

## INTERNATIONAL STUDENT TRANSFER BETWEEN REGISTERED PROVIDERS POLICY

Document ID	International Student Transfer Between Registered Providers Policy
Related Documents	<a href="#">Admission Policy</a> <a href="#">Refund Policy</a> <a href="#">Refund Procedure</a> <a href="#">Withdrawal Policy and Procedure</a> <a href="#">Academic and Course Progress Policy</a> <a href="#">Equity and Diversity Policy</a> <a href="#">Student Grievance and Appeals Policy</a> <a href="#">Student Fees Policy</a> <a href="#">Special Consideration Form</a> <a href="#">Non-Academic Appeals Procedure</a> <a href="#">Non-Academic Complaint Procedure</a> <a href="#">Course Withdrawal Form</a>
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## 1. Purpose

To inform students and staff of APIC's policies and processes relating to transferring from or to another registered provider.

## 2. Scope

This policy applies to all students as well as all staff involved either directly or indirectly with administering requests for transfer requests.

## 3. Definitions

<b>Item</b>	<b>Definition</b>
<i>Appeal</i>	The review of a decision made by APIC under this policy.
<i>Course</i>	A program of study leading to a formal APIC qualification.
<i>Credit</i>	The positive balance of a student account, being a balance greater than zero, as a result of an over-payment of fees to APIC.
<i>Compassionate and compelling circumstances</i>	<p>Situations which are generally beyond the control of the student and which have an adverse impact on the student's capacity and/or ability to commence their course or to satisfactorily progress in their course.</p> <p>Such circumstances include, but are not limited to:</p> <ul style="list-style-type: none"><li>• serious illness or injury, supported by a verified medical certificate;</li><li>• bereavement of close family members such as parents, siblings or grandparents (where possible a death certificate should be provided);</li><li>• the student recently giving birth or a student's partner recently giving birth, thus preventing commencement on the published start date or attendance for some time through the course (with supporting documentation);</li><li>• major political upheaval or natural disaster in the home country this has impacted on the student's studies; and</li><li>• a traumatic experience which could include:<ul style="list-style-type: none"><li>○ involvement in, or witnessing of a serious accident; or</li><li>○ where the registered provider was unable to offer a pre-requisite unit;</li><li>○ inability to being studying on the course commencement date due to delay in receiving a student visa.</li></ul></li></ul>
<i>DIBP</i>	Department of Immigration and Border Protection

<b>Item</b>	<b>Definition</b>
<i>Evidence</i>	Will vary regarding the specific circumstances, but could include: relevant DIBP visa documents; relevant travel documents; relevant media reports relating to a natural disaster impacting on a student's area of residence; a relevant medical, death or birth certificate; a police incident report; a social worker's report; and/or a psychologist's report.  Certificates not written in English must be translated into English by approved NAATI translators.
<i>Principal course</i>	The final course providing the highest qualification in a student's sequenced package of courses
<i>Refund</i>	An overpayment of fees or charges which is reimbursed to the payee.
<i>SMS</i>	Student Management System
<i>Student</i>	Any person who is enrolled in any course or program offer at, or in conjunction with, APIC.

## 4. Principles

Asia Pacific International College is committed to the National Code of Practice for Providers of Education and Training to Overseas Students, 2018. Standard 7 requires the College to assess requests from students for transfer to another registered provider in accordance with documented policies and procedures.

## 5. Transferring to APIC from a Registered Provider

International students may transfer to APIC from another registered provider, provided they have completed at least six months of the course in which they are enrolled in.

APIC will not knowingly enrol a student wishing to transfer from another registered provider prior to the student completing six months of his/her course at the other provider, except where:

- Either the other registered provider or the course in which the student is enrolled ceases to be registered; or
- The other registered provider has agreed to the student's release and recorded the date of effect and reason for release in PRISMS; or
- The other registered provider has had a sanction imposed on its registration by the government that prevents the student continuing in his/her course; or
- Any government sponsor of the student considers the change to be in the student's best interest and has provided written support for the change.

APIC will not actively recruit a student from another registered provider before the student has completed six months of his or her principal course.

APIC does not admit or enrol international students who are under 18 years of age.

## 5.1 Procedure

Students wishing to transfer to APIC from another registered provider are required to apply for admission using the on-line admission form on the College [website](#). Students applying for recognition of prior learning are strongly advised to read the College's [Credit Arrangements and Recognised Prior Learning Policy](#) and to apply on-line using the [Recognition of Prior Learning Form](#).

