

Introduction

This policy is a requirement under *Standard 7 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018* and Faith Lutheran College, as a registered CRICOS provider, must ensure students who are enrolled in its accredited courses are aware of the process to place a request for a transfer between registered providers.

Scope

Faith Lutheran College's International Student Transfer Policy and processes apply to:

- overseas students requesting to transfer prior to completing the first six months of their first registered school sector course; or
- where the student has completed the first six months of their enrolment in their first registered school sector course and wishes to transfer but the provider holds welfare responsibility via a CAAW.

Details of Policy

Overseas students are restricted from transferring from their first registered school sector course of study for a period of six months. This restriction also applies to any course(s) packaged with their first registered College sector course of study. Exceptions to this restriction are:

- If the student's course or school becomes unregistered
- The school has a government sanction imposed on its registration
- A government sponsor (if applicable) considers a transfer to be in the student's best interests
- If the student is granted a release in PRISMS.

1. Transfer requests made prior to completion of six (6) months of the first registered school sector course of study

- a) Students can apply to be released by submitting a Student Transfer Request. The application is at no charge to enable them to transfer to another education provider. However, if a student has not completed the first six months of the first registered school sector course of study, or is under 18 years of age, conditions apply. Faith Lutheran College will only release a student before completing the first six months of their first registered College sector course in the following circumstances:
- The student has changed welfare and accommodation arrangements and is no longer within a reasonable travelling time of the College.
 - The student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with Faith Lutheran College's intervention strategy to assist them in accordance with Standard 8 (Overseas student visa requirements).
 - The student provides evidence of compassionate or compelling circumstances.
 - Faith Lutheran College fails to deliver the course as outlined in the written agreement.
 - The student provides evidence that their reasonable expectations about their current course are not being met.
 - The student provides evidence that he/she was misled by Faith Lutheran College or an education or migration agent regarding Faith Lutheran

- College or its course and the course is therefore unsuitable to his/her needs and/or study objectives.
 - An appeal (internal or external) on another matter results in a decision or recommendation to release the student.
 - Any other reason stated in the policies of Faith Lutheran College.
- b) Faith Lutheran College will NOT agree to the transfer before the student completes the first six months of their first registered school sector course in the following circumstances:
- The student's progress is likely to be academically disadvantaged
 - Faith Lutheran College is concerned that the student's application to transfer is a consequence of the adverse influence of another party
 - The student has not had sufficient time to settle into a new environment in order to make an informed decision about transfer
 - The student has not accessed school support services which may assist with making adjustments to a new environment, including academic and personal counselling services
 - School fees have not been paid for the current term/semester.
- c) To apply for transfer to another provider, students need to:
- Complete an Application for Student Transfer Form available from the International Student Handbook.
 - Give this completed application form and a valid offer of enrolment from another provider to the International Student Liaison Co-ordinator for assessment.
 - If under 18 years of age, attach written confirmation of the parent/s or legal guardian/s support for the transfer to the nominated provider. In this case, the valid offer of enrolment must also confirm the new provider's acceptance of responsibility for approving the student's accommodation, support and general welfare arrangements from the proposed date of the student's release from Faith Lutheran College, in accordance with Standard 5 (Younger overseas students) of the *National Code of Practice for Providers of Education and Training to Overseas Students 2018*.
- d) Faith Lutheran College will assess the student's transfer request application and notify the student of a decision within 14 working days.
- e) If Faith Lutheran College grants the student's transfer request, the student will be notified and the decision will be reported to the Department of Home Affairs via PRISMS.
- f) If Faith Lutheran College intends to refuse the student's transfer application request, Faith Lutheran College will provide the student with reasons for refusal in writing and include a copy of Faith Lutheran College's International Student Complaints and Appeals policy (available on the College website and International Student Handbook). The student has the right to access Faith Lutheran College's complaints and appeals process and has 20 working days to do this. The student's transfer request application will only be finalised in PRISMS after one of the following occurs:
- the student confirms in writing they choose not to access Faith Lutheran College's complaints and appeals process, or
 - the student confirms in writing they withdraw from any appeals process they have commenced, or
 - the appeals process is completed and a decision has been made in favour of the student or Faith Lutheran College.
- g) 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. The address of the nearest

Office is 20 - 22 The Circuit, Brisbane. Skygate - Brisbane Airport Qld 4007. See the link below for street addresses of Department of Home Affairs Offices in Brisbane and regional centres. Alternatively, students can contact the Department of Home Affairs through their web enquiry form, also linked below:

- o <http://www.homeaffairs.gov.au/about/contact/offices-locations/australia>
- o <https://www.homeaffairs.gov.au/about/corporate/information/forms/online/student-visa-enquiry-form>

2. Transfer requests made after completion of six (6) months of the first registered school sector course of study

- a) The following process applies for students who are no longer subject to the transfer restriction but where Faith Lutheran College holds welfare responsibility via a CAAW (i.e. the student is not living with a parent/legal guardian or a suitable nominated relative)
- b) To apply for transfer to another provider, students need to:
 - o Complete an Application for Student Transfer Form available from the International Student Handbook.
 - o Give this completed application form and a valid offer of enrolment from another provider to the International Student Liaison Co-ordinator for assessment and response within 14 working days.
 - o If under 18 years of age, attach written confirmation of support for the transfer to the nominated provider by a parent/s or legal guardian/s. In this case, the valid offer of enrolment must confirm acceptance of responsibility for approving the student's accommodation, support and general welfare arrangements from the proposed date of the student's release from Faith Lutheran College in accordance with Standard 5 (Younger overseas students) of the *National Code of Practice for Providers of Education and Training to Overseas Students 2018*.
- c) Faith Lutheran College will negotiate the welfare transfer date with the receiving provider and will advise the student of the welfare transfer date within 14 working days.
- d) 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. The address of the nearest Office is 20 - 22 The Circuit, Brisbane. Skygate - Brisbane Airport Qld 4007. See the link below for street addresses of Department of Home Affairs Offices in Brisbane and regional centres. Alternatively, students can contact the Department of Home Affairs through their web enquiry form, also linked below:
 - o <http://www.homeaffairs.gov.au/about/contact/offices-locations/australia>
 - o <https://www.homeaffairs.gov.au/about/corporate/information/forms/online/student-visa-enquiry-form>
- e) All applications for transfer will be considered within 14 working days and the applicant notified of the decision. 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 Faith Lutheran College complaints and appeals policy.
- f) If a letter of release is provided by the College it will 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.

Policy Release Details

Date of Policy:	April 2018
Approved by:	Plenary
Responsibility:	Principal
Point of Contact:	International Student Liaison
Review Date:	October 2020