



International Student Transfer Between Registered Providers

POLICY AND PROCEDURES



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INTERNATIONAL STUDENT TRANSFER BETWEEN REGISTERED PROVIDERS POLICY AND PROCEDURES

1 Purpose

This policy and procedures outline the conditions under which Richmond School of Business ('the School') will consider a student's request for transfer between registered providers, which seeks to ensure that the School complies with:

- a) Comply with the relevant standards of National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 ('the National Code 2018');
- b) Comply with the relevant standards of the Standards for Registered Training Organisations (RTOs) 2015.

2 Scope

- 2.1 This policy applies to all students as well as all staff involved either directly or indirectly with administering requests for international student transfers.
- 2.2 It should be noted that the procedures set out in this document do not replace or modify procedures or any other responsibilities which may arise under other policies or under statute or any other law.
- 2.3 This document should be read in conjunction with other related policies.

3 Policy Statement

- 3.1 The School is committed to the welfare of its students and to ensure that appropriate support is available to all students and to ease the transition into life and study in Australia.
- 3.2 The School encourages all students to read this policy and procedures carefully if considering making an application to transfer to or from another registered provider.
- 3.3 There is no cost to a student in having a letter of release granted.

4 General International Student Transfer Principles

- 4.1 This policy and its related procedures demonstrate the School's commitment to the following principles:
 - a) The School is committed to the welfare of its students and to ensure that appropriate support is available to all students and to ease the transition into life and study in Australia.
 - b) The School will accept applications from international students wishing to transfer to another education provider after six months of study in their principal course.



- c) The principal course is the final course of studies at the School.
- d) If an international student is enrolled at the School to study one single course, then this is the principal course.
- e) If an international student is enrolled at the School to study in more than one course, then the final course of the package is the principal course.
- f) If an international student wishes to apply prior to completing the first six months of the principal course, then he or she is required to apply in writing to the Student Support Manager on the approved application form.

5 Policy

5.1 Policy for changing providers within the first 6 months of the principal course:

- a) To apply to transfer to another provider within the first 6 months of the international student's principal course, students must demonstrate circumstances justifying the transfer as outlined below.
- b) Circumstances justifying a transfer do not exist where:
 - a)
 - I. The student has not completed the first four weeks of the course in which he or she is enrolled; or
 - II. The School forms the view that the student is trying to avoid being reported to the Department of Immigration for failure to meet the School's attendance or academic progress requirements; or
 - III. The School forms the view that the transfer may jeopardise the student's progression through a package of courses; or
 - IV. The School forms the view that the transfer would be detrimental to the student's future study, welfare, and/or career objectives; or
 - V. The student applies for a release from a course provided by the School in order to transfer to a course provided by another registered provider and the School considers the other course to be the same, similar or equivalent; or
 - VI. The student has not accessed the School's student support or welfare services after having been requested to do so; or
 - VII. The documents provided by the student do not, in the School's view, adequately support grounds upon which the transfer is requested; or
 - VIII. The student has outstanding debts to the School.
 - b)
- c) Circumstances justifying a transfer do exist where:
 - c)
 - I. A Student Counsellor employed by the School considers that the transfer would not be detrimental to the student or his or her future studies and has recommended that the student's request for a transfer be granted on the basis of:
 - Compassionate grounds; or
 - The principal course (or a prerequisite or enabling course that forms part of a package with the principal course) is inappropriate for, and does not adequately meet the student's needs; or
 - Academic grounds; or
 - Being in the best interests of the student; and
 - d)
 - II. The student has provided a letter from another registered provider confirming that a valid enrolment offer has been made; and
 - III. The student has provided:



- e)
 - A signed and dated International Student Release Application Form; and
 - A letter detailing their reasons for requesting a transfer to another provider; and
- f)
- IV. None of the provisions of '*Circumstances justifying a transfer do not exist*,' as above, apply.

