



Student Transfer and Release Policy and Procedure

Purpose

The purpose of this policy is to outline United Colleges of Australia's documented process in assessing overseas student transfer requests between registered providers.

The practices followed will be in compliance with Standard 7 of National Code 2018.

Scope

This policy applies to all prospective and current overseas students enrolled in the college.

Definitions

College	United Colleges of Australia
Principal Course	Is the main course of study to be undertaken by an overseas student where student visa has been issued for multiple courses, and is final course of study.
VET Regulator	The Australian Skills Quality Authority
PRISMS	Provider Registration and International Student Management System
Compassionate and/or Compelling Circumstances	<p>Are generally beyond the control of the overseas student and which have an impact upon the overseas student's course progress or wellbeing. This may include, but not restricted to the following:</p> <ul style="list-style-type: none"> • Serious illness or injury, where a medical certificate is provided that states that the overseas student is unable to attend classes • Bereavement of close family members such as parents or grandparents, supported by a death certificate where possible • Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the overseas student's studies • A traumatic experience, which could include: <ul style="list-style-type: none"> ○ Involvement in, or witnessing of a serious accident; or ○ Witnessing or being the victim of a serious crime, and this has impacted on the overseas student, supported by police or psychologists' reports • Where the college is unable to offer a pre-requisite unit or the overseas student has failed a pre-requisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol.
CRICOS	Commonwealth Register of Institutions and Courses for Overseas Students

Policy

1. Student transfer to the college

- The college will not knowingly enrol a prospective overseas student from another registered provider (RTO) if the student has not completed their six months of the principal course.



- The exceptions to the above rule apply if:
 - The releasing provider, or the course the overseas student is enrolled, has ceased to be registered.
 - The releasing provider has had a sanction imposed by the VET Regulator which prevents the overseas student from continuing their course.
 - The releasing provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS.
 - Any government sponsor of the overseas student considers the change to be in the best interest of the overseas student and written support for such is provided.

2. Student transfer from the college

The college ensures that it has processes in place to assess the overseas student transfer requests prior to them completing six months of their principal course. This includes an outline of:

- The steps required by the overseas student to lodge a written request, including the requirement to have a valid enrolment offer (offer letter) from another registered provider.

Release Request Approval

- Circumstances of such request will be granted providing that it is in the best interest of the overseas student. Circumstances may include, but not restricted to the following:
 - The inability to achieve a satisfactory course progress at the level the overseas student is studying despite the implementation of intervention strategy as outlined in Course Progress Policy and Procedure. Consequently, they will be reported.
 - There is an evidentiary document indicating that compassionate and/or compelling reasons exist.
 - The failure to deliver the course as outlined in the Letter of Offer and Written Agreement.
 - There is evidence that the overseas student's expectations are not being met in this current course.
 - There is evidence that the overseas student was misled by the college, education and/or migration agent regarding the course, which has led to misalignment between the course and their needs and/or study objectives.
 - An internal or external appeal on another matter which results in a decision / recommendation to release the overseas student.
- The college ensures that should the release request be approved, it will:
 - Not impose any cost to the overseas student for such decision
 - Notify the overseas student to contact immigration for advice on the potential implications on their visa including whether a new student visa is required.

Release Request Rejection

- The circumstances in which the college considers as reasonable grounds to refuse such as request. Circumstances may include, but not restricted to the following:



- The request would result in a breach of the student's mandatory or discretionary visa conditions.
- The intended course the overseas student applies, will not provide adequate preparation for further study, nor better meet the long-term goals of the student, whether these relate to future work, education or personal aspirations.
- No firm (or valid offer) from another CRICOS registered provider has been supplied
- The student has already been identified for unsatisfactory attendance and/or progression and has received advice to this effect.
- The student has been served the notification to report and fail to appeal on that case
- The student has been reported in PRISMS for unsatisfactory attendance or course progress.
- The college is not satisfied that the overseas student intends to return to their home country
- The student continues to have an outstanding debt (e.g., tuition fees, materials fees, admin fees, late payment fees etc)
- The student has provided false and misleading information to the college.
- The college ensures that should the release request be rejected, it will:
 - Notify the overseas student of the reasons for such decision
 - Notify the overseas student of their right to dispute the decision by accessing Complaints and Appeals Policy and Procedure, within 20 working days since the receipt of the decision.
- The college will finalise the overseas student's refusal status in PRISMS if only:
 - The student has chosen not to access the Complaints and Appeals processes within 20 working days since the receipt of the decision
 - The student has withdrawn from the process
 - The appeal decision is in favour of the college.

Notification

- A reasonable timeframe required for assessing and replying to the overseas student's transfer request having regard to the restriction period (prior to completing their 6 months of principal course)

Recordkeeping

- The college ensures that all records relating to release request (e.g. decision, evidence provided by the overseas student) are kept for a period of two years after the overseas student has ceased to be an accepted student.



Procedure

Student Transfer to the College	Responsible Person
<p>1. Identify if the student is currently enrolled with another CRICOS Registered Provider and if they have completed 6 months of their principal course.</p> <p>Check PRISMS to identify if the student is currently enrolled with another provider. An alert will generally appear if there is an existing enrolment with another CRICOS Registered Provider.</p>	Admission Team
<p>2. Ensure no enrolment can be accepted if the overseas student has not completed their 6 months of their principal course unless one of the following is met:</p> <ul style="list-style-type: none"> • The releasing provider, or the course the overseas student is enrolled, has ceased to be registered. • The releasing provider has had a sanction imposed by the VET Regulator which prevents the overseas student from continuing their course. • The releasing provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS. • Any government sponsor of the overseas student considers the change to be in the best interest of the overseas student and written support for such is provided. 	
<p>3. Once the above steps are completed, follow the <i>Admission Policy and Procedure</i> for the rest of the steps.</p>	

Student Transfer from the College	Responsible Person
<p>1. Require the student to complete Student Transfer and Release form.</p>	Admission Team
<p>2. Require the student to send the completed form along with the offer letter from another CRICOS Registered Provider to info@unitedcolleges.edu.au or in person.</p>	
<p>3. Assess the request along with its offer letter and finalise it within 14 days of lodgment. Contact the student if further clarification is required.</p>	
<p>4. Determine the outcome of the request. Circumstances for approving and rejecting the request are outlined above.</p>	
<p>5. If approved, complete the following:</p> <ul style="list-style-type: none"> • Check if there are outstanding fees prior to the release, ensuring all fees are paid. No cost is imposed for a release approval. • Notify the student in writing of such decision including a notification to the overseas student to contact immigration for advice on the potential implications on their visa and whether a new student visa is required. • Report the release in PRISMS 	



Use <i>Release Approval Email Template</i> .	
6. If rejected, complete the following: <ul style="list-style-type: none"> Notify the overseas student in writing of such decision Notify the overseas student of their right to dispute the decision by accessing Complaints and Appeals Policy and Procedure, within 20 working days since the receipt of the decision. Use <i>Release Rejection Email Template</i> .	
7. Only finalise the refusal status in PRISMS if: <ul style="list-style-type: none"> The student has chosen not to access the Complaints and Appeals processes within 20 working days since the receipt of the decision The student has withdrawn from the process The appeal decision is in favour of the college. 	
8. Secure all records, including the decision and documentary evidence, in the Student Management System under the student's profile for two years after the student has ceased to be an accepted student.	

Related Documentation

- Student Transfer and Release form
- Release Approval Email Template
- Release Rejection Email Template

Document Control

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Endorsed By:	CEO
Person Responsible for Implementation:	Admission Team
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