

<b>Regulations and standards</b>	National Code Standard 7
<b>Policy</b>	<p><b>International Transfer of Provider to Imagine Education Australia:</b>          Persons seeking admission to courses offered by Imagine Education Australia, who hold a student visa granted for a course/s at another training provider, must have a release recorded in PRISMS by the registered provider if they have not completed 6 months of their Principal Course. If the person is under the age of 18, there is written evidence that the student's parent or legal guardian supports the transfer and Imagine Education Australia has put arrangements in place for approving a student's accommodation, support and general welfare arrangement.          Where the student is not being cared for in Australia by a parent or suitable nominated relative, the receiving registered provider also confirms that the registered provider will accept the responsibility for approving the student's accommodation, support and general welfare arrangement.</p> <p>A Confirmation of Enrolment (COE) will only be issued to a person who seeks to transfer their enrolment to Imagine Education Australia within the six months of the Principal Course where;</p> <ol style="list-style-type: none"> <li>1. The original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered;</li> <li>2. The original registered provider has granted and recorded a release in PRISMS;</li> <li>3. 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</li> <li>4. 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.</li> </ol> <p><b>International Transfer of Provider from Imagine Education Australia:</b>          All International students who are wishing to transfer provider may be required to provide the new intended College with evidence from Imagine Education Australia that the release has been granted</p> <p><b>Release to Transfer</b>          Release is not required if:</p> <ul style="list-style-type: none"> <li>• a student has completed more than six (6) months of his/her Principal Course for which the visa has been granted before seeking to transfer to another provider.</li> <li>• A student wishes to transfer to another education provider outside Australia</li> </ul> <p>In this case, students need only complete a Course Withdrawal Form.</p> <p>A Release to Transfer is required if</p> <ul style="list-style-type: none"> <li>• a student has not completed six (6) months of his/her Principal Course of study for which the visa was granted and would like to transfer to another education provider.</li> </ul> <p>The other provider may issue a Letter of Offer for a place in their program but it may not enrol them without receiving evidence that the release to transfer has been granted from Imagine Education Australia. The 6 months starts on the first study day of the student's Principal Course (last course in the student's enrolment pathway).</p>

## **How to Lodge a Written Request**

If a Release to Transfer is required, the student must apply in writing using the Application to Transfer Provider. A copy of the Offer Letter from the other education provider and any other supporting documentation must also be provided. If the student is under the age of 18, a copy of written approval from parent or legal guardian supporting the Release must accompany the application.

Where the student is not being cared for in Australia by a parent or suitable nominated relative, the receiving registered provider also confirms that the registered provider will accept the responsibility for approving the student's accommodation, support and general welfare arrangement.

The student submits the completed International Student Transfer of Provider Form including the above documents to the Student Services Officer.

## **Assessment of request**

Requests to transfer provider will usually be processed within 10 days. If the processing is to be outside of this time line the student will be advised.

When a student requests a Release, the reason for this request must be determined.

Documented on the Application to Transfer Provider the student should include the reason for changing provider and any other supporting information including the Offer Letter from the other training provider.

Imagine Education Australia undertakes to consider each such request and to make a determination on its merits, taking into consideration the best interests of the student and:

- the overseas student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with that registered provider's intervention strategy to assist the overseas student in accordance with Standard 8 (Overseas student visa requirements)
- there is evidence of compassionate or compelling circumstances
- the registered provider fails to deliver the course as outlined in the written agreement
- there is evidence that the overseas student's reasonable expectations about their current course are not being met
- there is evidence that the overseas student was misled by the registered provider or an education or migration agent regarding the registered provider or its course and the course is therefore unsuitable to their needs and/or study objectives
- an appeal (internal or external) on another matter results in a decision or recommendation to release the overseas student.
- the reasons outlined in the student's Application to Transfer Provider
- the student's academic performance and course progress
- financial issues (whether or not the student has any fees or other outstanding liabilities such as debts to Imagine Education Australia) and personal financial circumstances. This includes future payments as outlined in the agreed payment plan
- the student's attendance record
- the student's disciplinary and conduct record.