6 Procedures

6.1 International Students Transfer to The School

- a) Students wishing to transfer to Richmond School of Business from another registered provider must complete the Student Transfer Application Form, available on the School's website or available from reception at the School.
- b) Once completed, this document with supporting evidence is to be submitted to the Student Support Manager.
- c) The student's request to transfer to the School will be assessed within 10 business days of the application date.
- d) Students transferring from another registered provider and have not completed six months of their principal course with that provider will be required to submit a release letter from the previous provider along with other appropriate documentation.
- e) All documentation is to be placed in the student's records.
- f) The School would not enrol international students unless they present a written release letter from their current registered provider, or if any of the following have been met:
- g)
 - I. The releasing registered provider, or the course in which the overseas student is enrolled, has ceased to be registered
 - II. The releasing registered provider has had a sanction imposed on its registration by the ESOS agency that prevents the overseas student from continuing his or her course at that registered provider
 - III. The releasing registered provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS
 - IV. 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.

6.2 Ground for Accepting Students to Transfer to The School

There are several circumstances where a student transfer to the School is acceptable:

- a) In the case that the original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered, the School would be able to accept the student transfer to the School even before the student has completed the minimum six months in their principal course.
- b) In assessing the application to transfer, the Student Support Manager is to investigate the previous provider to ensure they indeed have ceased to be registered in providing



the course in which the student was enrolled. Checks can be undertaken on the following website:

- h) www.cricos.education.gov.au
- c) Upon confirmation that the previous provider has ceased to be registered or the course in which the student was enrolled has ceased to be registered, the Student Support Manager may then commence the enrolment process.
- d) In the case that an international student wishes to enrol with the School and they have not completed at least six months of the principal course, but have provided a release letter from their original registered provider, the School would accept this as evidence of release.
- e) The student will then follow the standard enrolment procedure regarding entry requirements for the course the student is seeking enrolment in, by supplying appropriate documentation in support of their application.
- f) In the case that an international student wishes to enrol with the School and they have not completed at least six months of their principal course, but have stated in their application that the original registered provider has had a sanction imposed on its registration by the Australian Government, or State or Territory Government, that prevents the student from continuing their principal course, and the student has provided evidence in support of their statement, the Student Support Manager would perform investigation to verify the student's claim.
- g) If confirmed, the School would accept this evidence and proceed with the enrolment process.
- h) In the case where the international student is government sponsored and has requested a transfer without first completing the minimum six months of their principal course at the original provider, the request would be approved by the School after formal written approval from the government sponsor, who should state in the formal written approval that the transfer is in the best interest of the international student making the transfer request.
- i) In such a case, a release letter is not required, the formal written approval from the government sponsor is sufficient, and is to be placed in the student's records and detailed in PRISMS when creating the CoE.

6.3 International Students Transfer from The School

- a) Students wishing to obtain a Release Letter from the School must complete, sign, date and lodge the approved International Student Release Request Form at the office of Student Support Manager.
- b) The following documents must be attached to the Approved Release Request Form as part of the International Student Release Application:
 - i)
 - I. A letter detailing the reasons behind their request to transfer to another registered provider and how they will benefit from the transfer; and
 - II. A copy of the offer letter from the other registered provider confirming that a valid enrolment offer has been made unconditionally at that Institution; and
 - III. A copy of documentary evidence referred to in the letter of application must be attached.
 - IV. Failure to present evidence may adversely affect the outcome of the International Student Release Application.
 - V. All of the above requirements must be met, otherwise the application will be rejected.



- c) Upon receipt of the Release Application letter and supporting documents, office staff will make an appointment with the student to attend a Student Counsellor employed by the School within 5 working days.
- d) The Student Counsellor employed by the School should:
- I. Interview the student to determine:
 - j)
 - The circumstances surrounding the release; and
 - How the student may benefit from a transfer to another registered provider; and
 - Whether the transfer would be detrimental for the student or his or her future studies; and
 - k)
 - II. Consider the options available to the student to achieve his or her learning goals, including any support services offered by the School to assist students to adjust to study and life in Australia; and
 - III. Where it is in the student's best interests, refer the student to appropriate support services for:
 - l)
 - Academic skill support;
 - Additional English support;
 - Additional tutoring & study group support;
 - Increased monitoring;
 - A mentor program;
 - Referral to personal counselling;
 - The purpose of discussing the suitability of the course;
 - The purpose of implementing an intervention strategy for the student in compliance with the School's documented Course Progress and Intervention Policy and Procedures; and
 - m)
 - IV. Within 5 working days of the student's meeting with the counsellor, make a recommendation to the Student Support Manager as to whether a transfer would be detrimental to the student or his or her future studies and whether a Release Letter should be granted.
- e) The Student Support Manager will:
- I. Consider the International Student Release Application and supporting documents in light of:
 - n)
 - The student's educational goals and individual circumstances; and
 - The recommendation made by the School's Student Counsellor; and
 - Whether the transfer would be detrimental to the student or his or her future studies; and
 - The Student Support Manager reserves the right to refer the student to a medical practitioner of the School's choice, provided that this process is undertaken within the overall timeframe outlined above.
 - Make and record a decision as to whether to grant a Release Letter within 5 working days of receiving the recommendation from the School's Student Counsellor.

