Universal English College

Student Transfers Policy and Procedure

TABLE OF CONTENTS

1. PURPOSE 3

2. SCOPE 3

3. DEFINITIONS 3

4. POLICY STATEMENT 3

5. PROCEDURE 4

ACCEPTING A STUDENT FROM ANOTHER REGISTERED PROVIDER 4

RELEASING A STUDENT IN PRISMS TO TRANSFER TO ANOTHER REGISTERED PROVIDER 5

6. RESPONSIBILITIES 7

7. REVISION HISTORY 7

1. PURPOSE

1.1 The purpose of this document is to set out the policy and procedure adhered to by Universal Education Centre Pty Ltd (trading as Universal English College and herein referred to as "the College") and its staff with respect to students requests to transfer between registered providers.

2. SCOPE

2.1 This document applies to all staff and students in the College.

3. DEFINITIONS

3.1 *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. The principal course of study would normally be the final course of study where the overseas student arrives in Australia with a student visa that covers multiple courses.

3.2 *PRISMS* refer to the Provider Registration and International Student Management System (PRISMS) is the system used to process information given to the Secretary of DET by registered providers.

3.3 *Tuition fees* include fees for lectures, tutorials, tutoring sessions, training, excursions, fieldwork, laboratories, or practical experience that form part of the student's course (whether mandatory or not), or are intended to assist the student to progress in their course, or are ancillary to the activities that form part of the student's course listed previously.

4. POLICY STATEMENT

4.1 The College will not knowingly enrol a student wishing to transfer from another registered provider's course prior to the student completing six months of his or her principal course of study except where:

- 4.1.1 the releasing registered provider, or the course in which the overseas student is enrolled, has ceased to be registered
- 4.1.2 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 the registered provider
- 4.1.3 the releasing registered provider has agreed to overseas student's release and recorded the date of effect and reason for release in PRISMS
- 4.1.4 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.

4.2 The College will not actively recruit a student before the student has completed six months of his or her principal course.

4.3 The College will ensure it has and implements its documented student transfer between registered provider's policy and procedure, which is available to staff and students, and specifies:

- 4.3.1 the circumstances in which a transfer will be granted;
- 4.3.2 the circumstances the registered provider considers as providing reasonable grounds for refusing the student's request, including but not limited to;
  - a) when a transfer can be considered detrimental to the student's career / study objectives

b) when a transfer is being requested due to the student obtaining a cheaper study option

c) when a transfer is being requested due to the student being unhappy with the attendance and/or progression requirements of the college; and

4.3.3 a reasonable timeframe for assessing and replying to the student's transfer request having regard to the restricted period.

4.4 The College will initiate a release through PRISMS only where the student has provided a letter from another registered provider confirming that a valid enrolment offer has been made.

4.5 A release, if granted, will be issued at no cost to the student and the College will advise the student to consider whether a change in enrolment breaches their visa conditions. The student will be directed to the Department of Home Affairs website at: https://immi.homeaffairs.gov.au/change-in-situation/study-situation for further information regarding their specific circumstances.

4.6 Where the College does not approve the transfer, the student will be provided with written reasons for refusing the request and will be informed of his or her right to appeal the College's decision.

4.7 The College will maintain records of all requests from students for a transfer to another provider and the assessment of, and decision regarding, the request on the student's file for a period of two years after the overseas student ceases to be an accepted student.

5. PROCEDURE

Accepting a Student from Another Registered Provider

5.1 Where an international student seeks to transfer from another registered provider before they have completed 6 months of their principal course of study the following procedure will apply.

5.2 The College receives an application from a student who is on-shore and is currently undertaking study at another registered provider.

5.3 Utilising information from the student's passport, including their student visa and the date the student arrived in Australia, a member of the College Admission team will determine if the student has completed 6 months of their principal course of study with the other registered provider.

5.4 If the student has completed 6 months study in their principal course of study, the application process proceeds as per all standard applications.

5.5 If the student has not completed 6 months study in their principal course of study, they are required to gain approval for the transfer from the registered provider they are currently studying with. The College will provide the student with a "conditional" letter of offer that clearly states that an offer of a place is contingent on their obtaining approval of the transfer from the registered provider that they are currently studying with.

5.6 If the student is a government-sponsored student, they are required to provide written support from their sponsor agreeing to the change.

5.7 Once the student has been released within PRISMS from the registered provider they are currently studying with, the application proceeds as per all standard applications.

5.8 If the student is not released within PRISMS from the registered provider they are currently studying with, the application process will be put on hold and the student informed that they

are unable to transfer at that time. The student will be invited to re-activate their application when they have completed 6 months in their principal course of study.

5.9 In the circumstances where the original registered provider or course has ceased to be registered, or sanctions have been placed on the original registered provider by the Australian government which do not allow the student to continue with the course, the application can be processed as per all standard applications.

