

<b>Policy Name</b>	<b>INTERNATIONAL STUDENT TRANSFER BETWEEN REGISTERED CRICOS PROVIDERS POLICY</b>
<b>Policy Number</b>	<b>A018_PO_HE (Academic)</b>
<b>Purpose</b>	To ensure that Whitehouse fully complies with the Education Services for Overseas Students Act 2000 and the requirements of Standard 7 of The National Code 2018 for administering requests from international students holding a visa seeking transfer between registered providers.
<b>Scope</b>	<ul style="list-style-type: none"> <li>• International students holding a student visa seeking to transfer within the first 6 months of their principal course of study</li> <li>• Organisational units with responsibility for approving and refusing and or processing transfer requests for students who hold a student visa:             <ul style="list-style-type: none"> <li>- Student Administration</li> <li>- Student Recruitment Officer/s</li> <li>- Finance.</li> </ul> </li> </ul>
<b>Policy Statement</b>	<p><b>Students Seeking to Transfer from Whitehouse</b></p> <p>International students seeking to transfer from Whitehouse to another registered provider prior to completion of the first 6 calendar months of their principal course must seek approval to transfer and obtain release approval through PRISMS.</p> <p>In accordance with The National Code 2018, Standard 7, an international student will be released from their principal course of study if one of the following applies;</p> <ol style="list-style-type: none"> <li>1. A course is academically unsuitable for a student, e.g. where a student is better suited to a different learning environment or the course does not meet his or her educational or developmental needs or the student is unable to achieve satisfactory course progress at the level they are studying; OR</li> <li>2. Compassionate or compelling reasons for the transfer exist; OR</li> <li>3. The course in which the overseas student has enrolled in ceased to be registered; OR</li> <li>4. The Institute has had sanctions imposed on its registration by the ESOS Agency that prevents an overseas student from continuing to study.</li> </ol> <p>Whitehouse must maintain records of all requests, assessments and decisions from overseas students regarding Release approval for a period of two years after the overseas student ceases to be an accepted student.</p> <p>Whitehouse will approve a release request when the transfer is in the student's best interests if:</p> <ol style="list-style-type: none"> <li>1. A course is academically unsuitable for a student, e.g. where a student is better suited to a different learning environment or the course does not meet his or her educational or developmental needs or the student is unable to achieve satisfactory course progress at the level they are studying</li> <li>2. The course as outlined in the written agreement has not been delivered</li> <li>3. The student provides evidence that his or her reasonable expectations about the course are not being met</li> </ol>

4. The student provides evidence of being misled by Whitehouse or by an education or migration agent regarding the provider or the course and the course is therefore unsuitable
5. An appeal on another matter results in a recommendation or decision to release the student or
6. Compassionate or compelling reasons for the transfer exist.

As required by ESOS Act 2000 and The National Code 2018, Standard 7, before the release approval is given:

1. The international student must present a valid letter of offer of enrolment with the receiving provider.

#### **Refusal of Release Approval**

In accordance with ESOS Act 2000 and The National Code 2018, Standard 7.2.3, Whitehouse will refuse Release approval and inform the student in writing of the reasons for the refusal when the transfer does not satisfy the student's best interests as set out in this policy.

In addition, grounds for refusal also include when:

- a student has unpaid course fees for the current study period
- a transfer would jeopardise a student's progress through a package of courses or
- a student requires or has access to particular support services that will not be delivered by the receiving provider or accessible by the student following the transfer.

Whitehouse will assess and respond to the application within 10 working days. For students refused a Release, they will be advised of their right to appeal the refusal in accordance with the Whitehouse Student Grievance and Complaints Policy (GO) within 25 working days.

#### **Students Seeking to Transfer to Whitehouse**

International students within the scope of this policy who seek to transfer to Whitehouse prior to completion of the first 6 calendar months of their principal course will be issued with a CoE only if:

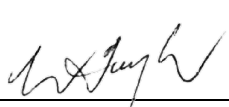
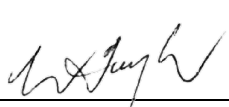
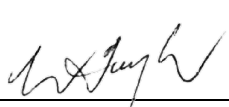
1. The original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered
2. The original registered provider has agreed to the student's release and recorded the date of effect and reason for release in PRISMS
3. The original registered 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
4. 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 and
5. Note: Whitehouse does not admit students under 18 years of age.

ESOS Act 2000 and The National Code 2018, Standard 7 states that if release is granted it must be at no cost to the student. Where a request for release is refused, the student must be advised in writing of the reasons for the refusal and of the right to appeal the decision. Records of all requests for release, the assessment of the application and decision will be maintained on Whitehouse's student management system (EduPoint).

