SOUTHERN ACADEMY OF HIGHER EDUCATION

Southern Academy of Higher Education (SAHE)

International Student Transfer Policy and Procedure

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1. Policy Statement

The International Student Transfer Policy and Procedure (the 'Policy') outlines the conditions and the process under which the Southern Academy of Higher Education ('SAHE' or the 'Academy') will allow both the enrolment of transferring international students and the release of international students from SAHE to another registered education provider prior to completing six calendar months of their principal program of study.

1.1 Definitions

For definitions, please refer to the '*Dictionary of Terms*'.

2. Scope

This Policy applies to all:

a. prospective international onshore students requesting to transfer to SAHE; and

b. SAHE international students studying on a student visa, who request to transfer to another registered education provider prior to completing six calendar months of their principal program of study.

3. Policy Principles

This Policy aims to:

a. ensure that all applications of student transfer are assessed equitably taking into consideration the individual circumstances of each student;

b. provide students with the right to appeal, to present their case and a transparent and accessible procedure; and

c. meet the requirements of Part B, Standard 7 of the National Code of Practice for and Providers of Education and Training to Overseas Students 2018.

4. Request for Transfer to SAHE

4.1 Students Seeking Transfer to SAHE

SAHE may enrol an international student transferring from another registered education provider if:

a. the original registered education provider has ceased to be registered or the program in which the student is enrolled was no longer available; or

b. the original registered education provider has had a sanction imposed on its registration that prevents the student from continuing in their program of study;

c. the original registered education provider has agreed to the student's release and recorded the decision in Provider Registration and International Student Management System (PRISMS); or

d. a Government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.

4.2 Students Seeking Release from SAHE

SAHE may grant a transfer request if:

a. there is sufficient and verified evidence of compassionate or compelling circumstances (outlined in the *Deferral and Suspension Policy and Procedure)*; or,

b. SAHE fails to deliver the program as outlined in the Letter of Offer and Written Agreement; or,

c. an appeal (internal or external) on another matter results in a decision or recommendation to release the international student; or

d. a Government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.

4.3 Circumstances under which Release may be Denied

SAHE may deny a request for release under the following circumstances:

a. the student has not engaged with SAHE student support services and recommended intervention strategies including but not limited to:
   i. does not attend the scheduled academic counselling session; or
   ii. has low attendance at academic support workshops or additional tutoring;

b. the Academy believes the student is trying to avoid being reported to the Department of Home Affairs (DOHA) for failure to meet the Academy's attendance or academic progress requirements;

c. the transfer request is to study a program at an AQF level that is considered lower than their current level;

d. the student has outstanding fees or fines;

e. the student cites, as reasons of their request, work commitments or demands of employment; or

f. the student decides they would prefer to live in another city for personal reasons; or

g. the Government sponsor of the student does not approve the request.

5. Procedures

5.1 Transferring to SAHE from another Provider

a. Where an international student seeks to transfer from another registered education provider the student will be required to provide a letter of release from the registered education provider they are currently studying with, which includes the date of effect and reason for release recorded in PRISMS.

b. Where the student states that their current registered education provider has entered their release into PRISMS without providing the student with any written notification, the Academy will seek to create a new Confirmation of Enrolment (CoE) in PRISMS.

c. Where PRISMS notifies that the student is currently enrolled with another registered education provider the transfer application will not proceed.

d. If the student is a Government-sponsored student, they are required to provide written support from their sponsor agreeing to the change which will stand in place of a letter of release.

e. In the circumstances where the original registered education provider or program has ceased to be registered, or sanctions have been placed on the original registered education provider by the Australian Government (which do not allow the student to continue with the program), no letter of release is required.

f. If deemed eligible, the student will be required to apply for admissions in accordance with the SAHE *Admissions Policy and Procedure.*

5.2 Transferring from SAHE to another Provider

a. Where an international student seeks to transfer from SAHE to another registered education provider before they have completed 6 months of their principal program of study the following procedure will apply:
   i. the student must submit a completed and signed *International Student Release Request Form;*

ii. the student is also required to provide a personal statement outlining reasons for the transfer, supported by appropriate evidence (which may include compassionate or compelling circumstances); and
iii. a valid letter of offer from another registered education provider; or
iv. if the student is a Government-sponsored student, they are required to provide written support from their sponsor agreeing to the change.

b. Students will be notified of the outcome of their application within 10 working days of the application submission.

c. If the Academy denies the students request for release, the student will be provided with written notification outlining the reasons for the refusal.

d. All requests for release and the decision made will be recorded in PRISMS and on the student file.

