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# Transfer Between Registered Providers Policy

## Purpose

This policy establishes the principles and processes by which ICAT will assess international student requests to transfer between registered providers to ensure compliance with the Education Services for Overseas Students (ESOS) Act 2000 and the requirements of Standard 7 of the National Code of 2018.

## Scope

This policy applies to all requests from international students to transfer their enrolment to (or from) ICAT prior to them having completed of six months of their principal course of study. This policy also applies to staff who assess transfer requests.

## Related Policies and Documents

This policy should be read in conjunction with the following college policies and documents which can be accessed via [Forms & Policies](#):

- International Admissions Policy
- Complaints & Appeals Policy
- Application to Transfer to Another Registered Provider

## Definitions

<i>Appeal</i>	a formal written request by a student to have a matter heard and/or reconsidered in accordance with the college four-stage grievance resolution framework
<i>Enrolled</i>	where an international student has been issued with a CoE to confirm acceptance by the registered provider and is occupying a place in the CRICOS registered course for which the student was accepted and is progressing towards completion of the course requirements
<i>External Appeal</i>	written request by a student to have a matter heard and/or reconsidered by the Overseas Student Ombudsman if they are not satisfied with the outcomes of their internal appeal
<i>Letter of Release</i>	a letter supplied by the Original Provider acknowledging their agreement to release an international student within (or prior) to the first six months of their principal course of study to transfer to another registered provider

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<i>New Provider</i>	the registered provider to whom the student is seeking to transfer
<i>Original Provider</i>	the original provider from whom the student is seeking to transfer
<i>Principal Course of Study</i>	is 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

## Policy Statement

### 1 Transferring to ICAT from Another Registered Provider

ICAT will not enrol, nor seek to enrol, any international student wishing to transfer from another registered provider's course prior to that student having completed six months of their principal course of study. The following exceptions may apply, where:

- a) the original registered provider has ceased to be registered or the course in which the student was enrolled has ceased to be registered
- b) the original registered provider has provided a written letter of release
- c) the original registered provider has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing their principal course of study or any prerequisite courses
- d) 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 Transferring from ICAT to Another Registered Provider

An international student wishing to transfer from ICAT to another CRICOS registered provider, prior to having completed six months of their principal course of study at ICAT, must submit an 'Application for a Letter of Release' with the following supporting documentation:

- a) a certified copy of their student visa; and
- b) a copy of the letter of offer from the registered provider to which they wish to transfer
- c) evidence of compassionate or compelling circumstances, generally those beyond the control of the overseas student

ICAT will only consider an application complete if it has been signed and the above documentation is attached. ICAT will assess and respond to all completed applications within ten working days.

A copy of the application, decisions and outcomes will be kept on the student file.

An Application for a Letter of Release form can be requested from the Office of the Registrar by sending an email to [registrar@icat.edu.au](mailto:registrar@icat.edu.au)

## 2.1 Grounds for the Provision of Release

ICAT will assess an Application for Release and provide a release, at no cost to the international student, on one or more of the following grounds:

ICAT is no longer able to provide the course of in which the student is due to commence or has enrolled

the student is unable to complete the course of study due to compassionate or compelling circumstances i.e., emotional or financial hardship, welfare or personal safety

the student has justifiable claims that their reasonable expectations of the course of study are not being met

the course is academically unsuitable for the student and does not meet their educational or development needs

the government sponsor of a student considers the change to be in the student's best interest and has provided written support for that change

The following are not normally considered grounds for the provision of a Release where the student:

- has changed their mind about the course and/or studying at ICAT
- is downgrading to a qualification not offered at ICAT for reasons other than academic ability
- wants to live somewhere else (unless there are compassionate/compelling grounds)

Where an Application for Release is successful, the student will be notified in writing, along with processing the release in PRISMS. A student who is granted a Release should contact the Department of Home Affairs (DHA) to seek advice on whether a new student visa is required.

## 2.2 Grounds for Denying a Letter of Release

ICAT will assess an Application for Release and refuse the request on one or more of the following grounds where:

- the student has unpaid tuition fees (or other charges)
- the transfer would be detrimental to the student's ability to complete the requirements of the new course of study
- the Government sponsor of a student does not consider the change to be in the

student's best interest and has not provided written support for the change

Where an Application is denied, ICAT will not provide a Release. The student will be sent a Refusal of Release Letter outlining the reasons for the decision and their right to appeal the decision.

Where release is denied, the applicant has the right to appeal the decision within 20 working days in accordance with the college *Complaints & Appeals Policy*.

## Procedure

### 1 Submission (and Receipt) of an Application Release

The international student must submit a completed Application for Release with all supporting documentation attached. Applications will only be assessed if they are deemed complete and have all the necessary documentation attached at the time of submission.

The form can be requested by sending an email to [registrar@icat.edu.au](mailto:registrar@icat.edu.au). It must be completed and the basis for the request, clearly set out, with necessary documentation attached.

- a) a certified copy of the current student visa, and
- b) a copy of the Letter of Offer from the registered provider to which they wish to transfer
- c) evidence of compassionate or compelling circumstances, generally those beyond the control of the overseas student

The Application for Release should be lodged with the Office of the Registrar. The application will not be accepted if it has not been completed in full, signed and including any required supporting documentation as outlined above.

### 2 Review and Assessment of Completed Application Form

#### 2.1 Confirm necessary supporting documentation is attached to the application form

The completed Application for Release is reviewed by the Office of the Registrar for completeness. Application forms are not accepted nor deemed complete without the following supporting documentation:

- a) a certified copy of their student visa; and
- b) a copy of the Letter of Offer from the registered provider to which they wish to transfer
- c) evidence of compassionate or compelling circumstances, generally those beyond the control of the overseas student

## **2.2 Review and Assess the Completed Application Against the Grounds for Approval**

The completed Application for Release is assessed by the Office of the Registrar against the grounds for approval.

If the application is successful, a Release will be provided within ten working days of receipt of the completed application.

If the application is unsuccessful, the Release will be refused, and the applicant notified of the reasons for the decision and the available avenues for appeal.

## **3 Appeal**

The student has the right to appeal the decision to refuse a Release within twenty working days.

The college has a four-stage resolution process and students electing to appeal the decision should refer to the college Complaints & Appeals Policy for the procedure on how to deal with grievances.

If successful in appeal, a Release will be provided within ten working days of the decision.

If unsuccessful in appeal, the Release will be refused and the applicant notified of the reasons for the decision and the avenues available for further appeal. International students also have the right to contact the Commonwealth Ombudsman in relation to grievances under the ESOS Act.

## **4 Cancellation of Enrolment & Refunds**

Students receiving a Release approving their transfer request to another provider must cancel their enrolment with ICAT and apply for a refund of fees as per the process outlined in the Student Handbook.

Any such applications are to be processed by the Office of the Registrar as per the normal process for cancelling enrolment and refunding fees.

## 5 Filing for the Student Record

As each task is completed in relation to the application and the outcomes, it should be marked off from the ICAT Office Use Only section of the application form. These tasks include:

- Application Checked for Completeness
- Director of Education Advised
- Student Notification Sent (and Letter of Release if approved)
- PRISMS & Paradigm Updated
- Outcome and Documentation sent to Student File

### Change and Version Control

Version	Date Approved	Authored by	Approved by	Description
24052023 V.1	25 May 2023	QA Manager	Academic Board	Policy prior to change of Ownership

### Policy Information

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