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| RTO | Builders Academy Australia (RTO ID 21583) |
| Type | Public |
| Applicable Standards | Standards for Registered Training Organisations 2015 State and Territory Funding Contracts National Code of Practice for Providers of Education and Training to Overseas Students 2018 Education Services for Overseas Students (ESOS) Act 2000 Education Services for Overseas Students Regulations 2019 Migration Act 1958 |
| Authorised by | General Manager Quality and Compliance |
| Version | V1.2 - Reviewed 15 March 2022 |

Policy: Transfer Between Registered Providers Policy & Procedure (CRICOS)

Introduction

House of Learning Pty Ltd, trading as Builders Academy Australia (BAA) ensures that it only accepts the enrolment of International Students who are eligible for release or have completed at least six (6) months of their principal course of study. In accordance with National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018), a Letter of Release is no longer required to be provided as this is now an administrative function that occurs on Provider Registration and International Student Management System (PRISMS) once an application for release has been approved by BAA however approval must still be sought by the International Student.

Purpose

To ensure that BAA assesses requests from Students for a transfer between Registered Providers prior to the Student completing six (6) months of his or her principal course of study in accordance with this Policy. However, under the National Code 2018, it is expected that students may request a transfer within the first six months and that the request will be granted where the transfer will not be to the detriment of the student.

Scope

This Policy applies to International Students seeking to transfer their enrolment to BAA or those Students seeking to transfer out of BAA .

Responsibilities

Student Administration, Management.

Definitions

Accepted Student of a registered provider means a Student (whether within or outside Australia):

- (a) who is accepted for enrolment, or enrolled, in a **course** provided by the provider; and
- (b) who is, or will be, required to hold a Student Visa to undertake or continue the course.

Therefore, Students are accepted into a program and not the organisation. Record keeping periods are applicable to the course enrolment at the time of any event.

International Student means International Students or intending International Students on a Student Visa under the Migration Act 1958.

PRISMS means Provider Registration and International Student Management System

This Policy is aligned with the National Code of Practice 2018 Standard 7.

Policy Statement

BAA will not approve a release for any International Student where fees are owing to BAA.

BAA will ensure that they do not knowingly enrol the Student wishing to transfer from another registered provider's course prior to the Student completing six (6) months of his or her principal course of study except where:

- a) The original registered provider has ceased to be registered or the course in which the Student is enrolled has ceased to be registered;
- b) The original registered provider has had a sanction imposed on its registration by the ESOS Agency that prevents the International Student from continuing their course with the registered provider;
- c) The original registered provider has provided a written letter of release and recorded the date of effect and reason for release in PRISMS; or
- d) 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.

This Policy specifies:

- a) The steps for lodging a written request to transfer, including that they must provide a valid offer of enrolment from another registered provider;
- b) The circumstances in which a transfer will be granted because the transfer is in the International Student's best interests, including but not limited to where BAA has assessed that:
 - i. The International Student will be reported because they are unable to achieve satisfactory course progress at the level that they are studying, even after engaging with BAA's intervention strategy to assist the International Student to meet the requirements of National Code 2018, Part B, Standard 8 – Overseas Student Visa requirements;
 - ii. There is evidence of compassionate and compelling circumstances;
 - iii. BAA fails to deliver the CRICOS registered course as outlined in the written agreement;
 - iv. There is reasonable evidence that the International Student's reasonable expectations about their current course were not being met by BAA;
 - v. There is evidence that the International Student was misled by BAA or a representative of BAA including its education or migration agents regarding BAA or the CRICOS registered course/s being offered by BAA and it is / they are unsuitable to the International Student's needs and/or study objectives;
 - vi. An appeal (internal or external) on another matter results in a decision or recommendation to release the International Student;
- c) The circumstances BAA considers as providing reasonable grounds for refusing the Student's request; and
- d) A reasonable timeframe for assessing and replying to the Student's transfer request having regard to the restriction period.

Release, if granted by BAA, must be provided at no cost to the International Student and BAA must advise the International Student of the need to contact the Department of Home Affairs (DHA) to seek advice on whether a new Student Visa is required.

Where BAA does not grant a release, the International Student must be provided with written reasons for refusing the request and must be informed of his or her right to appeal the BAA's decision in accordance with Standard 10: Complaints and Appeals from the National Code 2018.

Where BAA refuses to provide a release after an application has been made by an International Student and that application has been assessed by BAA, BAA must not finalise an International Student's refusal status in PRISMS until an appeal finds in favour of BAA, or the International Student has chosen not to access the complaints and appeals processes within the twenty (20) working day period, or the International Student withdraws from the complaints and appeals process.

All release outcomes must be recorded in PRISMS. While a Letter of Release or other formal documentation is no longer required, it is best practice to notify the International Student of the outcome of their application in writing, as well as advice that if granted, it is strongly recommended that they contact DHA to confirm if their Student Visa is affected.

