

## TRANSFERRING BETWEEN REGISTERED PROVIDERS POLICY

### Purpose

The policy describes the requirements for transferring from one provider to another and vice-versa for International Students.

### Policy

Under this policy Insight Academy will support the intent of the standard which recognizes overseas students as consumers and supports them to exercise choice, while acknowledging that they may also be a group that requires support to transition to study in Australia.

### Assessing Students Wishing to Transfer to Insight Academy from another Registered Provider

Under this policy Insight Academy will **not** enroll any transferring international student prior to completion of 6 months of their principal course unless:

- The original provider has ceased to be registered or the course in which the student is enrolled in ceases to be registered.
- That student has a valid letter of release agreeing to such a transfer.
- The original provider has had a sanction imposed on its registration by the Australian and / or State Governments that prevents the student from continuing their principal course.
- Any government sponsor of the student considers the change to the student to be in the student's best interest and has provided written support for that change.

Further, Insight Academy will not enroll an overseas student who has already been enrolled in the same course unless:

- The student has not complete the relevant course and the registered provider has given a letter of release to the student for the relevant course.

Insight Academy may enroll a student if they have documentation that approximates the letter of release (e.g. the student has evidence their CoE was conditional on meeting certain entry

requirements and they did not meet the requirements). Insight Academy will note this in PRISMS and keep the documentation on the student's file.

### **Procedure for Assessing Students Wishing to Transfer to Insight Academy**

1. The College receives an application from a student who is "on-shore" and who has indicated that they are currently studying at another institution.
2. The College uses PRISMS to decide 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 the above 2 points have been met, the application process proceeds.

**If they have not** met the above points, the students must be asked to provide an appropriate "**letter of release**" in support of their application.

Students can be provided with a "conditional" offer which clearly states that an offer of a place is contingent on their obtaining a letter of release. If they are under 18, Insight Academy will not accept their enrolment.

If a letter of release is received as per above 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 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: 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.*

## **Assessing Students Wishing to Transfer from Insight Academy to another Registered Provider**

If a student wishes to transfer away from Insight Academy, Insight Academy will provide a letter of release unless the student has failed to provide a letter from another registered provider confirming that a valid enrolment offer has been made.

In situations where students are eligible for a Letter of Release, Insight Academy will provide such a letter within 10 working days of receiving a written request.

### **Circumstances in determining release**

The policy will ensure students' individual circumstances are considered in order to determine if the transfer will be to the detriment of the student.

Circumstances for which transfer may be considered 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.

Factors that may be considered to the student's detriment, but which should be considered in light of the student's individual circumstances and a broader range of factors, such as those outlined above, include:

- If the transfer may jeopardize the student's progression through a package of courses.
- If 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 (it is good practice to revisit the issue within a timeframe negotiated with the student).

- if the student is trying to avoid being reported to DIBP for failure to meet the provider's attendance or academic progress requirements.

### **Refusing to provide a letter of release**

Insight Academy will not give a student a letter of release unless the student shows them a valid letter of offer of enrolment from another provider.

When a request for release is refused, the student will be provided with written response stating the reason for the refusal.

The student will be given advice in writing that it is possible to appeal the decision if the student so chooses.

### **Students withdrawing from a course**

If a student withdraws from a course the ESOS Act requires that the provider advise the Department of Education and Training (DET) through PRISMS within 14 days. This information is transmitted to the Department of Immigration and Border Protection (DIBP) and has implications for the student's visa.

### **Refund of Fees**

If a student transfers to another provider, any refunds of course fees paid to the original provider will be in accordance with the original provider's refund policy.

### **Procedure for Assessing Students Wishing to Transfer from Insight Academy to another Registered Provider**

1. Students make a written request (e-mail is satisfactory) to the Students Services Officer, or their delegate to transfer to another provider.
2. The student is asked to provide a valid offer of enrolment from the new institution.
3. With the valid offer of enrolment, the College will assess the transfer request.

4. If the application is 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 DIBP to determine if they need to obtain a new visa.

5. The College report student's termination of studies through PRISMS.

If any of the information are unclear, the PEO, or their delegate will need to interview the student and gain a fuller understanding of the circumstances.

