



Document Type	Policy
Administering Entity	Board of Directors
Latest Approval/Amendment Date	November 08 2022
Last Approval/Amendment Date	October 30 2020
Approval Authority	Board of Directors
Indicative time of Review	November 08 2023

1. Purpose

The purpose of this policy is to:

- Ensure that Analytics Institute of Australia (AIA) complies with the Education Services for Overseas Students Act 2000 (ESOS) and the requirements of Standard 7 of the National Code of Practice 2018 (NC18) for administering requests from international students seeking a transfer between AIA and another registered provider.
- Provide information about the conditions under which AIA will consider an international student's request for a transfer to or from another registered provider, and the procedures for students to follow in relation to changing their provider.

2. Scope

This policy applies to international students studying at AIA. This policy sets out the process for international students seeking to transfer to or from another registered provider.

3. Principles

Transferring from AIA to another Provider

Transfers in first six months

- International students studying at AIA are required to complete the first six months of study at the AIA before transferring to another registered provider. A student's current visa may be impacted if they transfer from AIA to another registered provider, and they should be advised to contact or seek information from Australian Government's Department of Home Affairs website for clarification.
- However, AIA will consider permitting an international student to transfer to another registered provider prior to the completion of six months of their study in certain circumstances, which may include (but is not limited to) the following:
 - The international student is unable to achieve satisfactory course progress even after engaging with the strategies for improvement provided in AIA's [Students At-Risk Policy and Procedures](#).

- There are compassionate or compelling circumstances, such as the student provides evidence that they are under a real threat to their mental or physical health by remaining in the course or provides evidence of other significant personal reasons.
- AIA is unable to deliver the course for whatever reason.
- There is evidence that current courses do not meet the international student's reasonable expectations.
- There is evidence that the international student was misled by AIA or an education agent acting on behalf of AIA and the course of study is therefore unsuitable for the student's needs or objectives, or
- An appeal (internal or external) on another matter results in a decision or recommendation to release the international student.

c. AIA will maintain records of all requests from overseas students for a release and the assessment of, and decision regarding, the request for two years after the overseas student ceases to be an accepted student.

Government-sponsored students

- a. Government-sponsored students will require a letter from their sponsor supporting the transfer to the new registered provider or a financial guarantee from the sponsor for the new program at the new registered provider.

Grounds for refusal

- a. In accordance with ESOS National Code Standard 7, a student's application to transfer may be refused in the following circumstances:
 - They failed to read or understand the AIA Offer Letter, Tuition Fee, and Refund Policies.
 - If a student visa was granted, they failed to enroll at AIA before the enrolment deadline. In this situation, they should apply to defer their offer from AIA.
 - They are planning to transfer to a standalone ELICOS program.
 - There is strong evidence that they have not genuinely engaged in study.
 - A student requires or has access to a particular support service at AIA that will not be delivered by the new registered provider or accessible to the student following the transfer.
 - There are unpaid course fees for the current study period.
 - AIA finds that their supporting documents are fraudulent.

- b. If AIA does not grant a release, the student will be advised of the reasons for refusing the request in writing and their right to access the Student Grievance and Resolution process within 20 working days. AIA will not finalise the refusal in PRISMS until the student chooses not to access the complaints and appeals process within the 20 working days period, the student withdraws from the process, or if the process finds in favour of AIA. [click here for [Student Grievance and Resolution Policy and Procedures](#)]
- c. Where AIA approves the request, the date of the release and the reason will be recorded in PRISMS and the student can apply for a refund in line with the AIA's [Fees, Charges and Refund Policy](#). When a release is granted, it is at no cost to the international student.
- d. When a release is granted, AIA will advise the student to contact Immigration to seek advice on whether a new student visa is required.

Transfer after six months of principal course is complete

- a. AIA will not prevent an international student from transferring to another registered provider after they have completed six months of their principal course.
- b. Transfer process:
 - Students must request a transfer in writing to the Registrar.
 - AIA will acknowledge the request within 5 working days assuming that the request is not within the restricted 6-month period.
 - AIA Student Administration staff will meet with the student to discuss and assess their request.
 - AIA will provide a student with a written response within 14 days from the receipt of the request for release.
 - If approved, AIA will record the release in PRISMS. The student will also be advised to contact the Department of Home Affairs to seek advice about whether a new student visa is required.
 - Records of interviews and correspondence will be documented in the student's file and relevant information entered into PRISMS.
 - All fees must be paid up to date.
 - Where the student is close to completion of a subject or near the end of term, AIA will advise the student to complete the term, including relevant examinations.
 - If the student is struggling with their academic work, AIA will provide additional support as part of an intervention strategy, in line with the [Students At-Risk Policy and Procedures](#) and [Student Support Policy](#).
 - AIA will provide relevant information on the refund of fees.

- AIA cannot release a student unless a letter is provided from another registered provider confirming that a valid enrolment offer has been made.
- Records of interviews and correspondence will be placed in the student's file and relevant information entered into PRISMS.

Transferring to Analytics Institute of Australia from another Provider

- AIA will not knowingly enroll international students from another registered provider prior to the six-month requirement except under the following circumstances:
 - The other registered provider has released the student and confirmation is received in writing.
 - The registered provider has ceased to be registered, or the course in which the student is enrolled has ceased to be registered or is no longer being offered.
 - A government sponsor of the student considers the change to be in the student's best interest and has provided written support for the change.
- Any request to transfer into the AIA must be in writing and may include AIA conducting an interview with the student. The AIA may then proceed to:
 - Ask permission to contact the institution concerned.
 - Check the student's commencement date.
 - Request that the student gets the principal provider to report the release, where the student is on a packaged offer.
- Where a release from the provider cannot be provided, AIA will check the status of the international student at the institution to determine if exceptional circumstances exist such as:
 - The original registered provider has ceased to be registered.
 - The course in which the student is enrolled has ceased to be registered.
 - The original registered provider has had a sanction imposed on its registration by TEQSA or the Commonwealth Government that prevents the student from continuing his or her principal course.
 - 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.

Appeals

Students that are dissatisfied with the outcome of an application to transfer to or from another registered provider may refer to the AIA [Student Grievance, Resolution Policy, and Procedures](#) for information regarding their options. AIA will maintain records of all requests from overseas students for a release and the assessment of, and decision regarding, the request for two years after the overseas student ceases to be an accepted student.

4. Responsibility

The Chief Operating Officer is responsible for maintenance and implementation of this Policy.

5. Legislation and Associated Documents

The following Standards in the Higher Education Standards Framework are relevant to this Policy: 1.1.2a-c, 2.4.2, 6.2.i, 7.2.4

Relevant legislation is:

- Higher Education Support Act 2003 and Higher Education Provider Guidelines
- Education Services for Overseas Students Act 2000 and the National Code

6. Supporting Information

The following AIA Policies and Procedures are relevant to this Policy

- AIA Fees and Charges Schedule
- Admission and Enrolment Policy and Procedures
- Fees, Charges and Refund Policy
- Student Grievance and Resolution Policy and Procedures
- Tuition Protection Policy and Procedures
- Course Discontinuation and Teach Out Policy and Procedures
- Student Grievance and Resolution Policy and Procedures

Version history

Version	Approved by	Approval Date	Details
1.0	Board of Directors	30/10/2020	
2.0	Board of Directors	08/11/2022	Amendments for compliance to National Code Standard 7, accepted by TEQSA as part of CRICOS approval and reviewed by the Academic Board on 31/10/2022. Approved by Circular Motion 08/11/2022.

Document owner: Board of Directors