



INTERNATIONAL STUDENT TRANSFER POLICY & PROCEDURE



ALPHA TRAINING COLLEGE

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PURPOSE

The purpose of this policy is to implement a documented policy and process for assessing overseas student transfer requests prior to the overseas student completing six months of their principal course.

Students on an International student visa must continue with their original education provider for the first six months of their primary program. This restriction applies from the time a student begins study up until they have finished six calendar months of their principal program. It includes any preliminary courses prior to the student's principal program in a packaged offer. However, under the National Code 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.

This policy details the procedures for assessing applications to transfer within this period. The procedures outlined below will ensure that it does not enrol any transferring international student prior to the 6 months of their principal course being completed unless that student has a valid letter of release agreeing to such a transfer and the below procedures will be implemented.

Students who have studied longer than this period of 6 months can apply as normal and no letters of release needs to be sighted.

Objectives

The objective of this Policy and Procedure for Alpha International College Australia (AICA) is to ensure that AICA:

- has suitable and appropriate mechanisms in place to deal with student course transfers
- policy framework support the student course transfers
- personnel know their responsibilities and obligations to comply with compliance and legislative requirements

For the purposes of this policy, the term "RTO" refers to Alpha International College Australia (AICA).

Scope

This policy applies to all current and prospective students of RTO and all staff involved in the transfer of international students and to ensure that:

- a) The organisation comply with the National Code of Practice for Providers of Education and Training to Overseas Students, 2018. Standard 7 requires the



organisation to assess requests from students for transfer to another registered provider in accordance with documented policies and procedures.

- b) The organisation outlines the circumstances under which the RTO will allow both the enrolment of international students transferring from another Registered Provider into the RTO and the release of students from the RTO to another Registered Provider and the procedures for assessing such requests for transfer. This statement applies to international students studying in Australia, with a student visa, who wish to transfer between Registered Providers.

Terms and definitions

ASQA means Australian Skills Quality Authority, the national VET regulator and the RTO's registering body.

Standards mean the Standards for Registered Training Organisations (RTOs) 2015 from the VET Quality Framework which can be accessed at www.asqa.gov.au.

DHA Department of Human Affairs.

ESOS Act: The Education Services for Overseas Students Act 2000 of the Commonwealth of Australia, as amended from time to time.

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

CRICOS: Commonwealth Register of Institutions and Courses for Overseas Students.

Certification/Testamur Certification is the verification and authentication of a student's entitlement to a qualification.

Course When discussing VET qualifications the term 'course' refers to a state-based curriculum course (not associated with a Training Package) which is accredited under the AQF. A RTO course is an approved plan of study (collection of approved units) with specific award rules leading to an award of RTO (RTO).

Enrolment Each program of study is made up of multiple individual units of study (subjects). Enrolment is the process whereby the students who are admitted to a program of study select and confirm the units they will study in a particular study period.

Learning A process by which a person assimilates information, ideas, actions and values and thus acquires knowledge, skills and/or the application of the knowledge and skills.

Learning outcomes The expression of the set of knowledge, skills and the application of the knowledge and skills a person has acquired and is able to demonstrate as a result of learning.



Victorian Student Number (VSN) This is a unique number allocated to every student in Victoria that are below 25 years of age upon enrolment. This number is recorded in the Student Management System (VETtrak at RTO).

Unique Student Identifier (USI) A national student identifier (or number) for vocational educational education and training (VET) students with the capability of being fully integrated with the entire education and training system and, potentially, also covering early childhood education. A USI would enable all training activity to be linked, facilitating electronic training records of learner attainment (e-portfolios), irrespective of where the training took place.

LETTER OF RELEASE A letter provided by a current provider indicating agreement to release a student a) who is on a student visa and b) has not completed the first 6 months of his/her principal course, to transfer to study at another institution.

PRISMS The Provider Registration and International Student Management System (PRISMS) is the system used to process information given to the Secretary of DET by registered providers.

General Processes

Policy aspect	RTO Implementation
<p>1. Procedures (In accordance to National Code 2018 Standard 7 requirement)</p>	<p>Any request that is received in relation to a student wishing to transfer education providers shall be the responsibility of Compliance Manager. Compliance Manager shall assess the applications for transfer between education providers and will conclude an outcome based on the following procedure.</p> <p>1.1. Students wanting to apply for a course at AICA from another provider can do so by writing a request to transfer or release along with a valid enrolment offer from another provider.</p> <p>1.2. AICA's Compliance Manager will access the student information via PRISMS. It will be ascertained if the length of studies completed in their current Principal course of study is greater than 6 months. Copy of the student visa in the passport can also be used to ascertain what the principal course is and when did the student arrive in Australia.</p> <p>1.3. After completing this process, Compliance Manager will print a copy of the PRISMS record and attach to the student application.</p> <p>1.4. If a student has completed more than 6 months, the application has proceeds as applicable. However if a student has not completed more than 6 months of their course, PRISMS is to be checked to ascertain if the student has been released from their current provider.</p> <p>1.5. If the current provider provides a Release on PRISMS, the application will proceed accordingly.</p>



