



Overseas Student Transfer Policy and Procedure

Version - 2.0

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1. Definitions

Term	Definition
The college	Refers to Matic International College
National Code 2018	Refers to the National Code of Practice for Providers of Education and Training to Overseas Students 2018
Principal course of study	The principal course of study refers to the main course of study to be undertaken by an overseas student where a student visa has been issued for multiple courses of study. Where a student visa has been issued for multiple courses, the principal course of study will usually be the final course of study (the highest qualification).
Special Circumstances	<p>Special circumstances include, but are not limited to:</p> <ul style="list-style-type: none"> • The student has any compelling and compassionate circumstances for which she/he has provided evidence to the college, and the college is unable to resolve the issues. • The students want to enrol in any higher qualification, which is not offered by the college. • The course in which the student is studying does not provide satisfactory outcomes, the way the student has expected it to be. • If the student is unable to achieve satisfactory course progress even after an intervention strategy plan by the college, the college has decided to report the student to the Australian Department of Home Affairs (DHA). • In case the decision of any appeal used by the students results in the decision to release the student. • The student is able to provide proof that she/he has been misled by any person associated with the college, using the college's name. The course in which the student is misled to enrol does not fulfil his/her needs or study objectives. • The college, due to any circumstances, is not able to deliver the course as mentioned in the written agreement.
PRISMS	Refers to Provider Registration and International Student Management System
RTO	Registered Training Organisation

2. Purpose

The purpose of this document is to outline the college's policy and procedure for assessing overseas student transfer requests to and from another registered training organisation or provider to ensure compliance with Standard 7 of the National Code 2018.

3. Scope

This policy and procedure also apply to the Chief Executive Officer (CEO), the External Compliance Team, the Admission Team, and any other relevant college staff who are responsible for managing the process of overseas student transfer. This policy and procedure specifically relate to overseas students who are currently studying in Australia with the college or another registered training organisation:

- (i) have accepted an offer to study a course or courses in Australia with a RTO,
- (ii) are subject to student visa,
- (iii) wish to transfer from one registered training organisation to another.

All relevant parties can access this policy and procedure through the college website.

4. Policy statement

As per the National Code 2018, a registered training organisation is only, in limited circumstances able to enrol or accept a transfer of a student who has not completed the first six months of their principal course of study in Australia (being the main course for which the student visa was issued). This document provides guidance as to when those limited circumstances apply.

There are no restrictions on students who wish to transfer to or from another RTO after they have completed the first six months of their principal course.

5. Procedure

This procedure outlines the processes that are to be followed when assessing:

- a) an enrolment application for a student seeking to transfer from another RTO to the college within the six months period; or
- b) an application for a student to be released from the college and to transfer to another RTO (application for release), within the six months period.

5.1 Students transferring from any other RTO to the college

5.1.1. When a student applies for transfer from any other RTO to the college, then it will be the responsibility of the admission team to ensure that:

- a. The student must have applied for the transfer after completion of six months of his/her principal course with the other registered provider, other than in circumstances mentioned in Section 5.1.5 of this policy.
- b. The student has genuine reasons for requesting such a transfer.
- c. The student has a release letter from the other RTO.

Note: The admission team shall verify the documents provided by the student to confirm that they are genuine and provided by the by the original provider. If found to be non-genuine, the college will not proceed with the Confirmation of Enrolment (CoE) upon receiving a warning ‘Potential Standard 7 breach’ (Standard 7 of the National Code 2018) in PRISMS.

- 5.1.2. After completing six months of the principal course, an overseas student can request transfer to the college from any other registered provider without needing to meet any of the conditions mentioned under Section 5.1.5 of this policy.
- 5.1.3. If the admission team is satisfied that the student can be admitted to the college, then she/he will issue a letter of offer to the student after receiving the proper release letter from the other RTO.
- 5.1.4. The admission team must ensure that the details of the students are registered on the PRISMS within 28 days of enrolment through transfer.
- 5.1.5. The college can enrol a student transferring from their principal course of study from another RTO, within the six (6) month period, where:
 - (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 student from continuing with the course with that registered provider;
 - (iii) the releasing registered provider has agreed to the student’s release and recorded the date of effect and reason for release in PRISMS;
 - (iv) any government sponsor of the student considers the change to be in the student’s best interests and has provided written support for the change.

5.2 Student transferring from the college to any other RTO

5.2.1. The student is only applicable to apply to be released from the college to transfer to another RTO prior to completing six (6) months of their principal course, if:

- (i) the student provides evidence of compassionate or compelling circumstances which are outside the student’s control and the college’s support services are unable to assist the student in resolving the issues.
- (ii) The student provides a valid enrolment offer from another RTO.

