

STUDENT TRANSFER POLICY AND PROCEDURE

Relevant Standards	Linked Documents
<i>National Code 2018 Part B, Standard 7</i>	<i>Complaints and Appeals Policy and Procedure</i> <i>Refunds Policy and Procedure</i> <i>Student Withdrawal Form</i> <i>Request to Release – Approved email template</i> <i>Request to Release – Not Approved email template</i>

1. Policy Statement

Overseas Students Transferring to Capstone Institute of Australia (CAPSTONE)

CAPSTONE will not knowingly enrol an overseas student wishing to transfer from another registered provider before the completion of six months of their principal course of study, except in the circumstances listed below:

- The releasing provider, or the course in which the overseas student enrolled, has ceased to be registered.
- The releasing provider has had a sanction imposed on its registration by the ESOS agency that prevents the overseas student from continuing their course at that registered provider.
- The releasing provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS.
- Any government sponsor of the overseas student considers the change to be in the student's best interests and has provided written support for the change.

Overseas Students Transferring from CAPSTONE

Circumstances where a transfer will be granted

A request to transfer within the initial six-month period of the principal course will be granted where:

- (a) CAPSTONE has been provided with a letter from another registered provider confirming that a valid enrolment offer has been made;
- (b) the student has no outstanding fees; and

(c) The transfer is in the student's best interests.

Circumstances where a transfer may be in the student's 'best interests' include, but are not limited to, the following:

- 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 Capstone's intervention strategy
- there is evidence of compassionate or compelling circumstances
- CAPSTONE 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 CAPSTONE or an education or migration agent regarding CAPSTONE 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.

Where a decision to release a student has been made, CAPSTONE will record the date of effect and the reason for the release in PRISMS. If granted, a release will be provided at no cost to the overseas student and recorded on PRISMS. CAPSTONE will advise the student of the need to contact the Immigration Department to seek advice on whether a new student visa is required.

The approval of transfer of a student to another institution does not indicate the agreement to provide any refund. Refunds are governed by the *Refunds Policy and Procedure* and are independent of this policy.

Circumstances where a transfer request may be refused

A request to transfer from CAPSTONE within the initial six-month period of the principal course of study may be refused:

- i) in circumstances where a student fails to satisfy (a), (b), and (c) listed above
- ii) where a transfer may jeopardise the student's progression through a package of courses

- iii) where a transfer will be otherwise detrimental to the welfare of a student
- iv) where the student has not accessed full range of support services available to him/her.
- v) where the student is trying to avoid being reported to the Immigration Department for failure to meet the CAPSTONE's course progress requirements.
- vi) Student request is based on employment or migration related issues
- vii) Student is transferring to a similar course or low-level course
- viii) Student's request is a consequence of the adverse influence of another party
- ix) Student is claiming financial hardship as the reason

Where a request for a transfer is not granted, the student will be notified in writing, including the reasons for refusing the request and the student's right to appeal the decision in accordance with CAPSTONE's *Complaints and Appeals Policy and Procedure*.

CAPSTONE will not finalise the student's refusal status in PRISMS until the appeal finds in favour of CAPSTONE, or the student has chosen not to access the complaint and appeals processes within a 20-working day period, or the overseas student withdraws from the process.

Decision timeframe

A decision on a request to transfer will be made within ten (10) business days provided all necessary evidence and details are provided by the student at the time the request is made.

Records

All records of requests for release, and material used in making the decision, will be retained for two years after the overseas student ceases to be an enrolled student.

2. Definitions

PRISMS - The Provider Registration and International Student Management System (PRISMS) is the system used to process information given to the Secretary of Department of Education and Training by registered providers

The principal course of study refers to the main course of study to be undertaken by an overseas student where a student visa has been issued for multiple courses of study. The principal course of study would normally be the final course of study where the overseas student arrives in Australia with a student visa that covers multiple courses.

Source: National Code 2018

3. Procedure for assessing student's request to transfer to CAPSTONE

CAPSTONE uses information the prospective student provides in the Enrolment Form to identify whether the student is transferring from another provider.

The transfer requirements are met if the prospective student provides evidence of the following.

- The releasing provider, or the course the overseas student enrolled, has ceased to be registered.
- The releasing provider has had a sanction imposed on its registration by the ESOS agency that prevents the overseas student from continuing their course at that registered provider.
- The releasing provider has agreed to the overseas student's release and recorded the data of effect and reason for release in PRISMS.
- Any government sponsor of the overseas student considers the change to be in the student's best interests and has provided written support for the change.

CAPSTONE uses PRISMS records, student visa copies, and CoEs from the previous provider to verify if the student has completed six months of their principal course or if their principal provider released the student and indicated this in PRISMS.

Where the prospective students still need to meet the above points, CAPSTONE stops the enrolment process and informs students of their options, such as requesting a release from their principal provider.

CAPSTONE provides prospective students with a 'conditional' offer which clearly states that an offer of a place is conditional upon obtaining release from their principal provider.

4. Procedure for assessing student's request to transfer from CAPSTONE

Students can formally request to transfer to another provider using the Student Withdrawal Form. This form, along with the supporting documentation including, but not limited to, a valid offer of enrolment from the new institution, are submitted to the Student Services Officer, who will assess the transfer request considering the following circumstances:

- Does the student have any outstanding fees payable?
- Is the student fully aware of the study issues involved in the transfer?
- Is the student simply trying to avoid being reported to the Immigration Department for unsatisfactory course progress?
- Will the transfer jeopardise the student's progression through a package of courses?
- Is the student using reasons such as employment or migration issues to transfer
- Has the student recently started studying the course, and the full range of support services are yet to be provided or offered to the student?
- Is the student transferring to a similar course or a low-level course?
- Is there any adverse influence of another party on the student to decide to withdraw?

Where the answers to the above questions are satisfactory, considering that the transfer is in the student's best interest, the Student Services Officer, in consultation with the CEO or their delegate, will release the student and indicate this in PRISMS. CAPSTONE advises the student to contact the Immigration Department to determine if they need to obtain a new visa. The Student Services Team reports the student's termination of studies through PRISMS.

If responses to the above questions need to be clarified, the Student Services Team interviews the student and gains a complete understanding of the circumstances. The Student Services Team may decide to refuse the application based on the circumstances

and evidence presented. Where a request for transfer is refused, the Student Services Team informs the student of the refusal outcome and appeals process in writing.

CAPSTONE deals with appeals per the *Complaints and Appeals Policy and Procedure*.