

# International Student Transfer between Registered Providers Policy

Registered providers must assess requests from students for a transfer between registered providers prior to the student completing six months of the principal course of study in accordance with their documented procedures. This policy outlines the way in which transfer requests from international students studying on a student visa are assessed. It also sets out the conditions in which the Institute of Skills and Training Australia will accept enrolments from international students currently studying in Australia (onshore enrolments) who wish to transfer to Institute of Skills and Training Australia.

This policy covers two (2) types of requests for transfer by international students studying on a student visa which occur before the student completes the first six months of their principal course of study:

- Transfer from Institute of Skills and Training Australia to another education provider
- Transfer from another education provider into Institute of Skills and Training Australia

## **This policy relates to the following legislation:**

- ESOS National Code 2018 7.1, 7.2, 7.4, 7.5, 7.6, 7.7

## **Student Transfer Requests**

Transfer from Institute of Skills and Training Australia

### **Circumstances in which a release is not required:**

A release is not required if the student:

- has been studying in their principal course (the course for which the student was granted a visa) for more than six months, or wishes to discontinue studying at the Institute of Skills and Training Australia and intends to return to their home country, or
- holding another kind of temporary residence visa that is not subject to the National Code 2018.

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Students who wish to transfer to another provider must provide a valid letter of offer from the provider they wish to transfer to and fill out **Application for Letter of Release**. Students must also attend a transfer interview if requested.

## Process

### Step 1

International students who have accepted an offer from the Institute of Skills and Training Australia, and were granted a Confirmation of Enrolment (CoE) and wish to transfer to another institution study must submit the following documents to Student Services:

- a completed Application for Letter of Release.
- Note: International students who have not completed at least six months of their principal course must note on the form that a release is being requested.
- a written letter detailing the reasons behind the student's request to transfer to another institution and how the student will benefit from the transfer.
- a copy of the offer letter from the other institution confirming that the student has been offered an unconditional place at the institution.
- written approval for the change from the scholarship body if a sponsor is paying the tuition fees.

### Step 2

Institute of Skills and Training Australia Administration notifies the student of the outcome of their request within ten working days of submitting the application. There is no charge for granting a release.

#### Successful outcome:

Students will be informed that:

- the Institute of Skills and Training Australia has approved the request to transfer to another institution,
- the Department of Home Affairs will be informed.
- their Institute of Skills and Training Australia Certificate of Enrolment has been cancelled.

Students will also be advised that they will need to contact the Department of Home Affairs to seek advice if a new student visa is required.

#### Unsuccessful outcome:

In line with the provisions of the National Code 2018 (Part B, section 7.5), students will be informed of:

- the reasons for the refusal
- the student's right to access the Institute of Skills and Training Australia's complaints and appeal process.

#### Complaints against and internal review (appeal) of rejected student transfer applications

Students who wish to request a review of the decision on their student transfer request may do so under the Student Complaints and Appeals Policy.

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## Transfer to

### Institute of Skills and Training Australia

Institute of Skills and Training Australia must not knowingly enrol a student wishing to transfer from another registered provider's course prior to the student completing 6 months of their principal course of study (the principal course is generally the final course or highest qualification of study where a student has been issued a visa for multiple courses of study) except where:

- the releasing registered provider, or the course in which the overseas student is enrolled, has ceased to be registered.
- 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 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 overseas student considers the change to be in the overseas student's best interests and has provided written support for the change.

Proof of any of the above circumstances must be kept on the incoming student's electronic file. If the student has already completed 6 months of their principal course of study, no release letter is required to enrol at Institute of Skills and Training Australia.

### Letter of Release

Institute of Skills and Training Australia must grant a letter of release where the student has provided an offer letter from another education provider confirming that a valid enrolment has been made. The letter of release sets out whether the student has maintained satisfactory attendance, course progress and paid all fees. This section must be completed for every student that is issued a letter of release. Institute of Skills and Training Australia shall process all applications for Release Letters at no cost. In addition, an appointment shall be scheduled to counsel students looking to transfer. The student should contact the Department of Home Affairs (DHA) to confirm if a new student visa is needed and/or discuss how this change to enrolment will impact their student visa.

### Release letter assessment application timeframe

Institute of Skills and Training Australia shall assess Release Letter applications and reply to the student within 10 working days.

### Record Keeping

All records of applications for a Release Letter are recorded on the student file.

**This policy is reviewed by the RTO manager or Institute of Skills and Training Australia authorised officers on an annual basis or whenever the provider is alerted to changes in the National Code. ISTA Administration staff to oversee the admissions and transfers of international students to and from other CRICOS providers.**