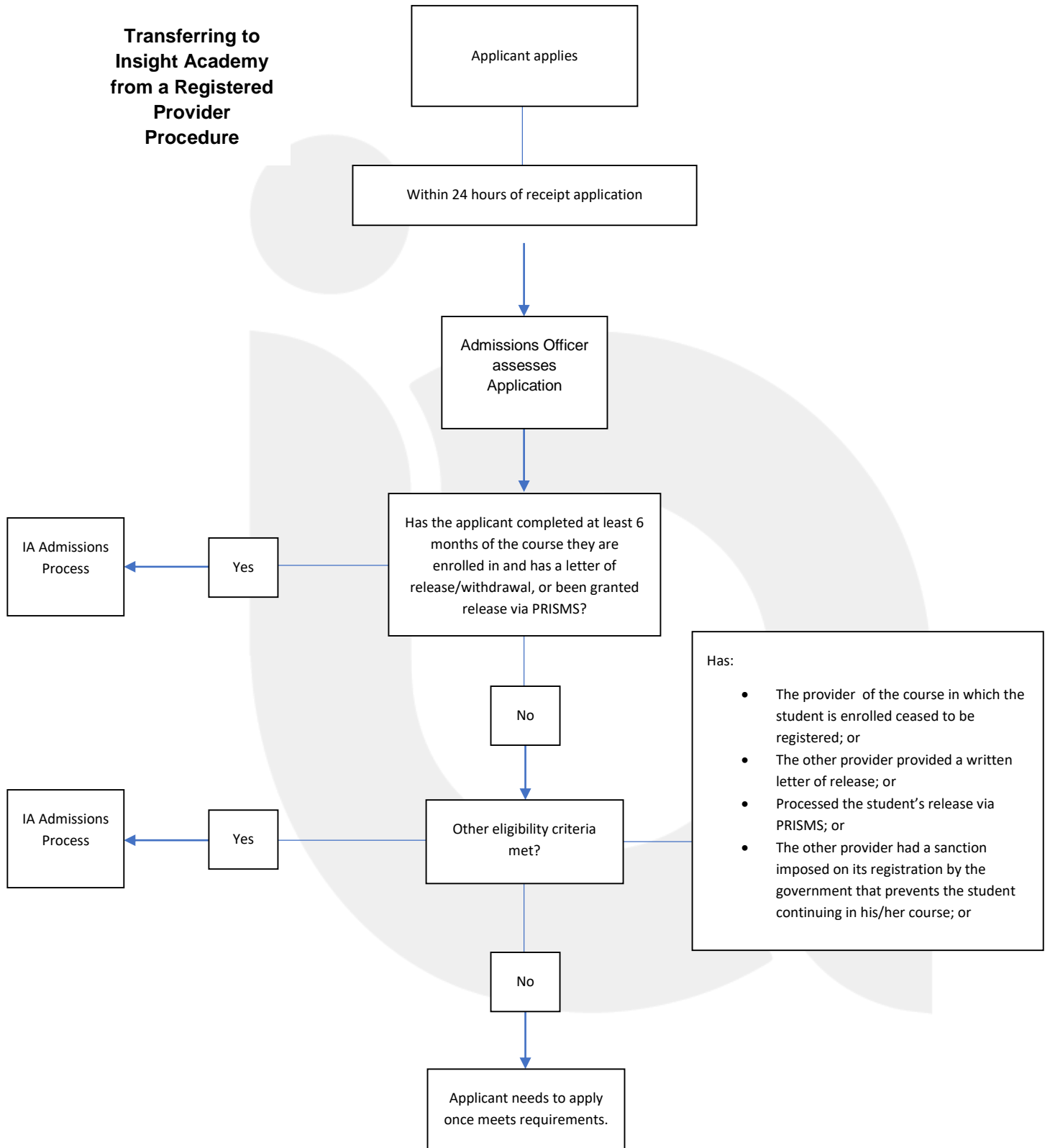
The PEO, or their delegate will make a recommendation if they believe the request should be refused or alternatively they will grant the letter of release.

The PEO, or their delegate will inform the student in writing of a negative outcome with reasons and indicate that the student may access the student appeal process as detailed in the Student Handbook if they seek a review.

**Notes:**

- The above assessment procedure will take up to 5 business days, if the student has provided the necessary documentation.
- All requests, considerations, decisions and copies of letters of release should be placed on student's file
- 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.

**Transferring to  
Insight Academy  
from a Registered  
Provider  
Procedure**



**Transferring from  
Insight Academy  
to another  
Registered  
Provider  
Procedure**