Releasing a Student in PRISMS to Transfer to Another Registered Provider

5.10 The following procedure applies to international students wishing to transfer from the College to another registered provider prior to completing 6 months of commencement of their principal course of study:

5.11 The international student must submit a Student Transfer Release form, available on the college's website, to formally request that they wish to transfer from the College to another registered provider. After this form is submitted, a member of the College Admission team will arrange an exit interview where the student will provide an original copy of a valid Letter of Offer from the registered provider to which the student wishes to transfer.

5.12 A member of the College Admission team will check the financial status of the student to determine if there are fees owing or if the student is entitled to a refund. A member of the College Admission team will advise the student if there are any fees owing and discuss how payment will be settled or, if a refund is due, how much will be refunded and when.

5.13 During the exit interview a member of the College Admission team will:

- 5.13.1 discuss the reasons for the student wishing to transfer to another registered provider;
- 5.13.2 sight the original Letter of Offer from the registered provider that the student wishes to transfer to;
- 5.13.3 make a copy of the Letter of Offer;
- 5.13.4 if applicable, advise the student that changes to their preliminary course may have ramifications for their admission to their principle course.

5.14 Following the exit interview, a member of the College Admission team will make an assessment of the student's request for a transfer to another registered provider, taking into account the factors mentioned above, and come to a decision on whether to approve the transfer request.

5.15 When deciding if to grant a transfer, the College will consider if the transfer is in the overseas student's best interests, including but not limited to where the College has assessed that:

- 5.15.1 the overseas student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with the College's intervention strategy to assist them in accordance with Standard 8 (Overseas student visa requirements)
- 5.15.2 there is evidence of compassionate or compelling circumstances, which as a minimum may include;
  - a) serious illness or injury,
  - b) serious illness or injury, where a medical certificate states that the overseas student was unable to attend classes
  - c) bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
  - d) major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the overseas student's studies; or

e) a traumatic experience, which could include:
   i. involvement in, or witnessing of a serious accident; or
   ii. witnessing or being the victim of a serious crime, and this has impacted on the overseas student (these cases should be supported by police or psychologists' reports)

f) where the registered provider was unable to offer a pre-requisite unit, or the overseas student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol.

5.15.3 the College fails to deliver the course as outlined in the written agreement

5.15.4 there is evidence that the overseas student's reasonable expectations about their current course are not being met

5.15.5 there is evidence that the overseas student was misled by the College or an education or migration agent regarding the College or its course and the course is therefore unsuitable to their needs and/or study objectives

5.15.6 an appeal (internal or external) on another matter results in a decision or recommendation to release the overseas student.

5.16 Documentary evidence is required to support a leaners claim / request for transfer and when received, will be kept on the student's file.

5.17 A release, if granted, will be issued at no cost to the student and the College will advise the student to consider whether a change in enrolment breaches their visa conditions. The student will be directed to the Department of Home Affairs website at: https://immi.homeaffairs.gov.au/change-in-situation/study-situation for further information regarding their specific circumstances.

5.18 The student must, if applicable, pay any outstanding fees or return any loaned College equipment before the transfer request is processed in PRISMS.

5.19 If the member of the College Admission team denies the student's request for a transfer to another registered provider, the student will be provided with a letter detailing the decision to refuse the request within 5 working days and will be informed of their right to appeal the decision through the College's complaints and appeals process within 20 working days.

5.20 The request for transfer to another registered provider, a copy of the Letter of Offer from the other registered provider and a copy of the written advice to the student of the decision will be placed on the student's file and kept for a period of two years after the overseas student ceases to be an accepted student.

5.21 A member of the College Admission team will record the transfer request outcome in PRISMS. In the event the transfer request has been refused by the college, the notification in PRISMS will not occur until;

5.21.1 Any appeal against the refusal lodged by the student is finalised and upholds the College's decision not to release the student; or

5.21.2 The student did not access the College's complaints and appeals processes within 20 working days of being notified of the refusal; or

5.21.3 The student withdraws their appeal against the refusal.

5.22 A member of the College Admission team will ensure that the following tasks are undertaken:

5.22.1 Issue a Statement of Attainment for the transferring student, if applicable; and

5.22.2 Inform relevant College staff that the student has withdrawn from the course so that records can be updated and any necessary arrangements are made.

5.23 A request to transfer to another registered provider will always be approved if:

5.23.1 The College's registration has been revoked;

5.23.2 Sanctions imposed on the College by the government prevent the student from continuing in the course;

5.23.3 A government sponsor deems that the transfer is in the best interest of the student.

6. RESPONSIBILITIES

6.1 The Admissions Unit is responsible for the implementation of this policy and procedure.

7. REVISION HISTORY

Date	Version	Description of modifications	Approved by
02.04.24	2.0	Reformatting of previous version	Dan Wortley
20.07.25	2.1	Remove mention of AISI and UEC Business	Dan Wortley