#### **Relevant Legislation**

- [Higher Education Standards Framework \(Threshold Standards\) 2021](#)
- [2016 Higher Education Support Act \(2003\)](#)
- [Australia Qualifications Framework \(AQF\)](#)

	<ul style="list-style-type: none"> <li>• <a href="#">Education Services for Overseas Students Act 2000 (ESOS)</a></li> <li>• <a href="#">Commonwealth Register of International Courses for Overseas Students (CRICOS)</a></li> <li>• <a href="#">National Code of Practice for Providers of Education and Training to Overseas Students 2018</a></li> </ul>
<b>Key Related Documents</b>	<p>Admission and Selection Policy (HE)</p> <p>Whitehouse Institute of Design Code of Conduct</p> <p>Student Grievance and Complaints Policy (GO)</p> <p>Withdrawal and Deferral Policy (HE)</p>
<b>Definitions</b>	<p>The following definitions apply for the purpose of this Policy:</p> <p><b>CoE:</b> Confirmation of Enrolment form issued through PRISMS Compassionate: family, medical or wellbeing reasons for supporting a transfer.</p> <p><b>Compelling:</b> circumstances that are generally beyond the control of the student, which affect their course progress or wellbeing.</p> <p><b>CRICOS:</b> Commonwealth Register of Institutions and Courses for Overseas Students.</p> <p><b>Current Study Period:</b> the study period in which the student applies for a release or the previous study period if the application is made during the holidays.</p> <p><b>Enrolment:</b> the period during which a student, who has been issued with a CoE to confirm acceptance by the registered provider, occupies a place in the CRICOS registered course for which the student was accepted and is progressing towards completion of course requirements. The period of enrolment includes scheduled breaks between study periods.</p> <p><b>ESOS Act:</b> <i>Education Services for Overseas Students Act 2000.</i></p> <p><b>Original Provider:</b> education provider from whom a student is seeking to transfer.</p> <p><b>Government Sponsored:</b> an Australian or foreign government sponsored student for study in Australia</p> <p><b>NC18:</b> National Code of Practice for Providers of Education and Training to Overseas Students 2018.</p> <p><b>Principal Course of Study:</b> as defined in NC18, 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 for which the overseas student arrives in Australia with a student visa that covers multiple courses.</p> <p><b>PRISMS:</b> Provider Registration and International Student Management System, operated by the Australian government</p> <p><b>Receiving Provider:</b> the provider with whom the student is intending to enrol Release approval: a confirmation of approval of release through PRISMS</p> <p><b>Student Visa:</b> a visa of a subclass mentioned in the definition of student visa.</p> <p><b>Transfer Between Registered Providers:</b> when an international student applies to transfer to or from another CRICOS registered provider.</p> <p><b>Working Days:</b> any day other than a weekend, public holiday or day when Whitehouse is closed for business.</p>

<b>Responsible Officer</b>	Academic Director Student Administration Manager/Officer/s Student Recruitment Officer/s						
<b>Approval Authority/ Authorities</b>	Joint Executive Directors Academic Board						
<b>Date Approved</b>	02/05/2019						
<b>Date of Commencement</b>	03/05/2019						
<b>Date for Review</b>	02/05/2022						
<b>Documents superseded by this Procedure</b>	N/A						
<b>Amendment History</b>	<p><b>02/2019</b> Updating – Students Seeking to Transfer from Whitehouse in accordance with Standard 7 of The National Code 2018 Formatting – updating all references to The National Code to reflect the 2018 update.</p> <p><b>05/2018</b> Re-branding – Header &amp; Footer only</p> <p><b>11/2016</b> Policy and Procedures separated and HE and VET documentations separated. Updated formatting and minor amendments.</p>						
<b>Signed and dated for Whitehouse Pty Ltd</b>	<table border="0" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 40%; text-align: center; vertical-align: bottom;"></td> <td style="width: 30%; text-align: center; vertical-align: bottom;">Leslie Taylor</td> <td style="width: 30%; text-align: center; vertical-align: bottom;">2/5/19</td> </tr> <tr> <td style="text-align: center;">Signature</td> <td style="text-align: center;">Name</td> <td style="text-align: center;">Date</td> </tr> </table>		Leslie Taylor	2/5/19	Signature	Name	Date
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INFORMATION FOR PUBLISHING ON POLICY REGISTER	
<b>Category</b>	Academic
<b>Stakeholders</b>	Academic Board Executive Management Academic Staff Administration Staff Applications to HE Programs Students