BAA must maintain records of all requests from International Students for a release and the assessment of, and decision regarding, the request for two (2) years after the International Student has ceased to be an accepted Student of the course.

An International Student who has completed at least six (6) months of their principal course (except for the schools sector as previously documented) does not need to apply for release but they must apply for a cancellation of their enrolment.

Further information on managing Student transfers is available on PRISMS at the following URL <https://prisms.education.gov.au/Information/ShowContent.ashx?Doc=How%20To%20Manage%20Student%20Transfers%20in%20PRISMS.pdf>. Transfers will be completed by authorised BAA officers who have been authorised access to PRISMS. These officers would have met the training requirements for accessing the government site.

BAA's general policy in relation to approving requests to transfer enrolment is that:

1. Provided International Students meet the requirements of this Policy, the release will be approved;
2. An International Student is expected to provide a fully and accurately completed application to transfer or other variation as relevant to their enrolment;
3. An International Student will not be approved for a release just because they have changed their mind. BAA provides adequate pre-enrolment information to International Students as well as through their education agent network to enable International Students to make an informed decision about the course that they wish to study and BAA itself. Where an International Student can provide evidence that they believe that they have been misled or the course or BAA is not what they were led to believe, BAA will assess the application on its merits and in accordance with any evidence provided to support the application for release on these grounds;
4. Where a course is removed from any skills occupation list that could lead to a migration outcome, this will not be considered as a compassionate and compelling circumstance for a release or cancellation of enrolment;
5. Where any of the following circumstances apply, BAA is not likely to approve an application for release (each individual application will however be assessed on its individual merits):
 - a. A transfer may impact the International Student's progression through a packaged pathway;
 - b. The International Student owes fees to BAA;
 - c. The International Student's enrolment is linked to another person's Visa and the other person is the principal Visa holder and they are required to relocate;
 - d. The International Student states that they can no longer continue their enrolment because for example, they cannot find work to pay their fees, live in Australia. International Students have, in order to apply for enrolment and their Student Visa, confirmed that they had sufficient financial capacity to undertake the course and maintain compliance with their Student Visa);

- e. The International Student has only recently commenced their enrolment or only recently come to the attention of BAA as experiencing difficulty and BAA has not yet had the opportunity to implement its intervention strategies.

Procedure

Student Transfer Request

Where BAA is the Principal Course Provider

The International Student must submit an 'Application for Release Form' via email to Student Support Services-Team Leader at: enquiries@buildersacademy.com.au so that there is no dispute about when or how an application for release as submitted. Each page of the application and its supporting evidence must be numbered to ensure that there is no dispute about how many pages were submitted and 'a page has disappeared'.

The International Student must also attach a copy of a valid Letter of Offer from the proposed institution and any supportive documents such as a medical certificate, other compassionate and compelling circumstances or other evidence that meets the grounds for a release under this policy.

International Students should allow at least ten (10) working days for their application to be processed. BAA will notify the International Student in writing via email of the outcome of the request.

If a request for refund of fees also applies, the Student must attach this to the application as well.

A copy of all documentation must be maintained on the International Student's file for at least two (2) years after the International Student ceases to be an accepted Student of the course.

Where BAA is NOT the Principal Course Provider

Where BAA is not the Principal Course Provider any transfers that the Student wishes to do will need to be arranged through their Principal Provider and the new Provider they wish to enrol with.

If relevant to BAA, a copy of all documentation must be maintained on the International Student's file for at least two (2) years after the International Student ceases to be an accepted Student of the course.

Student Transfer Request to Enrol with BAA

Where six (6) months has not elapsed in the International Student's principal course, the Student must be referred to the principal course provider and is subject to the other provider's release policy.

If the other provider indicates it will release the International Student, BAA will assess the application and determine if it will issue a Letter of Offer in accordance with this policy.

Any Letter of Offer that is issued to an International Student in this scenario must be conditional upon the following circumstances which include the issue of a Student Visa that allows for the course to be completed within the expected duration.

Outcome of Student Transfer Request

International Students will be advised of the outcome of their request within ten (10) working days of the request in writing.

Where a transfer request has been approved:

- The International Student's enrolment at BAA will be cancelled and notification will be provided to DET and DHA of the International Student's cessation of studies at BAA . Where relevant, cancellation fees and penalties will be applied in accordance with BAA's *Refund Policy*; and
- Where an International Student Transfer Request has been declined, the International Student's enrolment will remain current, and the International Student will be advised of the reason for the refusal of the request in writing and their ability to lodge a complaint or appeal regarding the decision in accordance with the BAA Grievances, Complaints and Appeals Policy.

A copy of all documentation must be maintained on the International Student's file for at least two (2) years after the International Student ceases to be an accepted Student of the course.

Appeal Against Student Transfer Request

Where a Student Transfer Request has not been supported, the International Student can lodge an appeal in accordance with BAA's Grievances, Complaints and Appeals Policy.