

# Course Transfer Policy and Procedure

## 1 Background

Menzies Institute of Technology (hereinafter known as the “Institute”) is required to adhere to the requirements under Standard 7 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018. In addition, the internal process for students transferring courses within the Institute is to be outlined.

This policy and procedure applies to International Student enrolments only. Domestic students are able to withdraw and transfer their enrolment as per MITP08 Deferral, Suspension and Cancellation Policy and Procedure.

## 2 Purpose

The purpose of this policy is to ensure that:

- The Institute does not enrol transferring students prior to the student completing six months of their principal course of study except for the circumstances outlined in this policy and procedure.
- The Institute has a policy and process for assessing student applications to:
  - transfer from the Institute before completing six months of their principal course
  - transfer to another course provided by the Institute

In addition, the internal process for students transferring courses within the Institute is outlined in this policy and procedure.

## 3 Audience

This policy applies to all international students, Institute staff members and third parties, providing a service on behalf of the Institute.

## 4 Definitions

**DET** means Department of Education and Training.

**DHA** means Department of Home Affairs.

**PRISMS** means Provider Registration and International Student Management System (PRISMS).

**Six months** means six calendar months from the date that the student commences their studies as per Confirmation of Enrolment start date.

**Course Package** means a package of courses included on a student's Visa that usually includes the principle course and any approved pre-requisite courses

**Registered Provider** means an Australian education provider approved to offer courses to overseas students, and registered on CRICOS (the Commonwealth Register of Institutions and Courses for Overseas Students).

## 5 Policy

All decisions made by the Institute with regard to student transfer requests will be made in accordance with this policy and procedure, will be fair and take into account the student's individual circumstances and any other relevant factors.

### 5.1 Transferring from another registered provider

- The Institute will not knowingly enrol a student wishing to transfer from another registered provider's course prior to the overseas student completing six months of his or her principal course unless one or more of the following conditions apply:
  - the releasing registered provider or the course in which the student is enrolled has ceased to be registered;
  - the releasing registered provider has had a sanction imposed on its registration by the ESOS agency that prevents the student from continuing his or her principal course at that registered provider;
  - the releasing registered provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS;
  - 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.

## 5.2 Transferring to another registered provider

- For the Institute students seeking to transfer to another registered provider's course of study prior to completing six months of their principle course, the transfer request will be assessed and granted in any of the following circumstances:
  - the student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with the Institute's intervention strategy to assist the overseas student in accordance with Standard 8 (Overseas student visa requirements).
  - there is evidence of compassionate or compelling circumstances.
  - the Institute fails to deliver the course as outlined in the student agreement.
  - there is evidence that the student's reasonable expectations about their current course are not being met.
  - there is evidence that the student was misled by the Institute or an education or migration agent regarding the Institute or its course and the course is therefore unsuitable to their needs and/or study objectives.
  - an appeal (internal or external) on another matter results in a decision or recommendation to release the student.
- A transfer to another course/registered provider will not be granted where:
  - The transfer may jeopardise the student's progression through a package of courses.
  - The student has recently started studying the course and the full range of support services are yet to be provided or offered to the student. In this case, the student will be requested to wait a further 4 weeks before deciding whether to apply for a transfer to another registered provider during which time the full range of support services will be provided to the student.
  - The student is trying to avoid being reported to DHA for failure to meet the provider's attendance or academic progress requirements.
  - There are no legitimate compassionate or compelling circumstances.
- In order for a request for transfer to be considered and a letter of release provided, students must provide a valid offer of enrolment from another registered provider.
- The outcome of the student's application for course transfer will be provided in writing within 10 working days of receipt of application.
- Where a student's application is refused, the reasons for this will be communicated plus the right to access the complaints and appeals **process as outlined below.**

- There is no cost in releasing students. However, where a student transfers to another registered provider, any refund of course fees, where applicable, will be paid will be in accordance with Institute's *MITP10 Refunds Policy and Procedures*.

### 5.3 Transferring to another course offered by the Institute

- Students may transfer to another course offered by the Institute in the following circumstances:
  - Where it is considered that the course that the student wishes to transfer to;
    - better meets the study capabilities of the student; and/or
    - better meets the long term goals of the student, whether these relate to future work, education or personal aspirations; and/or
    - Or, where the student claims or can provide evidence that his or her reasonable expectations about the current course are not being met.
- A transfer to another course within the Institute will not be granted where:
  - The transfer may jeopardise the student's progression through a package of courses.
  - The student has recently started studying the course and the full range of support services are yet to be provided or offered to the student.
  - The student is trying to avoid being reported to DHA for failure to meet the provider's attendance or academic progress requirements.

• In order for a request for transfer to be considered, students must complete an

- The outcome of the student's application for course transfer will be provided in writing within 10 working days of receipt of application.
- Cost involved in transferring to another course plus any refund of course fees paid for the student's current course in unspent fees will be in accordance with the Institute's *MITP10 Refunds Policy and Procedure*.

