



AP053 Transferring Student Policy

Purpose

This policy outlines the circumstances under which GAA will allow both the enrolment of international students transferring from another Registered Provider into GAA and the release of students from GAA to another Registered Provider and the procedures for assessing such requests for transfer.

Policy

The ESOS Act 2000 and associated requirements of Standard 7 of the National Code of Practice 2007 restricts Global Academy Australia from enrolling or transferring international students within the first six months from the commencement of the student's principal program except in limited, exceptional circumstances.

International student you must complete six months of their principal course before they can transfer to another Registered Provider.

If a student has not completed six months of their course, their application to transfer may be refused, except in the limited circumstances as outlined in this policy. International students transferring to another provider within the first six months of their principal course without obtaining a letter of release are also at risk of having their visa cancelled by the Department of Immigration and Border Protection (DIBP).

International students enrolled with GAA who have completed six months of their principal course of study who wish to transfer to another place of study must follow GAA's course withdrawal procedures to do so.

For further information on how changes to your course may impact your visa refer also to the Department of Immigration and Border Protection's website information on Changing Courses at <https://www.border.gov.au/>.

Calculating the six months

The start date for calculating the six (6) calendar months is from the date when the student commences their principal course.

Circumstances in which a student may transfer to Global Academy Australia from another Registered Provider prior to the student completing 6 months of their principal course

GAA will not actively recruit an international student wishing to transfer from another Registered Provider's course prior to the student completing six (6) calendar months of their principal course.

GAA will also not knowingly enrol the student wishing to transfer from another Registered Provider's course prior to the student completing six months of his or her principal course of study unless:

- a. the original Registered Provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered;
- b. the original Registered Provider has provided a written letter of release;

- c. 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
- d. 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.

Only in the excepted circumstances listed immediately above will GAA conditionally accept the enrolment of the transferring student conditional upon the student obtaining a Letter of Release from their original provider. Once a Letter of Release is received, GAA will notify the student of the unconditional acceptance of their enrolment.

Circumstances in which transfer from GAA to another Registered Provider will be permitted prior to a student completing 6 months of their principal course

International students seeking to transfer from GAA to another Registered Provider prior to completion of the first six (6) months of their principal course must seek approval to transfer and obtain a 116A1 *Letter of Release* from GAA in accordance with this procedure.

GAA recognises overseas students as consumers and supports them to exercise independent choice of provider. GAA will take into consideration the individual circumstances of the student when determining whether or not the transfer will be detrimental to the student and whether or not a 116A1 *Letter of Release* will be issued to the student. When making such judgements GAA will ensure the reasons are adequately supported.

Grounds for Granting the Issue of a Letter of Release

GAA will issue a 116A1 Letter of Release if:

- the student's enrolled course is deemed by GAA as academically unsuitable for the student. The range of factors may include:
 - if the course the student wishes to transfer to:
 - better meets the study capabilities of the student
 - better meets the long term goals of the student, whether these relate to future work, education or personal aspirations
 - if the student wishes to change course in order to get access to greater support (may be through the services offered by another provider, commercial or non-for-profit services or through access to family, friends or a cultural support network)
 - if the student claims or can provide evidence that his or her reasonable expectations about the current course are not being met;

or

- the student can demonstrate compassionate or compelling circumstances which necessitate transfer to another provider and these circumstances:
 - are beyond the student's control, and
 - have not made their full impact on the student until after the acceptance of their offer or their formal enrolment in their course, and
 - make it impractical for the person to complete six (6) months of study at GAA.

Grounds for Refusal to Issue a Letter of Release

GAA will refuse to issue a Letter of Release unless:

(a) the student has a valid enrolment offer from the receiving Registered Provider; and

GAA will also refuse to issue a Letter of Release when the transfer is considered detrimental to the student. Factors that would be considered detrimental to the student include (but are not limited to):

(a) a transfer would jeopardise a student's progress through a package of courses; or

(b) the student has not identified plausible benefits which will accrue from the transfer; or

(c) the student is on the At Risk Register and release/transfer would be likely to cause detriment to the student's likelihood of completion; or

(d) GAA forms the view that the student is avoiding being reported to DIBP for breaching any student obligations or student visa conditions.

Procedure

Procedure to apply to transfer to GAA within six (6) months of commencing a principal course with another Registered Provider

Application Lodgement

To apply for transfer to GAA within six (6) months of commencing a principal course with another Registered Provider the international student must initially, complete GAA's normal course admissions process for international students. They must also provide a written letter requesting acceptance of transfer within six (6) months of commencing a principal course with another Registered Provider. Their letter must outline the reason for their requested transfer and contain any letters of release, letters of support or other supporting documentation.