7 Decisions



- 7.1** Students will be advised in writing of the outcome of the application to transfer to another registered provider within 15 working days of the lodgement of a complete approved International Student Release Application Form.
- 7.2** If the Student Support Manager decides to grant a Release Letter, office staff should immediately write to the student enclosing:
- a) The Release Letter;
 - b) A withdrawal form;
 - c) Advice that the student's Confirmation of Enrolment (CoE) will be cancelled on PRISMS and he or she must contact the Department of Immigration and Border Protection (DIPB) to seek advice on whether a new student visa is required;
 - d) Advice that the student may apply for a refund in accordance with the School's International Student Fees and Refund Policy and Procedures.
- 7.3** If the Student Support Manager decides not to grant a Release Letter, office staff should immediately write to the student enclosing:
- a) The reasons for the decision not to grant a Release Letter;
 - b) Advice that he or she may freely transfer after completion of 6 months of his or her principal course; and
 - c) Information on the student's right to appeal the decision in accordance with the School's appeals processes.

8 Records

- 8.1** Records will be maintained on student files of all transfer requests and their assessment and outcomes.

9 Confidentiality

- 9.1** All information relating to students regarding a critical incident will be treated as confidential and in accordance with the School's Privacy and Data Protection Policy and Procedures.
- 9.2** The School will maintain confidentiality to ensure that:
- a) Only a record of when and where a debriefing took place will be kept; and
 - b) No information will be released without the agreement of the individual or group involved.

10 Appeals

- 10.1** If the student is not satisfied with any decision relating to international student transfer between registered providers, the student has the right to appeal the decision in accordance with the Student Complaints and Appeals Policy and Procedures. In this event, the School will maintain the student's enrolment in the course or courses in which he or she is enrolled to study until the appeals process is completed.
- 10.2** An appeal must be lodged in writing to the Student Support Manager within 20 working days from the date of the decision was taken.
- 10.3** The appeal should include the following details:
- a) the student's full name (family/surname and first name), student number and contact details,



- b) the nature of the decision or matter being appealed,
- c) the basis for the appeal,
- d) details of the specific outcome sought by the student, and
- e) copies of all relevant documents.

10.4 An appeal may not proceed if:

- a) no reasonable grounds are stated for the appeal,
- b) no new or different grounds are stated for the appeal from those already considered by the Principal, or nominee,
- c) the student has not ensured that they are in a position to receive all notifications from the School. Late or no receipt of official letters will not be accepted as grounds for appeal if changes of address have not been notified and received by the School, or
- d) the appeal is lodged outside the 20 working day timeline specified above.

11 Further Information and Assistance

- 11.1** Students should seek clarification on any aspects of this Policy and its related Procedures prior to accepting an offer of admission made by the School.
- 11.2** Student assistance is available by contacting School Reception or Student Support.
- 11.3** Students may make an appointment with the Student Support Manager for assistance with their request relating to this Policy and its related Procedures.
- 11.4** Contact details for the School are outlined as follows:

Phone: +61 2 8844 1000

Address: Level 2,
197 Church Street,
PARRAMATTA NSW 2150

Email: admin@rsb.edu.au

NOTE: For definitions and explanation of the terms used in this policy and procedures, please refer to the document titled '*Glossary of Terms.*'