### 5.4 Visa advice

All students who are either considering a course transfer, or have had their transfer request approved, will be advised that they must contact DHA to seek advice on whether a new visa is required. To find out more about visa requirements, students will be advised to contact DHA on 131881 or visit the following website:  
<https://www.homeaffairs.gov.au/trav/stud>

## 5.5 Complaints and Appeals

- Where the decision is made to refuse a course transfer or the Institute does not respond to the request in the timeframe set out in this Policy, the student may appeal against the decision by accessing the Institute's *MITP07 Complaints and Appeals Policy and Procedure* process within 20 days. If the appeal finds in favour of a student wishing to transfer, a letter of release will be granted.
- The refusal status will not be finalised in PRISM until the complaints and appeals process is finalised within the 20 working day period or the student withdraws from the course.

## 5.6 Records

- All records relating to course transfers will be kept for two years after the student ceases to be an enrolled student. This includes requests for release, the assessment of the request and the decision. This is in accordance to *MITP31 Student Records Management Policy and Procedure*.

## 5.7 Publication

- This policy is provided to students in the *Student Handbook*, which is provided to students prior to or upon commencement of a course, and also via the Institute's website at <https://menzies.vic.edu.au/students/policies-and-forms/>

## 6 Procedures

### 6.1 Transfers from another provider

| Procedure  | Responsibility                             |
|--|--|
| <p><b>Review application</b></p> <ul style="list-style-type: none"> <li>Check PRISMS to see if the releasing registered provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS.</li> <li>If required, contact the student or student's agent to confirm the student's status with the previous registered provider.</li> </ul> | Student support Officer/ Admission officer |
| <p><b>Approve application</b></p> <p>Where the application is approved by the Marketing and Business Development Manager, inform the Admissions Officer to continue with generation of Confirmation of Enrolment as per <i>MITP11 Admissions Policy and Procedure</i></p>  | Marketing and Business Development Manager |
| <p><b>Refuse application</b></p> <ul style="list-style-type: none"> <li>Where the application is not approved or insufficient evidence has been provided, inform the student in writing within 10 working days.</li> </ul>   | Marketing and Business Development Manager |

### 6.2 Transfers to another provider

| Procedure  | Responsibility                             |
|--|--|
| <p><b>A. Process application</b></p> <ul style="list-style-type: none"> <li>Where a student requests to transfer to another provider, provide the student with <i>MFS06 Application for Withdrawal Form</i> for completion.</li> <li>On receipt of form, acknowledge receipt by post and/or email to the student.</li> </ul> | Marketing and Business Development Manager |

| Procedure  | Responsibility  |
|--|---|
| <p><b>B. Review application</b></p> <ul style="list-style-type: none"> <li>Review the application and supporting evidence provided within 10 working days of receipt of application.</li> <li>Make a decision based on the circumstances in which a transfer will be granted as set out in this policy. Discuss with Head of Operations if required for further advice.</li> </ul>   | <p>Marketing and Business Development Manager</p>   |
| <p><b>C. Approve application</b></p> <ul style="list-style-type: none"> <li>Where the application is approved, inform the student in writing, including a <i>Letter of Release</i>, information on any refund of course fees (if applicable in accordance with the Institute’s <i>MITP10 Refunds Policy and Procedure</i> and advising the student to contact DHA to confirm whether they will need a new visa.</li> <li>If a student’s appeal is successful, a letter of release will be granted and emailed to the student.</li> <li>Report the ‘Student Course Variation’ into PRISMS immediately.</li> <li>Issue statement of attainment if eligible</li> <li>Include all documentation on the student’s file or upload on Wisenet (SMS), to be kept for a minimum of 2 years. The student file is to be processed and filed in accordance with <i>MITP08 Deferral, Suspension and Cancellation Policy and Procedure</i>.</li> </ul> | <p>Marketing and Business Development Manager</p> <p>Student support Officer/ Admission officer</p> |
| <p><b>D. Refuse application</b></p> <ul style="list-style-type: none"> <li>Where the application is refused, inform the student in writing, including the reasons for the decision and advising the student of their right to access the Institute’s <i>MITP07 Complaints and Appeals Policy and Procedure</i> and that they have 20 working days in which to do this from the date specified on the letter.</li> <li>Include all documentation on the student’s file.</li> <li>If the student does not appeal against the decision or if their appeal is unsuccessful, the matter will be closed.</li> <li>Include all documentation on the student’s file or on Wisenet, to be kept</li> </ul>   | <p>Marketing and Business Development Manager</p>   |

| Procedure                 | Responsibility |
|---------------------------|----------------|
| for a minimum of 2 years. |                |