- the nature of the course the student wishes to transfer to. (Imagine Education Australia reserves the right to deny the Transfer request to essentially the same course with another provider simply because it is cheaper, easier or shorter in duration.)
- if an international student, whether or not he/she has breached student visa conditions related to attendance or course progress, and
- any other matters considered relevant.

A Transfer request will be granted under the following circumstances:

- Where the students fees are up to date. Students who wish to transfer provider once their enrolment has commenced will be liable to pay all tuition fees for all courses in their enrolment package
- If the transfer of provider is in the best interests of the student
- Where the student visa holder has provided sufficient documentation to support reasons for the transfer;
- Where the student has utilised the full range of support services that are available to assist with academic and personal issues and /or where they have made a genuine attempt to participate in the Imagine Education Australia courses to which they have been granted admission;
- When the students reasons for transferring appear to be genuine and it is not for example,
  - to avoid being reported to the Immigration Department for failure to meet the provider's attendance or academic progress requirements,
  - to study at another institution with lower fees and/or where the student claims financial difficulty but cannot provide evidence of the suddenness and/or unexpected nature of the difficulty; or
  - where it is believed the student is deliberately trying to manipulate the Australian student visa system.

A Transfer request to change provider will not be granted by Imagine Education Australia where there are reasonable grounds for refusal. Reasonable grounds for refusal of a request may include, but not be limited to:

- Where the student visa holder has provided insufficient documentation to support reasons for the transfer;
- Where Imagine Education Australia deems that the transfer would not be in the best interests of the student's welfare, future study, and/or career goals; this may include a transfer to another provider in a different education sector or lower level qualification
- Where the student has not utilised the full range of support services that are available to assist with academic and personal issues and /or where they have not made a genuine attempt to participate in the Imagine Education Australia courses to which they have been granted admission;
- Where it is believed the student is trying to avoid being reported to the Immigration Department for failure to meet the provider's attendance or academic progress requirements;

	<ul style="list-style-type: none"> <li>• Where the student has indicated they would prefer to study at another institution with lower fees and/or where the student claims financial difficulty but cannot provide evidence of the suddenness and/or unexpected nature of the difficulty;</li> <li>• Where it is believed the student is deliberately trying to manipulate the Australian student visa system.</li> <li>• Where the student has outstanding fees owing to Imagine Education Australia; Students who wish to transfer provider once their enrolment has commenced will be liable to pay all tuition fees for all courses in their enrolment package;</li> <li>• Please note a student will not be granted a release unless they have completed 6 months of their principal course (last course in the student’s enrolment package).</li> </ul>
<p><b>Procedure</b></p>	<p><b><u>View your transfer restricted enrolments</u></b></p> <p><b>Step 1: Search for Student</b> Locate the student you wish to view</p> <p><b>Step 2: View the student’s enrolments</b> Once the student has been located proceed to the ‘CoE(s)’ tab</p> <p>On the CoE listing, you will find a ‘Release’ column and a ‘Transfer Restricted’ column Transfer restricted enrolments will have a ‘Y’ against the corresponding column Enrolments no longer restricted due to a ‘release’ will NOT have a ‘Y’ in a ‘Transfer Restricted’ column and will be blank</p> <p><b><u>Release a student from transfer restricted enrolment</u></b></p> <p><b>Step 1: Search for CoE/Student</b></p> <ul style="list-style-type: none"> <li>• Locate the transfer restricted CoE that you wish to release the student from</li> <li>• For Instruction on how to search for a CoE please refer to section 4.27 of the Provider user guide</li> </ul> <p><b>Step 2: Record the release</b></p> <ul style="list-style-type: none"> <li>• Once the CoE has been located proceed to the ‘Course Variation/Defaults’ tab</li> <li>• Select ‘Student Release’ button which will navigate you to the Student Release screen.</li> <li>• Select ‘Grant Student Release’ when asked to ‘Select if you are granting or refusing a student release’</li> <li>• Select the appropriate release type either - Provider agreed to student’s release (Standard 7.1.3) or Government sponsor has provided written support of the change (Standard 7.1.4)</li> <li>• Enter the Date of Effect</li> <li>• Enter Provider Name or Provider Code (optional)</li> </ul>

