



Contents

Purpose	1
Definitions	1
Policy	1
Procedure	4
1. Students transferring from another provider	4
2. Students seeking to transfer to another provider	4
Document Control	5

Purpose

The purpose of this policy is to ensure that AVI 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 policy also ensures that when a student wishes to transfer from AVI before completing six months of their principal course, AVI assesses this request according to this Course Transfer Policy and Procedure.

This ensures compliance with Standard 7 of the National Code.

Definitions

DHA means Department of Home Affairs

PRISMS means Provider Registration and International Student Management System (PRISMS)

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

Policy

1. AVI will not knowingly enrol a student wishing to transfer from another registered provider's course of study except where:
 - the original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered;
 - the original registered provider has provided a written Letter of Release;
 - 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 his or her principal 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 that change.
2. If any of the above conditions apply, AVI can enrol a student before they have completed six months of their principal course.



3. AVI will not actively recruit a student before the student has completed six months of their course.
4. The restriction to not enrol transferring students also applies to any prerequisite courses in a package of courses.
5. Students may transfer to another registered provider before they have completed six months of their course or at least 2 study periods.
6. The circumstances in which an overseas student will be granted transfer to another provider prior to the completion of six months of their principal course includes, but is not limited where AVI has ascertained:
 - ♦ The student is unable to achieve satisfactory course progress at the level they are studying, even after an intervention strategy has been implemented by AVI.
 - ♦ There is evidence of compassionate or compelling grounds. Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing (see course progress requirements for details of compassionate and compelling circumstances). These could include, but are not limited to:
 - ♦ serious illness or injury, where a medical certificate states that the student was unable to attend classes;
 - ♦ bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided);
 - ♦ major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies;
 - ♦ a traumatic experience that has impacted on the student which could include involvement in, or witnessing of a serious accident or witnessing or being the victim of a serious crime. Such cases supported by police or psychologists' reports.
 - ♦ where AVI is unable to offer a pre-requisite unit;
 - ♦ inability to begin studying on the course commencement date due to delay in receiving a student visa.
 - ♦ AVI fails to deliver the course as outlined in the Written Agreement.
 - ♦ There is evidence that the student's reasonable expectations about the current course are not being met.
 - ♦ There is evidence that the student was misled by AVI or an education or migration agent regarding AVI or a course at AVI and so the course is unsuitable to the students' needs.
 - ♦ An internal or external appeal on another matter results in a decision or recommendation to release the student.
7. The circumstances in which a transfer to another provider will be granted after completing six months of their principal course is:
 - 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; and/or
 - Offers the student access to greater support either through services offered by another registered provider, commercial or non-profit services or through access to family, friends or a cultural support network.
8. A transfer to another provider will usually not be granted before or after the completion of six months of their principal course 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.
9. The student is trying to avoid being reported to the DHA for failure to meet the provider's attendance, academic progress requirements, or payment of fees. All decisions made by AVI with regard to a student's requests to transfer to another provider will be fair and take into account the student's individual circumstances and any other relevant factors.
10. In order for a request for transfer to be considered and a Letter of Release provided, students must provide a Letter of Offer from another registered provider confirming that a valid offer of enrolment has been made.
11. A Letter of Release will always be granted where a student has provided credible evidence that he or she was misled by AVI or migration agent regarding the provider or its course which is in breach of the ESOS Act.
12. There is no cost in providing students with a Letter of Release. However, where a student transfers to another registered provider, any refund of course fees paid will be in accordance with AVI's Fees and Refunds Policy and Procedure.
13. Students who are granted a Letter of Release must contact the DHA to seek advice on whether a new visa is required. To find out more about visa requirements, students should visit their website at <https://www.homeaffairs.gov.au/>.
14. Information about course transfers is provided to students in the Student Handbook, which is provided to students prior to or upon commencement of a course. It is also available on AVI's website at <http://www.avi.edu.au/>.
15. Where the decision is made to refuse a student transfer or AVI does not respond to the request in the timeframe set out in this Policy, the student may appeal against the decision by accessing AVI's Complaints and Appeals process within 20 days. If the appeal finds in favour of a student wishing to transfer, a Letter of Release will be granted.

16. All records relating to course transfers will be kept on a student's file.

Procedure

Students transferring from another provider

Procedure	Responsibility
<p>A. Process application from student</p> <ul style="list-style-type: none"> Where an application from a student indicates that they are already enrolled with another provider, check that a Letter of Release has been provided or that any of the circumstances that apply to transferring students who have not completed six months of their principal course of study apply. If required, contact the student or student's agent to confirm the student's status with the previous registered provider. Where a Letter of Release conditions apply and the student meets other standard enrolment requirements, forward the student's application to the CEO for approval. Where the application is approved by the CEO, inform the student in writing as per AVI's <i>Student Records Policy</i>. Where the student is not eligible to transfer because they have not provided a Letter of Release and none of the circumstances that apply to transferring students who have not completed six months of their principal course of study apply, inform the student in writing that their application has been refused, stating the reasons why. Include all documentation on the student's file. 	Chief Executive Officer

Students seeking to transfer to another provider

Procedure	Responsibility
<p>A. Process application for transfer</p> <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. Documentation required is stated on this form, including the requirement for a valid Letter of Offer from another provider. Acknowledge receipt of Application for Withdrawal Form by post and/or email to the student. Review the application and supporting evidence provided within 10 working days of receipt of application. 	Chief Executive Officer



Procedure	Responsibility
<ul style="list-style-type: none">Where the application is from a student under 18, check the application to ensure there is a supporting letter from a parent or legal guardian or a letter from the registered provider that they will be responsible for approving the student's accommodation, support and general welfare arrangements.	
<p>B. Review application</p> <ul style="list-style-type: none">Make a decision based on the circumstances in which a transfer will be granted as set out in the Policy.Where the application is approved, inform the student in writing, including a Letter of Release, information on any refund of course fees or fees owed by the student up to that time, in accordance with AVI's <i>Fees and Refunds Policy</i> and advising the student to contact DHA to confirm whether they will need a new visa.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 AVI's Complaints and Appeals process and that they have 20 working 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.Enter Student Course Variation into PRISMS within 14 days of student leaving AVI.	Chief Executive Officer

Document Control

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