

SC8-I: Course Transfer Policy and Procedures

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Purpose

The purpose of this policy is to ensure that:

- Trinity Institute (Australia) does not enrol transferring students prior to the student completing six months of their principal course of study, except for the circumstances outlined in this Policy.

This ensures compliance with Standard 7 of the *National Code of Practice for Providers of Education and Training to Overseas Students 2018*.

Definitions

CoE means Confirmation of Enrolment

Course Package means a package of courses included on a student's Visa that usually includes the principal course and any approved pre-requisite courses

CRICOS means the Commonwealth Register of Institutions and Courses for Overseas Students

DOE means Department of Education

DHA means Department of Home Affairs

ESOS Act means the *Education Services for Overseas Students Act 2000*

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National Code 2018 means the *National Code of Practice for Providers of Education and Training to Overseas Students 2018*

PRISMS means Provider Registration and International Student Management System

Registered Provider means an Australian education provider approved to offer courses to overseas students and is registered on CRICOS

Six months means six calendar months from the date that the student commences their studies

Policy

- All decisions made by Trinity Institute (Australia) with regard to student transfer requests will be made in accordance with this policy and procedure, will be fair and take into account the student's individual circumstances and any other relevant factors.

1. Transferring from another Registered Provider

- Trinity Institute (Australia) will not knowingly enrol a student wishing to transfer from another Registered Provider's course prior to the overseas student completing six months of his or her principal course, unless one or more of the following conditions apply:
 - the releasing Registered Provider, or the course in which the student is enrolled in, has ceased to be registered on CRICOS;
 - the releasing Registered Provider has had a sanction imposed on its registration by its ESOS agency that prevents the student from continuing his or her principal course at that Registered Provider;
 - the releasing Registered 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 student considers the change to be in the student's best interest and has provided written support for that change.

2. Release Request

- For Trinity Institute (Australia) students seeking to transfer to another Registered Provider's course of study **prior to completing six months of their principal course**, the student must submit a request for release. The request for release must include a valid offer of enrolment from another CRICOS Registered Provider.
 - A release will be assessed and granted in any of the following circumstances:
 - The student is due to be reported to DESE via PRISMS due to unsatisfactory course progress at the level they are studying, even after engaging with Trinity Institute (Australia)'s intervention strategies to assist the overseas student in accordance with Trinity Institute (Australia)'s Course Progress and Attendance Policy and Procedures, and the student seeks to transfer to a lower level course.
 - There is evidence of compassionate or compelling circumstances.
 - Trinity Institute (Australia) fails to deliver the course as outlined in the Written Agreement.

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- There is evidence that the student's reasonable expectations about their current course are not being met.
- There is evidence that the student was misled by Trinity Institute (Australia) or an education or migration agent regarding Trinity Institute (Australia) or its course and the course is therefore unsuitable to their needs and/or study objectives.
- An appeal (internal or external) on another matter results in a decision or recommendation to release the student.
- A release will not be granted where:
 - The transfer may jeopardise the student's progression through a package of courses.
 - The student has recently started studying the course and the full range of support services are yet to be provided or offered to the student. In this case, the student will be requested to wait a further 4 weeks before applying for a transfer to another Registered Provider during which time the full range of support services will be provided to the student.
 - The student is trying to avoid being reported to DHA for failure to meet the provider's attendance or academic progress requirements.
 - There are no legitimate compassionate or compelling circumstances.
- The outcome of the student's request for release will be provided in writing within 10 business days of receipt.
- Where a student's request is refused, the reasons for this will be communicated plus the student's right to access the complaints and appeals process as outlined below.
- There is no cost incurred. However any refund of course fees, where applicable, will be paid will be in accordance with Trinity Institute (Australia)'s Fees and Refunds Policy and Procedures.

3. Transferring to another Registered Provider

- For Trinity Institute (Australia) students seeking to transfer to another Registered Provider's course of study **after completing six months of their principal course**, the transfer request will be assessed and granted in any of the following circumstances:
 - The student is due to be reported to DESE via PRISMS due to unsatisfactory course progress at the level they are studying, even after engaging with Trinity Institute (Australia)'s intervention strategies to assist the overseas student in accordance with Trinity Institute (Australia)'s Course Progress and Attendance Policy and Procedures, and the student seeks to transfer to a lower level course.
 - There is evidence of compassionate or compelling circumstances.
 - Trinity Institute (Australia) fails to deliver the course as outlined in the Written Agreement.
 - There is evidence that the student's reasonable expectations about their current course are not being met.
 - There is evidence that the student was misled by Trinity Institute (Australia) or an education or migration agent regarding Trinity Institute (Australia) or its course and the course is therefore unsuitable to their needs and/or study objectives.
 - An appeal (internal or external) on another matter results in a decision or recommendation to release the student.