## 6. Transferring from APIC to Another Registered Provider

International students may transfer from APIC to another registered provider, provided they have completed at least six months of the course in which they are enrolled at APIC, and the student has a valid enrolment offer from the receiving registered provider, at no cost to the student.

International students may request to transfer from APIC to another registered provider before they have completed six months of the course in which they are enrolled. Requests for transfer in these circumstances will be assessed by the Registrar, and will only be granted where the transfer is in the student's best interest:

- The student will be reported because they are unable to achieve satisfactory course progress as the level they are studying, even after engaging with APIC's intervention strategy to assist the student in accordance with Standard 8 of the National Code 2018; or
- There is evidence of compassionate or compelling circumstances; or
- APIC has failed to deliver the course as outlined in APIC's Letter of Offer; or
- There is evidence that the student's reasonable expectations about their current course are not being met; or
- There is evidence that the student was misled by APIC or an education or migration agent regarding APIC or its course and the course is therefore unsuitable to their needs and/or study objectives; or
- An appeal (internal or external) on another matter results in a decision or recommendation to release the student.

If a release is granted, it will be at no cost to the student and APIC will advise the student of the need to contact the DIBP to seek advice on whether a new student visa is required.

A request for transfer to another provider will not be granted where it is considered the transfer may be detrimental to the student if:

- The transfer may jeopardise the student's progression through a package of courses; or
- The student only recently commenced studies in the course and the full range of support services are yet to be provided; or
- The student is the subject of procedures which could lead to their being reported to DIBP for breach of their student visa conditions and/or breach of the APIC [Student Code of Conduct](#).

Where a request for transfer is not granted, the Registrar will provide the student with a letter outlining the reason/s for the request being refused and the student's right to access APIC's complaints and appeals processes under APIC's [Student Grievance and Appeals Policy](#).

APIC will not finalise the student's refusal status in PRISMS until the appeal finds in favour of APIC, or the student has chosen not to access the complaints and appeals processes within the 20-working day period, or the student withdraws from the process.

APIC will maintain records of all requests from students for a release and the assessment of, and decision regarding, the request for two years after the student ceases to be an accepted student.

## 6.1 Procedure

1. Students must submit their formal withdrawal request using the on-line [Course Withdrawal Form](#). Further details of the withdrawal procedure can be found at <http://www.apicollege.edu.au/policies/Withdrawal-Procedure.pdf>. If you are requesting a refund, you should also lodge an on-line refund application using the [Refund Application Form](#). Any requests for a refund will be reviewed in accordance with APIC's [Refund Policy](#).

It is essential that the student include:

- a) a detailed explanation of why you are requesting to transfer from your course; and
  - b) any documentary evidence to support this request
2. Students Services staff will evaluate the:
    - a) content of the information supplied by the student in the application including any attached evidence
    - b) any relevant information contained within the student's record (such as the course commencement date which is required to calculate the number of days from this date that you submitted your application)
  3. The Manager Student Experience and Retention will further investigate the matter by conducting a telephone consultation with the course coordinator to determine whether there are any extenuating circumstances that needs to be considered.
  4. The Manager Student Experience and Retention may contact the student if any part of the matter requires further clarification.
  5. The Registrar will decide in-line with this policy no later than 10 days from the date the original student on-line application, with the required documentation, was received and update the student record in the SMS and provide formal written notification to the student of the outcome.
  6. If the withdrawal application is approved, the Registrar will arrange for the issuance of any Statements of Attainment for course units already completed.
  7. Where a refund of course tuition fees is to be paid, this will be processed under the APIC's [Refund Policy](#).
  8. Where outstanding fees are payable by the student, the Accounting staff will arrange for a final invoice to be issued to the student. No Statements of Attainment will be issued for course units already completed until the outstanding payment is made, as per APIC's [Student Fees Policy](#).

9. Student Services staff will update the student record within RTO Manager with all relevant information and attach any final summary reports of the outcome, which can be accessed by the student through RTO Manager.

## 7. Appeals

If a student is not satisfied with the outcome of the transfer application, the student is entitled to appeal by completing the on-line [Student Appeal Form](#) – the procedure for appealing is outlined in the [Non-Academic Appeal Procedure](#).

## 8. Document Change Control

Version	Change Description	Date	Author
v4.0	Placed in new policy format and updated	29 August 2017	Corinne Green
v4.1	Flowcharts added	14 September 2017	Corinne Green
v5.0	Revised to meet National Code 2018	13 December 2018	Corinne Green

# Transferring to APIC from a Registered Provider Procedure



