

Transfer Between Providers Policy and Procedure

0. Purpose

The purpose of this policy is to implement a documented policy and process for assessing overseas student transfer requests prior to the overseas student completing six months of their principal course.

Imperial Institute of Sydney will not knowingly enroll an overseas student seeking to transfer from another registered provider's course prior to the overseas student completing six months of his or her principal course as per standard 7 of National Code 2018.

This policy details the procedures for assessing applications to transfer within this period. The procedures outlined below will ensure that Imperial Institute of Sydney does not enroll any transferring international student prior to the 6 months of their principal course being completed unless that student has a valid letter of release agreeing to such a transfer and the below procedures will be implemented.

Students who have studied longer than this period of 6 months can apply as normal, and no letters of release needs to be signed.

1. Scope

This policy applies to all students currently studying or formally enrolled at Imperial Institute of Sydney and prospective students wishing to transfer to Imperial Institute of Sydney from another provider.

2. Responsibility

The Chief Executive Officer will be responsible for the implementation of this policy, procedure and to ensure that the staff members and students at Imperial Institute of Sydney (IIS) are aware of its application and that staff implement its requirements.

3. Definitions

4.1 **International Students** means students from overseas who are intending to study in Australia on a certain visa.

4.2 **Principal course:** means the main course of study undertaken by an international student. Where a student visa has been issued for multiple courses, this will usually be the final course of study – the highest qualification.

4. Procedures

Any requests that are received in relation to a student wishing to transfer education providers shall be the responsibility of the Administration Manager. The Administration Manager shall assess the applications for transfer between education providers and will conclude an outcome based on the following procedure.

- 1.0. Students wanting to apply for a course at Imperial Institute of Sydney from another provider can do so by writing a request to transfer or release along with a valid enrolment offer from another provider.
 - 1.1. Imperial Institute of Sydney's Administration Manager will access the student information via PRISMS. It will be ascertained if the length of studies completed in their current principal course of study is greater than 6 months. Copy of the student visa in the passport can also be used to ascertain what the principal course is and when did the student arrive in Australia.
 - 1.2. After completing this process, the Administration Manager will print a copy of the PRISMS record and attach it with the student application.

1.3. If a student has completed more than 6 months, the application will proceed as applicable. However, if a student has not completed more than 6 months of their course, PRISMS is to be checked to ascertain if the student has been released from their current provider.

1.4. If the current provider provides a release on PRISMS, the application will proceed accordingly.

Providing release from Imperial Institute of Sydney

1.5. Circumstances in which Imperial Institute of Sydney will grant the transfer request or release because the transfer is in the overseas student's best interests, including but not limited to where Imperial Institute of Sydney has assessed that:

5. Where Imperial Institute of Sydney has assessed that the overseas student will be reported because the students are unable to achieve satisfactory course progress at the level they are studying, even after engaging with Imperial Institute of Sydney's intervention strategy to assist the overseas student. In such circumstances, if the student requests for a release from the institute by presenting an offer letter of other suitable course. Imperial Institute of Sydney will grant the release in student's best interest.
6. Where there is evidence of compassionate or compelling circumstances
7. If Imperial Institute of Sydney fails to deliver the course as outlined in the written agreement
8. If there is evidence that the overseas student's reasonable expectations about their current course are not being met
9. There is evidence that the overseas student was misled by Imperial Institute of Sydney, an education or migration agent regarding Imperial Institute of Sydney, or its course and the course is therefore unsuitable to their needs and/or study objectives.
10. An appeal (internal or external) on another matter results in a decision or recommendation to release the overseas student.
11. Release will be provided if a student has provided a valid offer letter from another registered provider and has paid all the remaining fees that were due or that a student is required to pay for his course.

Note: If release is granted from Imperial Institute of Sydney, it will be at no cost to the overseas students and Imperial Institute of Sydney will further provide written advice to students to contact Immigration department to seek advice on whether a new student visa is required.

Refusing release from Imperial Institute of Sydney

Circumstances under which release will not be granted to overseas students include but are not limited to:

12. If a student wishes to request a release for the same course at a different institute or registered provider.
13. Course progress of student is not up to date i.e. the overseas student has been unable to achieve satisfactory course progress at the level they are studying, even after engaging with Imperial Institute of Sydney's intervention strategy to assist the overseas student in accordance with Standard 8 (Overseas student visa requirements). In this case, Imperial Institute of Sydney will provide students with an opportunity to maintain satisfactory course progress.
14. Student has not paid his/her fees for the course or has remaining fees left to be paid.

If Imperial Institute of Sydney intends to refuse the transfer request, Imperial Institute of Sydney will inform the student in writing

15. The reason for refusal

16. Overseas student's right to access Imperial Institute of Sydney's complaints and appeals process, in accordance with Standard 10 (Complaints and appeals), within 20 working days.

Imperial Institute of Sydney will not finalise the student's refusal status in PRISMS until the appeal finds in favour of Imperial Institute of Sydney, or the overseas student has chosen not to access the complaints and appeals processes within the 20 working days period, or the overseas student withdraws from the process.

Imperial Institute of Sydney's Administration Manager will maintain records of all requests from overseas students for a release and the assessment of, and decision regarding, the request for two years after the overseas student ceases to be an accepted student.

Transfer from another provider

Imperial Institute of Sydney will accept students from another registered provider only if they have completed six months of their principal course, except where any of the following apply:

17. The releasing registered provider, or the course in which the overseas student is enrolled, has ceased to be registered
18. 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.
19. The releasing registered provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS
20. 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

Note

Imperial Institute of Sydney will record the release on PRISMS along with the reasons for granting the release to the student with date of effect.

Imperial Institute of Sydney will also record the refusal to release on PRISMS along with the reasons for refusing release on PRISMS with date of effect.