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- A release will not be granted where:
 - The transfer may jeopardise the student's progression through a package of courses.
 - The student has recently started studying the course and the full range of support services are yet to be provided or offered to the student. In this case, the student will be requested to wait a further 4 weeks before applying for a transfer to another Registered Provider during which time the full range of support services will be provided to the student.
 - The student is trying to avoid being reported to DHA for failure to meet the provider's attendance or academic progress requirements.
 - There are no legitimate compassionate or compelling circumstances.
- In order for a request for transfer to be considered, students must provide a valid offer of enrolment from another CRICOS Registered Provider.
- The outcome of the student's application for course transfer will be provided in writing within 10 business days of receipt of application.
- Where a student's application is refused, the reasons for this will be communicated plus the student's right to access the complaints and appeals process as outlined below.
- There is no cost incurred. However, where a student transfers to another Registered Provider, any refund of course fees, where applicable, will be paid in accordance with Trinity Institute (Australia)'s Fees and Refunds Policy and Procedures.

4. Transferring to another course offered by Trinity Institute (Australia)

- Students may transfer to another course offered by Trinity Institute (Australia) in the following circumstances:
 - Where it is considered that the course that the student wishes to transfer to;
 - better meets the study capabilities of the student; and/or
 - better meets the long-term goals of the student, whether these relate to future work, education or personal aspirations.
 - Or, where the student claims or can provide evidence that his or her reasonable expectations about the current course are not being met.
- A transfer to another course within Trinity Institute (Australia) will not be granted where:
 - The transfer may jeopardise the student's progression through a package of courses.
 - The student has recently started studying the course and the full range of support services are yet to be provided or offered to the student.
 - The student is trying to avoid being reported to DHA for failure to meet the provider's attendance or academic progress requirements.
- In order for a request for transfer to be considered, students must complete an Internal Course Transfer Application Form.
- The outcome of the student's application for course transfer will be provided in writing within 10 business days of receipt of application.

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- Cost involved in transferring to another course plus any refund of course fees paid for the student's current course will be in accordance with Trinity Institute (Australia)'s Fees and Refunds Policy and Procedure.

5. Visa advice

- All students who are either considering a course transfer, or have had their transfer request approved, will be advised that they must contact DHA to seek advice on whether a new visa is required. To find out more about visa requirements, students will be advised to contact DHA on 131 881 or visit the following website: <https://www.homeaffairs.gov.au/trav/stud>.

6. Complaints and Appeals

- Where the decision is made to refuse a course transfer or Trinity Institute (Australia) does not respond to the request in the timeframe set out in this Policy, the student may appeal against the decision by accessing Trinity Institute (Australia)'s Complaints and Appeals process within 20 business days. If the appeal finds in favour of the student wishing to transfer, a letter of release will be issued.
- The refusal status will not be finalised in PRISMS until the complaints and appeals process is finalised within the 20 business day period or the student withdraws from the course.

7. Publication

- This policy and procedure will be summarised in the International Student Handbook to ensure that course transfer requirements are clearly communicated to students before they commence their course.
- This policy and procedure will be published on Trinity Institute (Australia)'s website.
- This policy will also be covered during orientation for international students and induction for all academic staff.

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Procedures

1. Transfers from another provider

Procedure	Responsibility
A. Process application <ul style="list-style-type: none"> Check PRISMS to see if the releasing Registered Provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS. If required, contact the student or student's agent to confirm the student's status with the previous Registered Provider. Review application and check standard enrolment requirements such as entry requirements and pre-requisites are met. Process application within 5 business days of receipt. 	Admissions Officer/ Administration and Academic Manager
B. Approve application <ul style="list-style-type: none"> Where the application is approved by the Administration and Academic Manager, inform the student in writing. Refer the application for enrolment per the Student Administration Policy and Procedures. Include all documentation on the student's file. 	Admissions Officer
C. Refuse application <ul style="list-style-type: none"> Where the application is not approved by the RTO Manager, inform the student in writing. Include all documentation on the student's file. 	Admissions Officer

2. Transfers to another provider – release required

Procedure	Responsibility
A. Process application <ul style="list-style-type: none"> Where a student requests a release, provide the student with an Application for Withdrawal Form for completion, advise the student that they will also need to provide a request for release in writing accompanied by a valid offer of enrolment from another CRICOS Registered Provider. On receipt of the release request in full, acknowledge receipt by post and/or email to the student. 	Academic Coordinator

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Procedure	Responsibility
<p>B. Review application</p> <ul style="list-style-type: none"> Review the application and supporting evidence provided within 10 business days of receipt of application. Make a decision based on the circumstances in which a transfer will be granted as set out in this policy. <p>Examples of ‘compassionate and compelling circumstances’: These are commonly explained as circumstances that are beyond the student’s control and which have an impact upon their course progress or wellbeing. The situation must be considered to be unusual, uncommon or unexpected. These could include circumstances such as:</p> <ul style="list-style-type: none"> Serious medical condition or injury of the student or close relative Bereavement of close family members such as parents or grandparents A major political upheaval or natural disaster in the home country requiring immediate travel A major political upheaval or natural disaster in the student’s place of residence A traumatic event, which could include but is not limited to involvement in or witnessing of an accident: a crime committed against the student or the student has witnessed a crime and this has impacted on the student. <p>Circumstances that are not generally considered ‘compassionate or compelling’: Are those considered to be within the control of a student, or which are to be expected in the normal course of the student’s study, work, family or social life. These could include circumstances such as:</p> <ul style="list-style-type: none"> relationship problems travel or employment opportunities difficulties with paid or unpaid employment or clashes of work timings family or customary obligations, such as weddings of a relative or friend minor medical illness or homesickness financial difficulties. 	<p>General Manager</p>
<p>C. Approve application</p> <ul style="list-style-type: none"> Where the application is approved, inform the student in writing, including a Letter of Release, information on any refund of course fees (if applicable in accordance with Trinity Institute (Australia)’s Fees and Refunds Policy and Procedures) and advising the student to contact DHA to confirm whether they will need a new visa. 	<p>Academic Coordinator</p>

