

# Transfer Between Registered Providers Policy and Procedure

## 1. Purpose and Scope

This policy outlines the procedures for international learners wishing to transfer *from* AIE to another registered provider, or to transfer *to* AIE from another registered provider.

The scope of this policy includes all international learners, Admissions staff, and Administration staff.

## 2. The Policy

AIE complies with Section 7 of the *National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018)*. AIE has systems and processes in place to ensure the transfer of international learners between registered providers is handled compliantly and smoothly.

## 3. Implementation

The Board of Directors is responsible for the approval of this policy after it has been drafted or reviewed by the National Compliance Officer.

The policy is to be implemented via induction and training of staff and distribution via the AIE intranet and other publications as required.

## 4. Procedure/s

### 4.1. General Rules

AIE must not knowingly enrol an international learner seeking to transfer from another registered provider if that learner has not yet completed 6 months of their principal course under their original provider. Exceptions to this rule are (only one needs to apply):

- a. The learner's releasing registered provider or their principal course is no longer registered
- b. The releasing registered provider is under a government sanction that prevents the learner from continuing their principal course
- c. The releasing registered provider has officially released the learner and recorded the date of effect and reason for release in the Provider Registration and International Student Management System (PRISMS)
- d. The learner has written support from a government sponsor stating that the transfer is in the learner's best interests.

If an international learner has already completed 6 months of their principal course, they can transfer between registered providers without needing to meet any of the above conditions.

Transfer requirements apply to all courses of study prior to the learners principal course.

#### 4.1.1. Principal course

Where a student visa is granted for multiple courses of study, the principal course is the main course of study to be undertaken by the learner and is usually the final course and/or the highest AQF qualification covered by the student visa.

For international learners enrolled into AIE’s Dual Diploma to Advanced Diploma pathway, the principal course is the Advanced Diploma qualification.

## 4.2. Transfer Processes

### 4.2.1. Transferring from Another Registered Provider to AIE

See Appendix A for a process flowchart.

This process applies to international learners who are already studying a principal course under another registered provider. An international learner needs an AIE *Letter of Offer – International* to be released from their original registered provider.

**International learners should seek advice from the Department of Home Affairs on any potential impacts to their student visa prior to commencing transfer arrangements.**

<b>Step 1</b>	The international learner applies for an AIE course through the <i>International Students Application Form</i> on the AIE website.	
<b>Step 2</b>	Admissions staff set up an interview with a trainer	
<b>Step 3</b>	The trainer conducts an interview with the international learner using the campus-specific interview forms. See <i>Application and Enrolment Policy and Procedure</i> for more information.	
<b>Step 4</b>	Administration staff advise the international learner of the interview outcome. If the learner is recommended for AIE, Administration issues a <i>Letter of Offer – International</i> to the learner, using the aXcelerate template, and the PDF form located on MyAIE.	
<b>Step 5</b>	<p><b>If the learner has not yet completed 6 months of their principal course:</b></p> <p>Administration verify that the international learner meets one of the exceptions listed in 4.1(a – d).</p> <p>The learner must:</p> <ul style="list-style-type: none"> <li>Request release from their original registered provider using their original provider’s transfer procedures.</li> <li>Provide their original registered provider with a copy of the <i>Letter of Offer – International</i> issued from AIE.</li> </ul>	<p><b>If the learner has already completed 6 months of their principal course:</b></p> <p>The learner must:</p> <ul style="list-style-type: none"> <li>Request release from their original registered provider using their original provider’s transfer procedures.</li> <li>Follow that providers processes to formally withdraw from their course</li> <li>Read, sign, and return the <i>Letter of offer – International</i> to AIE.</li> </ul> <p>The learner’s original registered provider must:</p> <ul style="list-style-type: none"> <li>Record the transfer request and outcome in PRISMS (regardless of outcome)</li> </ul>

