

# ISPO 008 Transfer between Registered Providers Policy

International students are restricted from transferring from their principal course of study for a period of six months. This restriction also applies to any course(s) packaged with their principal course of study.

Students can apply for a letter of release to enable them to transfer to another education provider. However, if a student is under 18 years of age, conditions apply. Applications must include

- A letter from the student outlining the reasons for the transfer request, proposed date of transfer and reason for applying at the new registered course provider
- Written evidence that the student's parent(s)/legal guardian supports the transfer.
- Valid Enrolment Offer from another registered provider.
- Written confirmation that the new provider will accept responsibility for approving the student's accommodation, support, and general welfare arrangements (in accordance with Standard 5 of the National Code 2018) where the student is not living with a parent / legal guardian or a suitable nominated relative.
- Evidence of any compassionate or compelling circumstances.
- Evidence that the student is always in DHA approved welfare and accommodation arrangements.

St Peter's Girls' School will only provide a letter of release to students in the first six months of their principal course in the following circumstances:

- a) The student is unable to achieve satisfactory course progress at the level they are studying and have exhausted all support avenues provided by the school.
- b) Where St Peter's Girls' School is unable to deliver the course as outlined in the written agreement,
- c) The student has changed welfare and accommodation arrangements and is no longer within a reasonable travelling time of the School.
- d) There is evidence that the student's reasonable expectations about their current course are not being met.
- e) There is evidence that the student was misled by St Peter's Girls' School or Agent regarding our School or course and the course is therefore unsuitable for the student's needs and/or study objectives.
- f) An internal or external appeal on another matter has resulted in a decision or recommendation to release the student from St Peter's Girls' School.
- g) It has been agreed by the School the student would be better placed in a course that is not available at St Peter's Girls' School.
- h) Evidence of any compassionate or compelling circumstances including, but not limited to:
  - a. Serious illness or injury, where a medical certificate states that the student was unable to attend classes.
  - b. Bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided).
  - c. Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the overseas student's studies.
  - d. Where St Peter's Girls was unable to offer a pre-requisite unit, or the overseas student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol.
  - e. A traumatic experience, which could include:
    - i. involvement in, or witnessing of a serious accident; or
    - ii. witnessing or being the victim of a serious crime, and this has impacted on the overseas student (these cases should be supported by police or psychologists' reports)

St Peter's Girls' School will not provide a letter of release to students in the first six months of their principal course in the following circumstances:

- a) The student's progress is likely to be academically disadvantaged.
- b) St Peter's Girls' School is concerned that the student's application to transfer is a consequence of the adverse influence of another party.
- c) The student has not had sufficient time to settle into a new environment in order to make an informed decision about transfer.
- d) The student has not accessed School support services which may assist with making adjustments to a new environment, including academic and personal counselling services.
- e) School fees have not been paid for the current study period.

In order to apply for a letter of release, all students must first have a letter of offer from the receiving provider. Applications to transfer to another registered provider may have visa implications. The student is advised to contact the Department of Home Affairs office as soon as possible to discuss any implications.

Contact details for DHA are: Tel: 131 881

It is a requirement under South Australian legislation that letters of release, whether provided by this School or by another registered provider, give information about whether the student has demonstrated a commitment to studies during the course, had a good attendance record for the course, and paid all fees for the course.

All applications for transfer will be considered within 7 working days and the applicant notified of the decision. Students whose request for transfer has been refused may appeal the decision in accordance St Peter's Girls' School Complaints and Appeals Policy.

Students whose request for transfer has been refused will be notified in writing of the reasons for refusal and may appeal the decision in accordance with the School's Complaints and Appeals Policy. The Complaints and Appeals Policy is available in the International Student Handbook.

Transfer request outcomes will be entered into PRISMS at the conclusion of the request process inclusive of any actions taken under the Complaints and Appeals Process.

All records regarding transfer requests including requests, assessment of and decision regarding will be kept for a minimum of two years after the overseas student ceases to be an enrolled student.

## Policy Certification

<b>Policy authorised by :</b>	<b>Principal</b>
<b>Responsibility of updating Policy/Procedure:</b>	<b>Business Director</b>
<b>Date policy implemented:</b>	<b>28/01/2014</b>
<b>Date Ratified:</b>	<b>14/01/2014</b>
<b>Date Reviewed/Revised:</b>	<b>7/10/2019</b>
<b>Date for next Review/Revision:</b>	<b>7/10/2021</b>



# Student Transfer Request Assessment Flowchart