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Procedure	Responsibility
<ul style="list-style-type: none"> If a student's appeal is successful, a letter of release will be granted and emailed to the student. Report the 'Student Course Variation' into PRISMS immediately. Include all documentation on the student's file, to be kept for a minimum of 2 years. 	
D. Refuse application <ul style="list-style-type: none"> Where the application is refused, inform the student in writing, including the reasons for the decision and advising the student of their right to access Trinity Institute (Australia) Complaints and Appeals Policy and Procedure and that they have 20 business days in which to do this from the date specified on the letter. Include all documentation on the student's file. If the student does not appeal against the decision or if their appeal is unsuccessful, the matter will be closed. Include all documentation on the student's file, to be kept for a minimum of 2 years. 	Academic Coordinator

3. Transfers to another provider – NO release required

Procedure	Responsibility
A. Process application <ul style="list-style-type: none"> Where a student requests to transfer to another provider, provide the student with an Application for Withdrawal Form for completion. On receipt of form, acknowledge receipt by post and/or email to the student. 	Academic Coordinator
B. Review application <ul style="list-style-type: none"> Review the application and supporting evidence provided within 10 business days of receipt of application. Make a decision based on the circumstances in which a transfer will be granted as set out in this policy. 	General Manager
C. Approve application <ul style="list-style-type: none"> Where the application is approved, inform the student in writing, including a Letter of Release, information on any refund of course fees (if applicable in accordance with Trinity Institute (Australia)'s Fees and Refunds Policy and Procedures) and advising the student to contact DHA to confirm whether they will need a new visa. 	Academic Coordinator

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Procedure	Responsibility
<ul style="list-style-type: none"> If a student's appeal is successful, a letter of release will be granted and emailed to the student. Report the 'Student Course Variation' into PRISMS immediately. Include all documentation on the student's file, to be kept for a minimum of 2 years. 	
<p>D. Refuse application</p> <ul style="list-style-type: none"> Where the application is refused, inform the student in writing, including the reasons for the decision and advising the student of their right to access Trinity Institute (Australia) Complaints and Appeals Policy and Procedure and that they have 20 business days in which to do this from the date specified on the letter. Include all documentation on the student's file. If the student does not appeal against the decision or if their appeal is unsuccessful, the matter will be closed. Include all documentation on the student's file, to be kept for a minimum of 2 years. 	Academic Coordinator

4. Transfers to another course offered by Trinity Institute (Australia)

Procedure	Responsibility
<p>A. Process application</p> <ul style="list-style-type: none"> Where a student requests to transfer to another course within Trinity Institute (Australia), provide the student with an Internal Course Transfer Application Form for completion. Documentation required is stated on this form. This will include any documentation required relevant to the entry requirements for the course into which the student wishes to transfer. Acknowledge receipt of Internal Course Transfer Application Form by post and/or email to the student. This should include advice to the student that they must stay in their current course until their application is assessed and that the student must contact DHA for advice on visa implications. 	Academic Coordinator
<p>B. Review applications</p> <ul style="list-style-type: none"> Review the application and supporting evidence provided within 10 business days of receipt of application. Make a decision based on the circumstances in which a transfer will be granted as set out in this policy. 	Administration and Academic Manager

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<p>C. Approve application</p> <ul style="list-style-type: none"> Where the application is approved, inform the student in writing, information on any additional fees and/or refund of course fees in accordance with Trinity Institute (Australia)'s Fees and Refunds Policy and Procedure and advising the student to contact DHA to confirm whether they will need a new visa. Create CoE and all required documentation for new course in accordance with standard procedures for enrolment as per the Student Administration Policy and Procedure. Include all documentation on the student's file. Report the 'Student Course Variation' into PRISMS within 14 days of student leaving Trinity Institute (Australia). 	Admissions Officer
<p>D. Refuse application</p> <ul style="list-style-type: none"> Where the application is refused, notify the student including the reasons for the decision and advising the student of their right to access Trinity Institute (Australia) Complaints and Appeals Policy and Procedure and that they have 20 business days in which to do this from the date specified on the letter. If the student does not appeal against the decision or if their appeal is unsuccessful, the matter will be closed. If a student's appeal is successful, a letter of release will be granted and emailed to the student. Include all documentation on the student's file. 	Admissions Officer

Document Control

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