- (iii) The student has no outstanding debts with the college for any tuition or non-tuition fees.
- (iv) It is determined by the college that the transfer to the other RTO is in the best interests of the student, in particular where:
 - the student's request to transfer relates to a course that is at a higher academic level and is not offered by the college.
 - The student is unable to achieve satisfactory academic progression at the level they are studying at, despite the student being provided with academic assistance, tuition and strategies to assist in their study by the college.
 - The student provides evidence to the college that the course in which the student is currently enrolled is not meeting their reasonable expectations.
 - Where there is evidence that the student was misled by either the college or an education agent regarding the college and/or the course is unsuitable to the student's needs or study objectives.
 - Where an appeal by the student (internal or external) on another matter results in a decision or recommendation to release the student from the college.
 - There is evidence of compassionate or compelling circumstances.
 - The college fails to deliver the course as outlined in the written agreement.

5.2.2. The student is required to submit the *Withdrawal and Release Form* (refer to the Withdrawal and Release Form for more details about the form), along with supporting documents to the admission team, describing the reason for the request for release from college.

5.2.3. The college will undertake the assessment process of a student's application for release within twenty (20) days of the date of receiving the application for release.

5.2.4. If the release is granted to the student, the admission team will record the date of release along with the reason for release on the PRISMS within fourteen (14) days of the date of release. When a release is granted to the student, no fees will be charged to the student.

5.2.5. In case the student's request for release has been denied by the college, the admission team will provide the reason for denial in writing to the student and inform the student of his/her rights to submit a complaint or appeal, in accordance with, the college's *Complaint and Appeal Policy and Procedure*.

5.3 Refusal to release student

5.3.1. In certain circumstances, the college may consider it reasonable to refuse the transfer of a student to another RTO. These circumstances may include, but are not limited to:

- the student requesting a release to transfer to another RTO to undertake a lower level qualification, without academic evidence to substantiate the change;
- the student requesting a release to study the same qualification that the student is currently studying with the college;
- The college is of the reasonable opinion that the student is trying to avoid being reported to Immigration (Department of Home Affairs), due to unsatisfactory attendance.
- The student has already been reported to the Department of Home Affairs due to unsatisfactory attendance.
- The college has not received any written confirmation of an offer from another RTO regarding the student's enrolment.
- The student has changed his/her mind about the course and has not provided any evidence to support a claim that the course has not met their expectations.
- The student has decided to reside elsewhere and has not provided any evidence to support a claim of compassionate or compelling circumstances.
- The transfer of the student to another RTO would result in a breach of the student's visa conditions.
- The student's request for a release to another RTO relates to a qualification that is available at the college.

5.4 Cancellation of enrolment and student refunds

5.4.1. Where the college decides to accept the release of a student to transfer to another RTO, the student's enrolment with the college will be cancelled, and the cancellation will be recorded on PRISMS within fourteen (14) days of the date of cancellation.

5.4.2. Where the student's enrolment is cancelled, academic or financial penalties may be applicable to the student.

5.4.3. Students should be aware that if they withdraw from their course with the college before receiving a decision from the college to accept the release of the student to transfer to another RTO, they may be in breach of their student visa conditions.

5.4.4. Student refunds will be processed in accordance with the *Refund Policy and Procedure*, which is available at the college office, or a copy can be provided to the student at his/her request.

6. Monitoring

The admission team will collaborate with the external compliance team and monitor this policy and the overseas student transfer process at least once a year. They will check the management of overseas students transferring to and from the college to ensure that the cases are being dealt with in accordance with the process outlined in the policy and is aligned with Standard 7 of the National Code 2018. In case any discrepancy is noticed in the management of the overseas student transfer, the external compliance team shall inform the CEO of the gaps to identify potential improvements in the process. After receiving approval from the CEO, this policy will be updated to ensure that the management is proper and as per the latest regulatory and legislative requirements, including the requirements of the college. Moreover, whenever there is a change in the legislative or regulatory requirements, the policy will be updated to reflect those changes.

7. Continuous Improvement

In accordance with the *Continuous Improvement Policy and Procedure*, at least once every year, the feedback and recommendations received from stakeholders such as the admission team and the external compliance team will be documented in the *Continuous Improvement (CI) Register*. Please refer to the college’s *Continuous Improvement Policy and Procedure* for the details of the continuous improvement process.

8. Version control

Current Version	2.0
Approved by	CEO