

Purpose

All student visas are granted with the 'No Change of Provider' condition. This means that Overseas students must stay with Polytechnic Victoria for the first 6 months of their principal course. In addition, Polytechnic Victoria will not knowingly enrol a transferring student from another education provider prior to 6 months of their principal course being completed. This policy does not apply to students who have already completed 6 months of their principal course.

Scope

This policy applies to all staffs of Polytechnic Victoria who are involved in processing of students 3.1 Application form wishing to transfer from another RTO to Polytechnic Victoria and 7.1 **Application form for Transfer between Registered Providers** students wishing to transfer to another RTO from Polytechnic Victoria.

Policy

1. This policy/procedure supports 'Standard 7 – Overseas Students Transfer policy & procedure of the 'National Code of Practice for Registration Authorities & Providers of Education & Training to Overseas Students 2018'.
2. Providers are restricted from enrolling, transferring students prior to the student completing 6 months of their principal course. This policy details the procedures for assessing applications to transfer within this period. Students who have studied longer than this period can apply as normal and seek admission.

The policy of Polytechnic Victoria is to ensure that it does not enrol any transferring Overseas student prior to the 6 months of their principal course being completed unless that student has been released from their current provider in PRISMS.

The following procedures have been separated into 'Incoming students' and 'Outgoing students'

Definitions

Application for Transfer Between Registered Providers	An application by a Student for Transfer Between Registered Providers (release).
DIBP	Department of Immigration and Border Protection. now known as Department of Home affairs
ESOS Act:	The Education Services for Overseas Students Act 2000 of the Commonwealth of Australia, as amended from time to time.
National Code:	The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students, established pursuant to Part 4 of the ESOS Act, as amended from time to time.
Principal Course:	The final course that you will undertake as part of your package of courses is your main (or principal) course of study

<p>Student Counsellor or equivalent:</p>	<p>Includes a student counsellor/student support officer/advisor or welfare officer appointed by the Institute and working at the Institute or, in the case of Students</p>
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Statement

- Under Standard 7 of the National Code 2018, Registered Providers must not knowingly enrol a student wishing to transfer from another Registered Provider's prior to the Student completing six calendar months of his/her Principal Course of study, except in limited circumstances as outlined in this policy.
- Institute is entitled to determine the circumstances in which it will provide or refuse to provide a Release in PRISMS. Where a student requests a transfer within the period of six months of commencement of their Principal Course, Institute or its nominated officer will assess the request for transfer against this policy.
- Students must co-operate with the Institutes Staff or its nominated officers and attend any interviews or other appointments scheduled for them including in respect of support services provided by Polytechnic Victoria.

No Release is required where

- The student has completed at least 6 calendar months' study in his or her Principal Course; or
- the student is government sponsored and that government sponsor provides written support for the change as it considers the change to be in the student's best interests; or
- Polytechnic Victoria has ceased to be registered or the course in which the student is enrolled has ceased to be registered; or
- Polytechnic Victoria has a sanction imposed on it that prevents the student from continuing his or her Principal Course.
- To apply to transfer to another provider within the first 6 months of the Student's Principal Course, the Student must demonstrate 'exceptional circumstances' justifying the transfer.

Exceptional Circumstances include:

- Medical reasons eg: Recent hospital admission; serious injury; debilitating illness; severe anxiety or depression.
- Loss or bereavement eg: Death of a close family member, or close friend; family or relationship breakdown.
- Hardship/trauma eg: Recent victim of crime; sudden loss of income or employment; severe disruption to domestic arrangements.

- Educational progression problems that cannot be addressed by the provider's resources.

An Application for Transfer on the grounds of Exceptional Circumstances may be demonstrated by providing sufficient specific detailed information with relevant supporting documentation to support the Application, such as: a medical certification stating in reasonable detail:

- The dates of any relevant consultations or attendances;
- If relevant, the nature of the complaint and the treatment; and
- A specific statement that in the health care professional's opinion (not the student's opinion) that, as a result of the complaint or treatment, the student should be transferred.
- Police report or statutory declaration.
- Other relevant supporting documentation.

All documentation will be held in confidence and will be stored to ensure privacy.

No transfer will be granted where:

- A. The student has not completed the first four weeks of the principal course in which he or she is enrolled; or
- B. Polytechnic Victoria or its nominated officer forms the view that the student is trying to avoid being reported to appropriate government agency(s) for failure to meet the Polytechnic Victoria's attendance or academic progress requirements; or
- C. The transfer may jeopardize the student's progression through a package of courses; or
- D. The transfer would be detrimental to the student's future study and/or career objectives; or
- E. The student has not accessed the Polytechnic Victoria's student support or welfare services after having been requested to do so; or
- F. The documents provided by the student do not, in the Polytechnic Victoria's or its nominated officer's view, provide adequate grounds to justify the transfer; or
- G. The student has outstanding debts to Polytechnic Victoria.