	<ul style="list-style-type: none"> <li>Provide written release approval from original provider to AIE (if applicable)</li> <li>Read, sign, and return the <i>Letter of Offer – International</i> to AIE.</li> </ul> <p>The learner’s original registered provider must:</p> <ul style="list-style-type: none"> <li>Record the transfer request and outcome in PRISMS (regardless of outcome)</li> <li>Provide the learner with written approval of their release request</li> <li>Cancel the learners COE.</li> </ul>	<ul style="list-style-type: none"> <li>Provide the learner with written approval of their release request</li> <li>Cancel the learners COE.</li> </ul>
<b>Step 6</b>	On receipt of the completed <i>Letter of Offer – International</i> , and all required documents, AIE Administration will issue the learner with a new COE.	
<b>Step 7</b>	The learner may need to apply for a new student visa using their new COE.	
<b>Step 8</b>	<b>The learner can complete the enrolment form and be officially enrolled with AIE.</b>	

#### 4.2.2. Transferring from AIE to Another Registered Provider

See Appendix B for a process flowchart.

<b>Step 1</b>	International learner emails Campus Administration. The email must include: <ul style="list-style-type: none"> <li>A request to be released from AIE</li> <li>A valid enrolment offer from another registered provider.</li> </ul>
<b>Step 2</b>	Request is reviewed by the Head of School and National Compliance Officer. See 4.3.1 Granting a Transfer Request for more information.
<b>Step 3</b>	If the transfer request is granted, Administration issues a <i>Letter of Release</i> using the student management system (SMS) template.
<b>Step 4</b>	Regardless of whether the transfer request was granted or refused, Administration records the transfer request outcome in PRISMS.
<b>Step 5</b>	All correspondence is kept in the learner’s file in the SMS.
<b>Step 6</b>	Learner provides new registered provider with a copy of the <i>Letter of Release</i> , and accepts enrolment offer according to new providers processes.

### 4.3. Assessing Transfer Requests

All transfer requests will be assessed by the Head of School and approved by the National Compliance Officer within 7 calendar days.

**All transfer requests and the request outcome must be recorded in PRISMS, regardless of whether the request was granted or refused.**

#### 4.3.1. Granting a Transfer Request

A transfer request should be granted if it is in the learner’s best interest. Reasons for granting a transfer request include, but are not limited to:

- a. The international learner will be reported for unsatisfactory course progress if they stay with their original registered provider (unsatisfactory course progress affects student visas)

- I. AIE must still ensure that the international learner is reported for unsatisfactory course progress, even if the transfer request is granted
- b. There is evidence of compassionate or compelling circumstances, such as:
  - I. Serious illness or injury, where a medical certificate states that the international learner was unable to attend classes
  - II. Bereavement of a close family member, such as a parent or grandparent (where possible, a death certificate should be provided)
  - III. Emergency travel due to major political upheaval or natural disaster that disrupted the international learner's studies
  - IV. A traumatic experience, which could include:
    - i. Involvement in, or witnessing, a serious accident
    - ii. Witnessing or being the victim of a serious crime, leading to psychological impacts for the international learner (these cases should be supported by police or psychologists' reports)
  - V. Where the original registered provider was unable to offer a pre-requisite unit, or the international learner failed a pre-requisite unit and now faces a shortage of relevant units for which they are eligible to enrol
- c. The registered provider fails to deliver the course as outlined in the written agreement
- d. There is evidence that the overseas learner's reasonable expectations about their principal course are not being met
- e. There is evidence that the international learner was misled by the registered provider or education agent and the course is not suitable for their needs
- f. An internal or external appeal on an unrelated matter that results in the international learner being released from their original registered provider.

Where AIE grants a transfer request, they must notify the learner in writing using the *Letter of Release* template in the SMS.

#### 4.3.2. Refusing a Transfer Request

AIE can refuse a transfer request on reasonable grounds. If a transfer request is refused, AIE must notify the international learner in writing using the *Release Request – Refused* SMS template and outline the reasons for refusal.