Upon receipt of an application GAA will identify through PRISMS whether the international student is currently enrolled with another Registered Provider and seeking transfer within the first six (6) months of their current principal course.

Conditional Acceptance of Enrolment

If the student is found to be currently enrolled with another Registered Provider seeking to transfer within the first six (6) months of their current principal course, GAA will only issue the student a Conditional Acceptance of Enrolment (**116A2 Conditional Acceptance of Enrolment**) if both the exceptional circumstances warranting transfer outlined at 4.3 above apply and if GAA has deemed the student is eligible for course admission. The Conditional Acceptance of Enrolment must make clear that enrolment is conditional on the students attaining a Letter of Release from their current provider.

If the student is found to not be currently enrolled with another Registered Provider or not seeking to transfer within the first six (6) months of their current principal course, GAA's standard international student enrolment processes will apply.

Unconditional Acceptance of Enrolment

GAA will only issue an international student enrolled with another Registered Provider seeking to transfer within the first six (6) months of their current principal course, their **116A3 Unconditional Acceptance of Enrolment**, when the international student provides to GAA:

- a 'Letter of Release' from the other Registered Provider;
- their signed Conditional Acceptance of Enrolment; and
- following GAA's receipt of any due monies as listed in GAA Letter of Offer-Agreement.

*Issue of **116A4 Unsuccessful Letter***

GAA will issue an 116A4 Unsuccessful Letter to any student who has applied to enrol with GAA who is also seeking to transfer within the first six (6) months of their current principal course if GAA has deemed:

- that the exceptional circumstances warranting transfer outlined at item 4.3 above do not apply to the student; and/or
- that the student is not eligible for course admission.

The student is welcome to re-apply for enrolment with GAA once the six (6) month period has passed or the reason for non-eligibility is remedied.

Procedure for students enrolled with GAA to apply for a Letter of Release to another Registered Provider

Application Lodgement

An international student seeking to apply for transfer from GAA within six (6) months of commencing their principal course to another Registered Provider must do so by submitting a completed 071 Student Withdrawal or Cancellation form along with evidence in support of their request.

The following supporting information and documentation is required to be submitted with the application:

- a statement of reasons for the release request with evidence to support one of the eligible criteria for release,
- a copy of a valid enrolment offer (e.g. Letter of Offer) from the intended Registered Provider, and

The 071 Student Withdrawal or Cancellation form can be requested from the GAA office by contacting: admin@globalacademyaustralia.com.au or 03 9768 2374.

Issue of Letter of Release

The Letter of Release will be granted to a student who has been determined under the policy to be eligible for release. The Letter of Release will advise the student to consult DIBP (<https://www.border.gov.au/>) to seek advice on whether a new Student Visa is required. GAA will notify DIBP of the student's withdrawal from their course via PRISMS and the student's enrolment with GAA will be cancelled upon completion of this withdrawal process.

Issue of Letter Requesting Further Information

If the student does not supply all required documents with the Application for Release, GAA will issue the student a letter requesting further information. If the student does not reply to the letter within 10 working days, GAA will issue the student a Letter of Refusal to Release.

Issue of Letter of Refusal to Release

If GAA has not approved the request to transfer to another education provider, the student will be informed of the reasons for this decision in writing and reminded that they may freely transfer between institutions after six (6) months of study at GAA. The notification of refusal will also advise the student of their right to appeal the decision within 10 working days of receipt of the Letter of Refusal to Release.

Application Fees and Charges

GAA does not charge any fees for considering transfer requests from either students wishing to transfer to GAA or students wishing to transfer from GAA.

1.1 Application Processing Timeframes

GAA will normally assess and respond to Applications within 10 business days of receipt of a complete application.

1.2 Right of Appeal

If an international student feels aggrieved by any decision of GAA made in relation to a Transfer Request between Registered Providers, the student may appeal the decision through GAA's Complaints and Appeals Procedure.

1.3 Outstanding Fees and Refunds

If the student transfers from GAA owing fees, GAA is entitled to pursue payment with the student. Any student tuition fee refunds in connection with a student transfer to another institution are governed by GAA's Refund Policy which is contained in AP005 Schedule of Fees.



Records Management

The Training Manager is responsible for ensuring all records associated with this policy are kept as per requirements of National Code Standard 7.6. A copy of all relevant documentation relating to the student's request for transfer will be included in the student's record.

Responsibilities

The Training Manager is accountable for the ongoing development, approval, implementation, awareness and effectiveness of this Policy.

The Managing Director/CEO is responsible for considering applications for transfer and issuing letters..