Procedure

Any requests that are received in relation to a student wishing to transfer education providers shall be the responsibility of the Student Support Officer. The Student Support Officer shall assess the applications to transfer education providers and conclude an outcome based on the following procedure.

Incoming students Procedure

The following procedure is relevant to any student who applies for a course within Polytechnic Victoria and is currently studying on-shore with another registered provider.

For this procedure to be completed the applicant must provide a copy of their Student Visa and appropriate student details (to look up PRISMS). Once this information is obtained the following steps are taken:

- i. Student Support officer accesses the student information via PRISMS. They are to ascertain if the length of studies completed in their current Principal course of study is greater than 6 months. 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.
- ii. If they have completed more than 6 months of their principal course of study, the application process proceeds as for all off-shore students.
- iii. Where a student has **NOT** completed 6 months of their principal course of study, Prisms is to be checked to determine if the student has been released from their current provider
- iv. To support the application, they can be provided with a (7.3 Conditional Letter of Offer) which clearly states that an offer of a place is contingent on their obtaining a release on prisms. *Note: if they are in receipt of a government scholarship, they should provide written support from this government department agreeing to the change which will stand in lieu of any letter of release.*
- v. If a release has been processed in Prisms, the application proceeds as for all off-shore applicants.
- vi. If the Current provider has not advised on Prisms that student has been released, 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.
- vii. Note that 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. Evidence of this occurrence would need to be placed in the student file.

Outgoing students Procedure

The following procedure is relevant to those students wishing to transfer to another education provider prior to completing six (6) months of their principal course of study.

- i. Students make a written request on (7.1 Application Form for Transfer between Registered Providers) to Student Support Officer to transfer to another provider. The only reasons a student will be Released are if:
 - Polytechnic Victoria has cancelled/ceased to offer your Course (letter from Polytechnic Victoria supplied)

- Government sponsor considers the change to be in your best interest, if you are a sponsored student (written confirmation from sponsor required)
 - Exceptional circumstances (documentation required to support circumstances and a letter of offer from another provider is required.)
 - There is evidence of Compassionate and compelling circumstances
 - Polytechnic Victoria has failed to deliver the course as outlined in the written agreement
 - there is evidence that the overseas student's reasonable expectations about
 - their current course is not being met
 - there is evidence that the overseas student was misled by Polytechnic Victoria or an education or migration agent, regarding Polytechnic Victoria or its course, and the course is therefore unsuitable to their needs and/or study objectives
- ii. The student is asked to provide a valid 'offer of enrolment' from the new provider authenticating the transfer and the student is able to provide a letter indicating the benefits of transferring from their current course of study.
- iii. In assessing the application to transfer, the Student Support Officer will check the following points:
- Ensure any outstanding fees are paid
 - Ensure the student is fully aware of all issues relating the transferring of providers.
 - Check student records to ensure the student is not trying to avoid being reported to appropriate government agency(s) due to lack of course progress or poor attendance records.
 - Polytechnic Victoria will review the documents and endeavour to revert back to the student and inform the outcome along with the reason of the transfer request within 10 working days of receiving the complete documentation
- iv. Once the above points have been addressed by the Administration Manager, Information on the release of the student is entered into PRISMS
- Where the request to transfer to another RTO is be refused, the student is to be advised in writing of the reasons for the refusal, and the student's right to appeal the decision within 20 working days of being advised of the decision
 - 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.
- The Student Support Officer must report the student's termination of studies via PRISMS
- The Letter of release of student will be provided at no cost to student.

Student studying concurrently with another provider

Overseas students are entitled to enrol in multiple qualifications with different providers even in the first six months of their study of their primary course.

Polytechnic Victoria enrolls Overseas students for concurrent courses with other providers. Polytechnic Victoria will ensure the following aspects before enrolling such students.

- Collect and check the student timetable with other provider to ensure the timetable at Polytechnic Victoria does not fall on the same time and day of the student's current qualification.
- Student is advised of the load of study and measures are taken to ensure effective and proactive monitoring of course progress is conducted from the commencement.
- The training plan of the student is created or updated after the timetable of the first course is provided to Polytechnic Victoria by the student.

Responsibility

- Operations Manager
- Admin Manager
- Student Support Officers

Forms

- [7.1 Application Form for Transfer Between Registered Providers](#)
- [7.3 Letter of Refusal to transfer within 6-months](#)