Reasons for refusing a transfer request include, but are not limited to:

- a. The transfer is considered detrimental to the learner or their future studies
- b. The learner changes their mind about what course(s) they wish to study
- c. The learner has not accessed AIE's support services for assistance with study or personal difficulties (including accommodation, travel and finances)
- d. AIE believes the learner is trying to avoid being reported to the Australian Government for not meeting course requirements.

#### 4.3.2.1. Complaints and Appeals

If a transfer request is refused, AIE informs the international learner of their right to appeal the decision through AIE's internal complaints and appeals process. A learner has 20 working days to begin the appeals process.

AIE must not finalise the international learner's refusal status in PRISMS until either:

- a. After the appeal has been finalised in favour of AIE
- b. The learner does not access the complaints and appeals process within 20 working days
- c. The learner withdraws from the appeals process.

See the *International Student Complaints and Appeals Policy and Procedure* for more information.

## 4.4. Learners Under the Age of 18

AIE does not currently accept enrolments from international learners under the age of 18.

## 4.5. Records

AIE must keep transfer request records in the learner's file in the SMS for at least 2 years after the international learner ceases to be an accepted learner.

See *Information and Records Management Policy and Procedure* for more information.

## 5. Definitions

The following definitions apply to this policy:

Term	Definition
<b>Accepted Learner</b>	An international learner (either within or outside of Australia) who is both: <ul style="list-style-type: none"> <li>• Is accepted for enrolment, or enrolled, in a course provided by AIE</li> <li>• Is, or will be, required to hold a student visa to undertake or continue their course at AIE.</li> </ul>
<b>Confirmation of Enrolment (COE)</b>	The document issued by AIE to verify an international learner's enrolment in a specified course.
<b>International Learner or Intended International Learner</b>	An individual who is a resident or citizen of any country other than Australia, or holds temporary resident (visa status) of Australia, or permanent resident (visa status) of New Zealand, and who intends to study in Australia.
<b>Letter of Offer – International</b>	The letter given by AIE to an international learner seeking to transfer <i>from</i> another registered provider to AIE. This is <b>NOT</b> a confirmation of enrolment.
<b>Principal Course</b>	Where a student visa is granted for multiple courses of study, the principal course is the main course of study to be undertaken by the learner and is usually the final course and/or the highest AQF qualification covered by the student visa.

<b>Provider Registration and International Student Management System (PRISMS)</b>	An Australian Government system in which education providers must complete reports.
<b>Student Management System (SMS)</b>	Software system that manages the administrative and data reporting functionality of RTO operations.

## 6. Related Documents

The following internal documents are related to this policy:

- a. Application and Enrolment Policy and Procedure
- b. Cancellation of Learner Enrolment Policy and Procedure
- c. Confirmation of Enrolment
- d. Information and Records Management Policy and Procedure
- e. International Student Complaints and Appeals Policy and Procedure
- f. Letter of Offer – International
- g. Letter of Release
- h. Release Request – Refused.

The following legislation and standards are related to this policy:

- i. Education Services for Overseas Students Act 2000 (Cth)
- j. National Code of Practice for Providers of Education and Training to Overseas Students 2018.