- If Release Type is 'Provider agreed to the student's release (Standard 7.1.3)', you will provided to record the reason you are releasing the student from their enrolment

There is evidence of compassionate or compelling circumstances

An appeal (internal or external) on another matter results in a decision or recommendation to release the overseas student

There is evidence that the overseas student's reasonable expectations about their current course are not being met

The overseas student will be reported because they are unable to achieve the satisfactory course progress at the level they are studying, even after engaging with that registered provider's intervention strategy to assist the overseas student in accordance with Standard 8 (Overseas student visa requirements)

The registered provider fails to deliver the course as outlined in the written agreement

There is evidence that the overseas student was misled by the registered provider or an education or migration agent regarding the registered provider or its course and the course is therefore unsuitable to their needs and/or study objectives

Other, comments will be required

Click 'Save'. This will complete the release process

### **Refuse a student's transfer request**

Do not finalise the students refusal status until the 20 working day appeal period has expired or the appeal finds in favour of the provider.

#### **Step 1: Search for CoE/Student**

Locate the transfer restricted CoE that you wish to release the student from

For Instruction on how to search for a CoE please refer to section 4.27 of the Provider user guide.

#### **Step 2: Record the release refusal**

- Once the CoE has been located proceed to the 'Course Variation/Defaults' tab
- Select 'Student Release' button which will navigate you to the Student Release screen
- Select 'Refuse Student Release' when asked to 'Select if you are granting or refusing a student release'
- Enter the Date of Effect
- Provide comments on why you are refusing the release
- Check that you have issued the student with the required written notice of intention of intention to refuse the release, and that appeals process has found in favour of the registered provider, or the overseas student has chosen not to access the

complaints and appeals processes within the 20 working day period, or the overseas student has withdrawn from the process

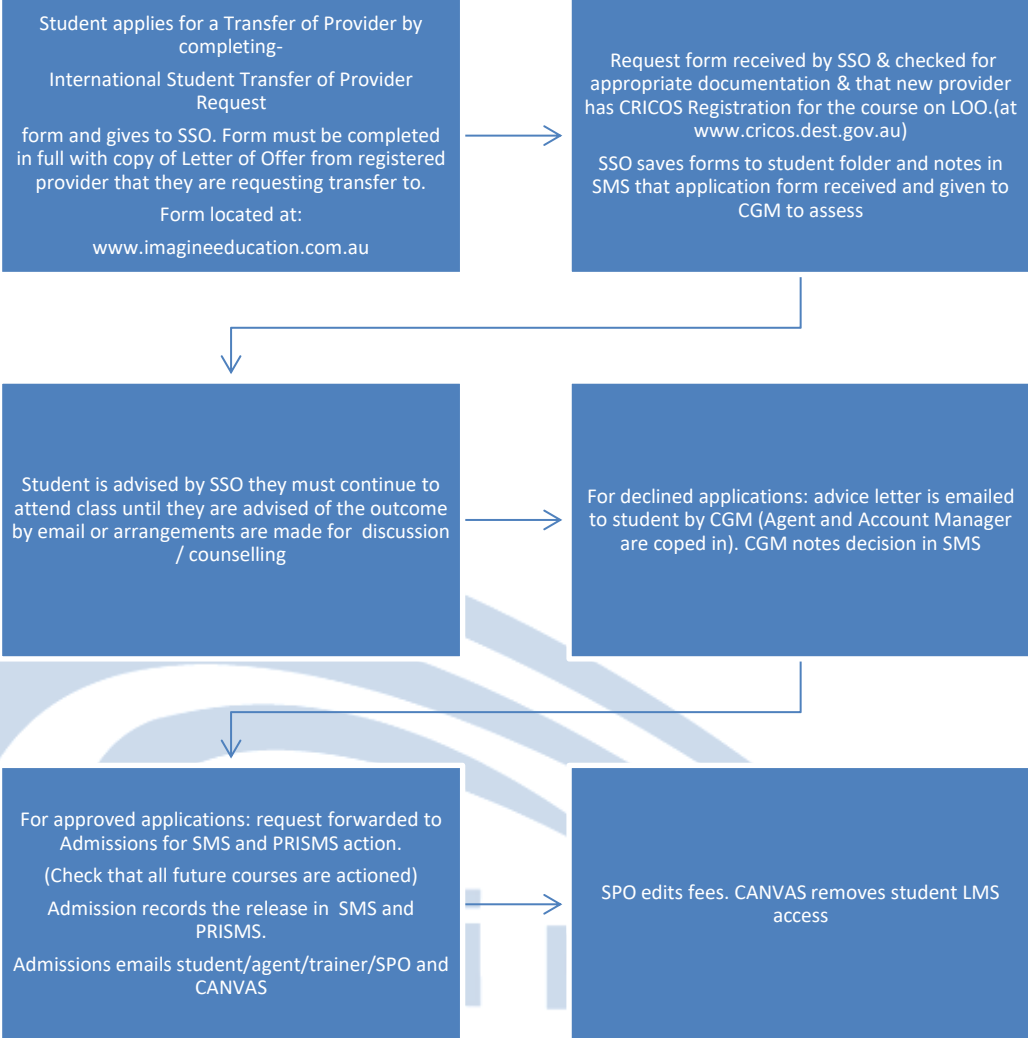
- Click 'Save'. This will complete the refusal to release

