QAT Policy P019

Transfer between Registered Providers

References: National Code Standard 7

1.0 Purpose

This policy outlines how QAT assesses student requests for a transfer to, or from, another registered provider, and how the intent of the National Code, 2018 is correctly supported.

2.0 Background

The National Code Standard 7 outlines the need for providers to have documented procedures for assessing student transfer requests.

National Code Standard 7 – Transfer Between Registered Providers

Overseas student transfers

7.1 Registered providers must not knowingly enrol an overseas student seeking to transfer from another registered provider's course prior to the overseas student completing six months of his or her principal course (or for the school sector, until after the first six months of the first registered school sector course),

7.2 The registered provider must have and implement a documented policy and process for assessing student transfer requests.

3.0 Definitions

CoE – Confirmation of Enrolment

DHA – Department of Home Affairs

PRISMS – the Provider, Registration and International Management System which is used to report changes in international student enrolments and create CoEs.

Receiving provider – the education provider who the student wishes to transfer to.

Releasing provider – The education provider with whom the student is originally studying; the principal course provider.

TPS – Tuition Protection Scheme

4.0 Policy

4.1 Student transfer requests

QAT respects the rights of students as consumers, and will always agree to a request for a transfer from QAT to another registered provider prior to completing 6 months of their principal course of study, provided that:

- The student presents a letter from another registered provider showing that a valid enrolment offer has been made.

and except in the following limited circumstances relating to ELICOS course students:

- When, for ELICOS courses, QAT has an active pathway agreement with the receiving registered provider and the student has not yet achieved the English proficiency standard required by the receiving registered provider as outlined in the relevant pathway agreement.
- When, for ELICOS courses, QAT does not have an active pathway agreement with the receiving registered provider but is certain that the student's current English proficiency, as measured by the student's most recent test results, falls well short of the recommended English proficiency entry level required by the receiving registered provider for the relevant course.
- When, by effectively shortening their course at QAT and removing the ability of the student to remediate any current relatively low attendance rate, the student's final attendance level would be below 80% at the new end date and would therefore cause QAT to report the student via PRISMS for poor attendance.

In the limited circumstances outlined above, QAT feels that the interests of the student and the receiving registered provider, as well as the reputation of QAT as a quality education provider, would not be well-served.

4.2 Additional Provider Responsibilities

Where a transfer is granted, QAT will advise the student to contact DHA to ascertain if a new student visa is required. Any refund is calculated and paid in accordance with QAT's Refund Policy and as agreed to by QAT management. The student's course fees cannot be transferred to another college in place of a refund.

4.3 Accepting a transferring student

Where there is a request from a student for a transfer to QAT from another registered provider prior to completing 6 months of their principal course of study, QAT will only agree to the request for transfer, provided that:

- The releasing registered provider has agreed to the student's release and *has recorded the date of effect and reasons in PRISMS or*
- The original registered provider has ceased to be registered or has had an ESOS agency sanction imposed on its registration preventing the student from completing his/her course at the original provider *or*
- A government sponsor of the student has provided written evidence that the change is in the students best interest and
- If applicable, the student's current attendance level with the initial registered provider is satisfactory as evidenced by a current attendance statement.
- The student had no fees outstanding to their previous registered provider (as evidenced, for example, by statements in the letter of release).

- The student had demonstrated a commitment to their previous studies (as evidenced, for example, by statements in the letter of release).
- The student meets the standard entry requirements for the course for which they are applying at QAT.
- QAT's enrolment or tuition fees are paid for by the student or via the student's education agent or the TPS and not via a direct transfer of fees from the original registered provider.

Where a student has not yet studied with their principal course provider for 6 months, but has written evidence from that provider stating that the student is either not yet eligible for their next course, or that the next course is no longer being offered or has been deferred, and the necessary steps on PRISMS have not yet been taken by the releasing provider, QAT will enroll the student via PRISMS pending the receipt of additional information, such as the student's revised COE from the releasing provider . All documented evidence is recorded in the student's file.

QAT management will make this policy known to its Registrar and relevant administration staff.

5.0 Procedures

5.1 Students transferring from QAT

- The student notifies QAT in writing that he or she wishes to transfer registered providers and provides the letter confirming the offer of enrolment from the new registered provider along with any other relevant documentation as outlined above.
- QAT's Executive Director or delegate assesses the application to ensure that it is in line with the above policy.
- Where the application meets the requirements outlined in the above policy, the letter of release is issued within 5 working days of the receipt of the request.
- Any refund is calculated and paid in accordance with QAT's Refund Policy and as agreed to by QAT management.
- The student is given written advice to contact the Department of to ascertain if a new student visa is required.
- Where the application does not meet the requirements of the above policy, the student is provided with a letter outlining the reasons for the decision and is given a copy of the QAT Complaints and Appeals Policy and is allowed 20 working days to appeal against the decision.
- The appeal is assessed by the Executive Director via the standard appeals process and a final response is issued within 5 working days of the written appeal being received.
- Where the appeal is successful, the Executive Director or delegate checks that the student has met the requirements concerning fee payment, satisfactory attendance and good academic performance, before releasing the student on PRISMS, by selecting the appropriate reasons and entering the receiving provider's CRICOS code.
- The student is given written advice to contact DHA to ascertain if a new student visa is required.
- A record of the request for the transfer, the assessment of and decision regarding the request, along with any documentation pertaining to an appeal against a decision, is kept on the student's individual file.
- No cost is charged to the student for any of the above services.

5.2 Students transferring to QAT

- QAT receives the application.
- QAT's Executive Director or delegate sights the requisite documentation as outlined in the above policy and assesses the validity of the application in the light of the requisite conditions outlined in the policy document above and, if necessary, issues a letter confirming their intention to enrol the student.
- QAT ascertains if DHA has requested a new student visa be issued and checks appropriate steps have been taken as necessary.
- If the enrolment is deemed acceptable, and if the necessary changes to the student's enrolment status have been made on PRISMS by the releasing provider or other evidence from the previous registered provider as defined above, meeting the requirements concerning fee payment, and satisfactory attendance (for ELICOS courses) has been received, a Letter of Offer is raised, the student enrols, pays the appropriate fees and a CoE is issued.
- If the application does not meet the requirements of the policy document above, the student's application is rejected and the student is advised of this in writing.

5.3 Communication

- These policies and procedures are communicated to key administration staff, including the the Registrar and Enrolments Officer.

6.0 References

National Code of Practice for Providers of Education and Training to Overseas Students 2018

Version history

Date	Version	Author	Status	Reviewers
10/12/07	1	J Hunt	Implemented	M Wang
28/02/08	2	J.Hunt	Revised information	M Wang
02/07/13	3	A.Black	Revised information	J.Hunt
18/06/18	3.1	J.Hunt	Revised references	R.Campbell