

## TRANSFER BETWEEN REGISTERED PROVIDERS PP

Standard 7 ESOS Code of Practice 2018

Transfer from the Latrobe College of Art & Design (LCAD) to another provider and vice-versa for **International Students**

Providers are **restricted from enrolling transferring students prior to the student completing 6 months of their principal course** (except in certain circumstances). This policy details the procedures for assessing applications who wish to transfer to another provider before their 6 months has been completed.

After the first 6 months of the principal course no restrictions apply.

The policy of LCAD is to ensure that it does not enrol any transferring international student prior to the 6 months of their principal course being completed **unless that student has been released through Prisms from their present provider agreeing to such a transfer.**

In regard to releasing current students, all of the international students within a qualification LCAD offers that have not commenced their 'principal' program and thus, all students transferring out of this program need a letter of release from LCAD to be able to enrol in another institution.

### Examples of reasons for granting/denying an application for release

**Letters of Release** given to students before 6 months of study from LCAD to another college would be provided when or if:

1. The College's or LCAD's registration or that of any qualification that it offers has been revoked.
2. Sanctions imposed on the College by the Australian government prevent the student from continuing in the course.
3. A government sponsor deems that the transfer is in the best interest of their student.
4. The course at the other institution better meets the study capabilities of the student
5. The course at the other institution better meets long term goals of the student, whether these relate to future work, education, or personal aspirations.
6. The other institution offers greater support and services.
7. Or the student can prove that their reasonable expectations in their LCAD course are not being met.

LCAD will **not grant a release** to the student if it feels and has evidence that it is not in the student's best interest. Including but not limited to:

- LCAD may discover that the proposed course of transfer will not help, or it will hinder, the student's chance of achieving their career goals. The college will work with the student to try to improve their situation in their current course, if they are having difficulties, and asked to wait 4 weeks or so before submitting another release application.
- Transfer to a similar course with another provider will generally not be accepted.
- More than 1 NC on your transcript. (Such results indicate that student has not tried to pass their Unit of Study.)
- Distance of your residential address from LCAD college at which you study.
- Changing to a course that is outside your previous field of study.
- A desire to change to a new course with lower fees.
- Where your CoE has already been cancelled for non-commencement of study or for an inactive enrolment status
- A desire to move to another University to live/be with friends
- Matters unrelated to their study at LCAD (such as car accidents, accommodation issues, or personal matters not affecting your study)

The Student requesting a release will be advised of the decision in writing or email within the agreed time frame.

The overseas student's right to access LCAD's Complaints and Appeals process, within 20 working days.

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

LCAD must maintain records of all requests from overseas 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.

LCAD will advise students in a package of courses, or pathway arrangement, that changes to their preliminary courses may have ramifications for their admission to their principal course (e.g., if a preliminary course is a prerequisite).

LCAD's broad policy is to agree to all transfer requests unless there are some factors that need to be taken into consideration. These are that the student requesting a transfer has an accurate understanding of what the transfer represents to their study options, or that they still owe the College course fees or that it is suspected that they are seeking transfer only to avoid being reported to the Department of Home Affairs for failure to meet academic progress or failure to attend. The Course Coordinator will make any final decision as to whether to refuse a letter of release for any student.

### **Under 18 students**

LCAD does not accept overseas students under 18 years of age. If it does, under-18 students must have written confirmation from their legal guardian or parent to transfer. If the student is not being cared for in Australia by a parent or suitable nominated relative, the receiving registered provider must accept responsibility for approving the student's

### **Procedure for assessing students wishing to transfer to LCAD**

- LCAD receives an application or an email from a student who is onshore and who has indicated that they are currently studying at another institution.
- The college refers to PRISMS to determine if the student has completed 6 months of their principal course. They also use the copy of the student visa in the passport to ascertain what the principal course is and when they arrived in Australia.
- If they have, the application process proceeds as for all offshore students.
- If they have not, they are asked to provide a Letter of Release from their principal provider in support of their application. Note, if they are in receipt of a government scholarship, they should provide written support from this government agreeing to the change which will stand in lieu of any letter of release
- If such a Letter of Release is received and the student has no outstanding fees to be paid to the prior institution or other outstanding matters of concern, the application proceeds as for all offshore applicants.
- If no satisfactory letter of release is obtained from such students, the application process is halted, and the student informed that they are unable to transfer at this time. They are welcome to re-activate their application when the 6-month period has passed.
- Note that in the very rare circumstances where the original institution or course has ceased to be registered, or sanctions have been placed on the original institution by the Australian government which do not allow the student to continue with the course, no Letter of Release is required.
- The student's release is reported to PRISMS – see process below

### **Procedure for assessing transfer applications from students wishing to transfer OUT of LCAD**

- Students make a written/email request to LCAD to transfer to another provider. They should list the reasons why they wish to transfer to another college. The Course Coordinator interviews the student to gain a fuller understanding of the circumstances as to why the student wishes to transfer.
- The student **MUST** provide a valid Offer of Enrolment from the new institution. A Letter of Release cannot be issued to the student if they do not have an offer from another institution.
- With these documents sighted, the Course Coordinator will assess the transfer request considering the following questions:

- Does the student have any outstanding fees payable? (If they do, these must be paid before a letter of release can be provided).
- Is the student fully aware of the study issues involved in the transfer? (The Course Coordinator checks any notes on student records).
- Is the student simply trying to avoid being reported to the Department of Home Affairs because of lack of course progress or poor attendance? (Again, the Course Coordinator checks the relevant notes on student records).
- If the answers to the above are satisfactory and in accordance with policy, the letter of release will be granted at no charge to the student. The student will also be advised of the need to contact Department of Home Affairs and obtain a new visa if the course they transfer to is not a Higher Education/VET course.
- Administration reports students' termination of studies through PRISMS
- Go to Prisms and locate student
- Then go to COE tab, Course Variation Defaults, search for Release button and Transfer Restricted button
- Transfer Restriction will have a Y in the column. If the student can be released, they will have a Y in the Release column
- Proceed to Student Release button
- Select Grant Student Release – select the appropriate release type –Refusing or Granting
- Enter Date
- If all requirements and answers are fulfilled the Course Coordinator will grant the letter of release. If not, the Course Coordinator will inform the student in writing of a negative outcome with reasons and indicate that the student may access LCAD's **Complaints and Appeals Procedures** if they seek a review.
- If the student is dissatisfied with the result after pursuing the college's **Complaints and Appeals Procedures**, they may seek to appeal the decision with the **Overseas Student Ombudsman** at [www.ombudsman.gov.au](http://www.ombudsman.gov.au)

**If the second course is shorter than the first, which the Visa was granted for, the student must leave Australia 28 days from the completion of studies. Or they may apply for a different visa.**

**If the student wishes to change to a lower-level qualification (using the AQF scale) then they must check their visa is correct and they do not need to apply for a new visa.**

**Notes:**

- ❖ The above assessment procedure should not take more than 48 hours once the student has provided the necessary documentation.
- ❖ All requests, considerations, decisions, and copies of letters of release should be placed on student's file, and
- ❖ The approval of transfer of a student to another institution does not indicate the agreement to provide any refund. Refunds are governed by the refund policy independent of this policy.