### 6.3 Transfers to another course offered by the Institute

| Procedure   | Responsibility  |
|---|---|
| <p><b>Process application</b></p> <ul style="list-style-type: none"> <li>Where a student requests to transfer to another course within the Institute, provide the student with an <i>Internal Course Transfer Application Form</i> for completion. Documentation required is stated on this form. This will include any documentation required relevant to the entry requirements for the course into which the student wishes to transfer.</li> <li>Acknowledge receipt of <i>Internal Course Transfer Application Form</i> by post and/or email to the student. This should include advice to the student that they must stay in their current course until their application is assessed and that the student must contact DHA for advice on visa implications.</li> </ul> | <p>Student support<br/>Officer/ Admission<br/>officer</p>   |
| <p><b>2. Review applications</b></p> <ul style="list-style-type: none"> <li>Review the application and supporting evidence provided within 10 working days of receipt of application.</li> <li>Make a decision based on the circumstances in which a transfer will be granted as set out in this policy.</li> </ul>   | <p>Marketing and<br/>Business<br/>Development<br/>Manager</p>   |
| <p><b>3. Approve application</b></p> <ul style="list-style-type: none"> <li>Where the application is approved, inform the student in writing, information on any additional fees and/or refund of course fees in accordance with the Institute's <i>MITP10 Refund Policy and Procedure</i> and advising the student to contact DHA to confirm whether they will need a new visa.</li> <li>Cancel current COEs and create new CoEs and all required documentation for new course in accordance with standard procedures</li> </ul>   | <p>Marketing and<br/>Business<br/>Development<br/>Manager</p> <p>Student support<br/>Officer/ Admission</p> |



| Procedure  | Responsibility   |
|--|--|
| for enrolment as per the <i>MITP11 Admissions Policy and Procedure</i> <ul style="list-style-type: none"> <li>Include all documentation on the student's file or on Wisenet.</li> </ul>  | officer  |
| <b>4. Refuse application</b> <ul style="list-style-type: none"> <li>Where the application is refused, notify the student including the reasons for the decision and advising the student of their right to access the Institute's <i>MITP07 Complaints and Appeals Policy and Procedure</i> and that they have 20 working days in which to do this from the date specified on the letter.</li> <li>If the student does not appeal against the decision or if their appeal is unsuccessful, the matter will be closed.</li> <li>If a student's appeal is successful, a letter of release will be granted and emailed to the student.</li> <li>Include all documentation on the student's file or on Wisenet.</li> </ul> | Marketing and Business Development Manager<br><br>Student support Officer/ Admission officer |

## 7 Review

This policy will be subjected to a review and update at intervals of three years from the approval date. Exceptions to frequency of review can be made if necessary. Any person who wishes to enter a complaint concerning this policy may do so in accordance with the appropriate policies.

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| <b>CRICOS Code:</b>                | 02815M   |
| <b>Document Title:</b>             | Course Transfer Policy and Procedure   |
| <b>Document Number:</b>            | MITP09   |
| <b>Version:</b>                    | Version 18   |
| <b>Relevant Standards:</b>         | National Code 2018 Standard 7  |
| <b>Related Policies/Documents:</b> | <i>MITP10 Refunds Policy and Procedures</i><br><i>Internal Course Transfer Application Form</i><br><i>MITP07 Complaints and Appeals Policy and Procedure</i><br><i>MITP31 Student Records Management Policy and Procedure</i><br><i>MITP08 Deferral, Suspension and Cancellation Policy and Procedure</i><br><i>MITP11 Admissions Policy and Procedure</i> |

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|--|---|---|
|  | <i>MFHxx Student Handbook</i><br><i>MFS06 Application for Withdrawal Form – International Student</i><br><i>MFSxx Internal Course Transfer Application Form</i><br><i>MFLxx Letter of Release</i> |   |
| <b>Responsibility:</b>                     | Student support Officer/ Admission officer, Marketing and Business Development Manager  |   |
| <b>Approved By:</b>                        | PEO   |   |
| <b>Date Approved:</b>                      | 30/09/2019  |   |
| <b>Next Review Date:</b>                   | September 2021  |   |
| <b>Version Control and Change History:</b> |   |   |
| <b>Version Number</b>                      | <b>Approval Date</b>  | <b>Amendment</b>  |
| 1  | 5/2/2008  | Creation of policy  |
| 2  | 6/2/2008  | Update of policy for responsibilities   |
| 3  | 14/1/2009   | Update to new requirements  |
| 4  | 19/2/2010   | Update Process  |
| 5  | 16/3/2010   | Update the Request process  |
| 6  | 7/4/2010  | Update definitions  |
| 7  | 30/4/2010   | Update conditions for granting transfer   |
| 8  | 6/5/2011  | Update definitions  |
| 9  | 15/9/2011   | Update to new requirements  |
| 10   | 1/6/2012  | Review and amended next review date   |
| 11   | 2/6/2012  | Updated cost for issuance of release letter, Updated record keeping practices for release letter (clause 3.5) |
| 12   | 1/9/2016  | Reviewed and amended the next review date   |
| 13   | 1/9/2017  | Reviewed and amended the next review date   |
| 14   | 12/10/2017  | Updated clause 3.4, 3.0 for domestic student requirements   |
| 15   | 1/2/2018  | Reviewed, updated Clause 3.3 and next review date   |
| 16   | 18/04/2018  | Updated Policy and Procedures   |
| 17   | 23/04/2019  | Updated Clause 1 to denote that this policy is for International Students only.                               |
| 18   | 17/09/2019  | Review and update the responsible person information  |