**Grant or refuse the release of a student enrolment through the SCV process**

After terminating a transfer restricted enrolment through a student course variation with one of the following reasons, you will be given the option to grant or refuse the release of the enrolment:

- Student Did NOT Commence Course
- Unsatisfactory attendance
- Student Left Provider (Transferred to course at another provider)
- Unsatisfactory course progress
- Deferring/Suspending student enrolment – Compassionate or compelling circumstances (*only if CoE is cancelled and new CoE isn't created*)
- Student Notified Cessation of Studies/Enrolment Cancelled
- Non-payment of fees
- Disciplinary reasons
- Deferring/suspending student enrolment – student misbehaviour (*only if CoE is cancelled and new CoE isn't created*)

You will be given the option to grant or refuse the release on the Student Course Variation screen. Clicking on the link will navigate you to the Student Release screen. Recording the release or release refusal will be as described above.

<p><b>Procedure Flow Chart</b></p>	 <pre> graph TD     A["Student applies for a Transfer of Provider by completing- International Student Transfer of Provider Request form and gives to SSO. Form must be completed in full with copy of Letter of Offer from registered provider that they are requesting transfer to. Form located at: www.imagineeducation.com.au"] --&gt; B["Request form received by SSO &amp; checked for appropriate documentation &amp; that new provider has CRICOS Registration for the course on LOO.(at www.cricos.dest.gov.au) SSO saves forms to student folder and notes in SMS that application form received and given to CGM to assess"]     B --&gt; C["Student is advised by SSO they must continue to attend class until they are advised of the outcome by email or arrangements are made for discussion / counselling"]     B --&gt; D["For declined applications: advice letter is emailed to student by CGM (Agent and Account Manager are copied in). CGM notes decision in SMS"]     C --&gt; E["For approved applications: request forwarded to Admissions for SMS and PRISMS action. (Check that all future courses are actioned) Admission records the release in SMS and PRISMS. Admissions emails student/agent/trainer/SPO and CANVAS"]     E --&gt; F["SPO edits fees. CANVAS removes student LMS access"]     </pre>
<p><b>Supporting documentation</b></p>	<p>International Student Transfer of Provider Form Release refused template letter Release approved template letter Younger Student Welfare Policy and Procedure</p>
<p><b>Reviewed</b></p>	<p>Annually 08/03/2024</p>
<p><b>Version</b></p>	<p>3.1</p>