6. Fee Refunds

Any refunds of the program fee will be made in accordance with the *Refunds Policy* and the Tuition Protection provisions of the Education Services for Overseas Students Act, 2000.

7. Records

All records including outcomes relating to international student transfer will be kept in accordance with the *Records Management Policy*.

8. Appeals

Students who are dissatisfied with the outcomes of their application for release may appeal the decision within 20 working days in accordance with the *Student Grievance Management Policy*. SAHE will not finalise the student's refusal status in PRISMS until the appeal finds in favour of SAHE, or the student has chosen not to access the appeals process within 20 working days, or the student withdraws from the appeals process.

Appendix I: International Student Release Request Form

International Student Release Request Form

Personal Details				
Name				
Contact Details	Phone			
	Address			
	Email			
Date of Application				
Program of Study			Start Date	

Please Note

- *It is the student's responsibility to ensure they remain compliant with their student visa conditions at all times, including during a change of registered education provider.*
- *The student may be required to apply for a new student visa if the release is granted. This may involve returning to their home country and/or voluntary visa cancellation especially if they are downgrading to a lower-level program (for example from a Bachelor to Diploma).*
- *Please contact the Department of Home Affairs (DOHA) for further information on visa requirements.*

Additional Documentation

Release is only provided to students in limited circumstances in line with *the International Student Transfer Policy and Procedure*. There is additional documentation that must be provided in support of this application.

☐ A Letter of Offer from another registered education provider

☐ Personal statement outlining reasons for release

☐ Evidence of compelling or compassionate circumstances (*if applicable*).

☐ Evidence of engagement with the SAHE's support services (*if applicable*).

☐ Written support from Government sponsor *(if applicable)*

☐ Evidence that SAHE has cancelled/ ceased to offer the accepted program (*if applicable*).

**Please attach relevant documents in support of your application*

Student Declaration

- I declare that the information supplied on this form and the information given in support of the application is correct and complete.
- I understand that if my application to release is approved, I will have my current, and any future Confirmation of Enrolments (CoEs) at the Academy cancelled.

• If the application to release is approved, I am aware that the Academy will withdraw me from the program I have listed in this form. • I understand that if a refund is due to me, it will be payable in accordance with SAHE *Refund Policy*, which I will apply for in writing. • I understand that my student visa may be affected, and I will contact DOHA and inform them of my change in circumstances.

Student Signature		Date	

Office Use Only

Status				
Release Approved ☐			Release Denied ☐	
Student notified ☐			PRISMS updated ☐	
Comments				
Approved by	Name		Position	
Signature			Date	

Please return this form using the details above

Version Control

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Review	The Academic Board will review this Policy in accordance with the Southern Academy of Higher Education *Policy Documents Review Schedule*.
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Policy Custodian	Dean
Policy Contact	Dean
Higher Education Standards Frameworks (Threshold Standard) 2015 (Cth)	B1.1 "Higher Education Provider" Category Standard 1.1; ss 2 Standard 1.2; ss 1 – 2 Standard 1.5; ss 7 Standard 2.4; Standard 7.2; ss 2
Benchmarking Institutes	Southern Cross University University of Tasmania Charles Sturt University The University of Sydney University of New England Griffith University Flinders University Macquarie University Victoria University The University of Adelaide
Related Document	Dictionary of Terms Academic Progression and Graduation Policy Admissions Policy and Procedure Refund Policy Student Grievance Management Policy Student Consultation Policy

Related Legislations	Higher Education Standards Framework (Threshold Standards) 2021 (Cth) Tertiary Education Quality and Standards Agency Act 2017 Australian Qualifications Framework 2013 National Code of Practice for Providers of Education and Training to Overseas Students 2018 Education Services for Overseas Students (ESOS) Act 2000