## 7. Review

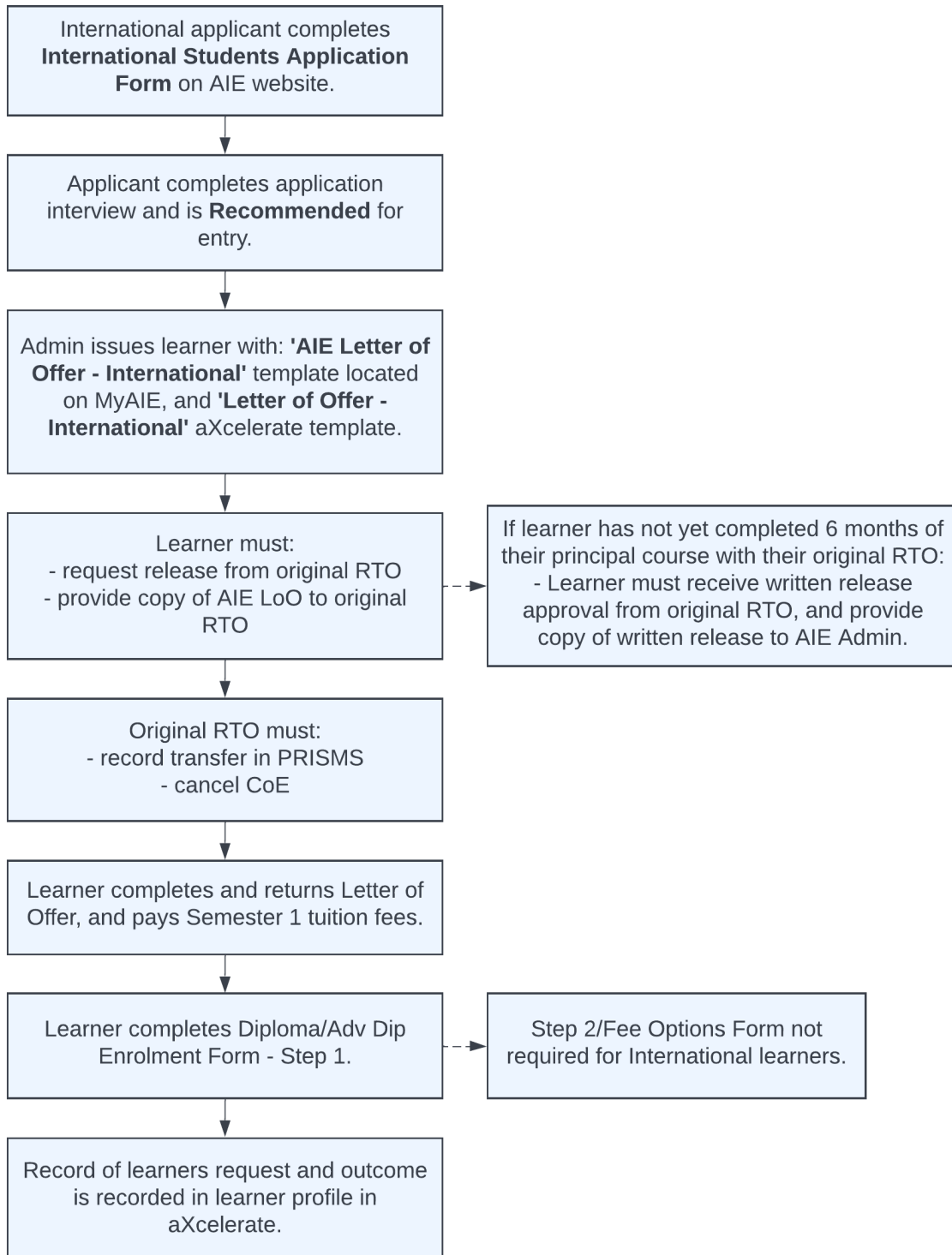
This policy will be reviewed annually by the National Compliance Officer.

## 8. Revision History

This policy has undergone the following revisions:

Version No.	Version Description	Contributor(s)	Approval Authority	Date Revised/ Approved
1.0	First version.	-	BOD	1 April 2015
2.0	Restructured, re-styled, updated and expanded in line with the <i>National Code 2018</i> .	<b>Nick Markesinis</b> (Intranet Content Coordinator) <b>Linda Burrows</b> (National Compliance Officer) <b>Charlotte Pichelmann</b> (National Compliance Administration Support)	BOD	29 August 2022

## Appendix A: Transfer from another RTO to AIE Flowchart





## Appendix B: Transfer from AIE to another Provider Flowchart