Providing release from AICA

In accordance with the National Code 2018 standard 7
Circumstances in which AICA will grant the transfer request or release because the transfer is in the overseas student's best interests, including but not limited to where AICA has assessed that:

- Where AICA has assessed that the overseas student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with AICA's intervention strategy to assist the overseas student. In such circumstances if student requests the release from institute by presenting an offer letter of other suitable course. AICA will grant the release in student's best interest.
- Where there is evidence of compassionate or compelling circumstances
- If a student is moving to another state that imply the condition, that student will not be able to attend his/her classes or continue the course with AICA.
- If AICA fails to deliver the course as outlined in the written agreement
- If there is evidence that the overseas student's reasonable expectations about their current course are not being met
- There is evidence that the overseas student was misled by AICA, an education or migration agent regarding AICA, 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 overseas student.
- Release will be provided if a student has provided a valid Offer letter from another registered provider and has paid all the remaining fees that was due or that a student is required to pay for his course.

Note: If release is granted from AICA, it will be at no cost to the overseas students and AICA will further provide written advice to students to contact Immigration department to seek advice on whether a new student visa is required.

**Refusing
release
from AICA**

Circumstances under which release will not be granted to overseas students include but are not limited to:

- If a student wishes to request a release for same course at different institute or registered provider.
- Course progress of student is not up to date i.e. the overseas student has been unable to achieve
- satisfactory course progress at the level they are studying, even after engaging with AICA's intervention
- Strategy to assist the overseas student in accordance with Standard 8 (Overseas student visa requirements). In this case, AICA will provide student with opportunity to maintain satisfactory course
- progress.
- Student has not paid his/her fees for the course or has remaining fees left to be paid.

If AICA intends to refuse the transfer request, AICA will inform the student in writing

- The reason for refusal
- Overseas student's right to access AICA's complaints and appeals process, in accordance with Standard 10 (Complaints and appeals), within 20 working days.

AICA will not finalise the student's refusal status in PRISMS until the appeal finds in favour of AICA, or the overseas student has chosen not to access the complaints and appeals processes within the 20 working days period, or the overseas student withdraws from the process.

AICA's Compliance Manager 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.

<p>Transfer from another provider</p>	<p>AICA will accept students from another registered provider only if they have completed six months of their principal course, except where any of the following apply:</p> <ul style="list-style-type: none">• The releasing registered provider, or the course in which the overseas 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 overseas student from continuing his or her 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 overseas student considers the change to be in the overseas student's best interests and has provided written support for the change <p>Note</p> <p>AICA will record the release on PRISM along with the reasons for granting release to the student with date of effect.</p> <p>AICA will also record the refusal to release on PRISM along with the reasons for refusing release on PRISM with date of effect.</p>
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Records Maintenance

AICA 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.

Procedures for transferring from AICA to another registered provider

Sr.No.	Procedure Steps	Responsibility	Reference
1	Student must submit formal withdrawal form (Form can be found on website)	Student	
2	Student support officer/administration will evaluate the information and documents supplied by the student	Student support officer/ Administration	
3	Compliance manager will review Student information including but not limited to PRISMS, SMS, Student file	Compliance Manager	
4	Compliance manager will make decision in-line with the policy and provided documents no later than 10 days from the application date	Compliance Manager	
5	Update SMS and PRISMS	Compliance manager	
6	Provide formal written notification to the student regarding the outcome	Compliance Manager	

7	If withdrawal application is approved than compliance manager will arrange a statement of attainment for the completed units	Compliance Manager	
8	Account department will check outstanding fees	Account	
9	Administration will update the SMS and record all the information	Administration	

Procedures for transferring to AICA from another registered provider.

Sr.No.	Procedure Steps	Responsibility	Reference
1	Student must complete admission form and RPL and CT form if required	Student	
2	Student support will check PRISMS for the student	Student support officer/ Administration	
3	If PRISMS if updated by previous educational provider than student support will act on the application	Student support	

Continuous Improvement

A summary of all student transfer related matters and concerns will be presented as a part of the Continuous Improvement policy and procedure at the Management Meeting for review. The purpose of this is to ensure management become aware of:

- Any general adverse trend that needs correcting
- Common threads relating to the compliance and quality assurance.
- Repeat issues

Publication

This policy and procedure, once approved, will be available to all students and staff by accessing it from the AICA website.
This policy and procedure will form part of the information distributed and communicated during staff orientation.

Review processes

The policy and procedure will be reviewed annually by the Compliance Manager.
Version 3.0

- Compliance requirements SRTOs 2015 and National code 2018

Written record of critical incident and action taken by AICA will be maintained for at least two years after the overseas student ceases to be an accepted student.			
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INTERNATIONAL COLLEGE**

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