



AUSTRALIAN INSTITUTE
OF HIGHER EDUCATION

International Student Transfer Between Registered Providers Policy and Procedure

Category: Administration (ADM)

1. Purpose

The National Code^[1] restricts approved providers of courses to international students (“registered providers”) from enrolling transferring students prior to the student completing 6 months of their principal course of study^[2].

This policy is designed to ensure that the Australian Institute of Higher Education Pty Ltd (“AIH”) does not enrol any transferring international student prior to 6 months of their principal course being completed, unless that student has a valid letter of release agreeing to such a transfer, or if other specific conditions are met.

This policy also details the procedures for assessing applications to transfer from AIH to another registered provider within the initial 6 months of a student’s principal course.

2. Students seeking to transfer to AIH from another registered provider

AIH will not recruit or knowingly enrol a student wishing to transfer from another registered provider prior to the student completing 6 months of their principal course of study except in the following circumstances:

- the original registered provider has provided a written letter of release;
- the original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered;
- the original registered provider has had a sanction imposed on its registration by the government that prevents the student from continuing their principal course of study;
- a government sponsor of the student considers the change to be in the student’s best interest and has provided written support for that change.

International students seeking to transfer to AIH must comply with AIH’s *Student Admission Policy* and meet the course entry requirements.

Procedure:

Where an international student seeks to transfer from another registered provider before they have completed 6 months of their principal course of study the following procedure will apply:

- 2.1 AIH receives an application from a student who is on-shore and is currently undertaking study at another registered provider.
- 2.2 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.
- 2.3 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.

- 2.4 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. AIH 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.
- 2.5 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.
- 2.6 Once a letter of release is received the application proceeds as for all other on-shore international student applications.
- 2.7 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.
- 2.8 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.

3. Students seeking to transfer from AIH to another registered provider

AIH will generally agree to a request from an international student to transfer to another registered provider prior to completing 6 months of their principal course with AIH; however in assessing such a request the following factors will be taken into account:

- the student requesting a transfer does not have a clear understanding of what the transfer represents to their study options;
- the student has not made an attempt to discuss the reasons for seeking a transfer with the Executive Dean;
- the student has outstanding course fees owing to AIH;
- it is suspected that the student is seeking to transfer to another registered provider only to avoid being reported to DEEWR^[3] for failure to meet academic progress requirements.

Where it is assessed that one of the above factors applies, the student’s request for a letter of release may be refused.

In the circumstance that AIH does not grant a letter of release, the student will be provided with the reasons for refusing the request in writing and will be informed of their right to appeal the decision through AIH’s grievance handling procedures.

Where a letter of release is granted it will be issued to the student at no cost and will advise the student of the need to contact DIAC^[4] to seek advice on whether a new student visa is required.

Students will be advised of the outcome of the assessment of their request within 5 working days of the request being submitted.

AIH will maintain records of all requests from students for a letter of release and the assessment of and decision regarding the request on the student’s file.

Procedure:

The following procedure applies to international students wishing to transfer from AIH to another registered provider within 6 months of commencement of their principal course of study:

- 3.1 The international student will present, in person, to the Executive Dean and provide a written request that they wish to transfer from AIH to another registered provider. The Executive Dean 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.
- 3.2 The Executive Dean 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 AIH’s refund policy. The Executive Dean will refer the student to the Finance and Administration Manager who 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. The Executive Dean 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.

- 3.3 During the exit interview the Executive Dean 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
- 3.4 Following the exit interview the Executive Dean will make an assessment of the student’s request for a transfer to another registered provider taking into account the factors mentioned above and come to a decision on whether to provide the student with a letter of release.
- 3.5 If the Executive Dean agrees to the student’s request for a transfer to another registered provider they will advise the student in writing within 5 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 DIAC to seek advice on whether a new visa is required.
- 3.6 The student must, if applicable, pay any outstanding fees or return any library books or equipment before receiving the letter of release.
- 3.7 If the Executive Dean 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 5 working days and will be informed of their right to appeal the decision through AIH’s grievance handling procedures.
- 3.8 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.
- 3.9 The Supervisor Admissions / Student Services will advise DEEWR/DIAC through PRISMS that the student has transferred to another registered provider.
- 3.10 The Executive Dean 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 students computer access and e-mail account are deactivated, and the student’s library borrowing rights are cancelled.
- 3.11 Letters of release will always be provided when, or if:
- AIH’s registration or accreditation has been revoked;
 - Sanctions imposed on AIH 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.
- 3.12 Approved applications must be recorded on the Student Termination Log in AIH on proxy

4. Version Control

Policy Owner:	Chief Executive officer
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	V2 – 10 June 2008
	V3 – 27 February 2009
	V4 – 24 March 2009

- [1] Refers to the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Student 2007 Standard 7
- [2] A principal course of study is usually the final course of study undertaken by the student. For example, if an international student is studying an English language programme followed by a Bachelors programme, the Bachelor degree is considered the principal course.
- [3] Refers to the Commonwealth Department of Education, Employment and Workplace Relations
- [4] Refers to the Commonwealth Department of Immigration and Citizenship