under ‘Policies and Procedures’.

Change and Version Control				
Version	Authored by	Brief Description of the changes	Date Approved:	Effective Date:
2016-2	Registrar	Updated template.	6 July 2016	6 August 2016
2017-1	Ms. McCoy	Restructured document; added box to beginning Revised/edited content	1 March 2017	6 March 2017