

HIIE TRANSFER BETWEEN REGISTERED PROVIDERS POLICY

PURPOSE

The purpose of this procedure is to define the system used to assess student transfer requests within the restricted period (i.e. the first six months from the commencement of the student's principal program) including an outline of the circumstances in which HIIE will allow both the enrolment of transferring students and the release of students from HIIE to another provider as per the National Code of Practice (Standard 7). The restriction applies to any prerequisite courses in a package of courses as well as the first six months of the principal course.

Note that this entire policy/procedure is available to download on HIIE's website www.hiie.edu.au under International -> Policies.

HIIE understands that where the student (who is under 18) is not being cared for in Australia by a parent or suitable nominated relative, HIIE will accept that responsibility for approving the student's accommodation, support and general welfare arrangements if HIIE has made a valid enrolment offer to the student. Please see Homestay information and policy.

WHO IS RESPONSIBLE

The Academic Team is responsible for the implementation of this policy/procedure and to ensure that staff and students are aware of its application and that staff implement its requirements.

REQUIREMENTS

Circumstances where NO Release Letter is required where:

- The Student has completed at least 6 months' study in his or her Principal Course (last course in his or her CoE package); or
- The Student is government sponsored and that government sponsor provides written support for the change as it considers the change to be in the Student's best interests; or
- The original registered provider has ceased to be registered or the course in which the Student is enrolled has ceased to be registered; or
- The original registered provider has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or her principal course

Circumstances for which a letter of release will be issued:

- The student is unable to meet HIIE's course progress requirements and HIIE determines that the student has made a genuine attempt to meet the requirements, including access Student Services support.
- The transfer is considered beneficial to the student's academic progression, including circumstances such as:
 - the transfer allows the student to complete a higher level tertiary qualification.
 - The student is transferring to a qualification not offered at HIIE, due to the inability to cope academically and upon being able to clearly demonstrate or prove that they made a genuine attempt at their studies.
 - HIIE is no longer able to provide the program or support in which the student is due to commence or has enrolled.

Circumstances for which a letter of release will NOT be granted:

- The student has changed their mind about the course, including students enrolled in package courses.
- When granting the release would be detrimental to the student. Factors that may be considered to the student's detriment may include:
 - if the transfer may jeopardise the student's progression through a package of courses; or
 - the transfer would be detrimental to the Student's future study and/or career objectives; or
 - The student is transferring to a lower level qualification or different subject not offered at HIIE, for reasons other than academic ability; or
 - the student has not started studying, or has not accessed HIIE's student support or welfare services after having been requested to do so or if 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 normal timeframe which the student should allow him or herself to adapt to the learning strategies and course progressions is the first four weeks of the course.
- When HIIE believes that the student is trying to avoid being reported to Department of Home Affairs.
 - For example, HIIE forms the view that the student is trying to avoid being reported to the Department of Immigration for failure to meet HIIE's attendance or academic progress requirements
- When the student has been previously warned for poor or non-attendance
- When the student is experiencing timetable schedule conflict with personal, work or other non-study commitments.

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105-111 Johanna St, Jimboomba Qld 4280 +61 (7) 55479666

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- When the student wants to or has moved to a different location (unless there are compassionate or compelling reasons).
- When the student has unpaid course fees for his or her current study period. The current study period is the study period in which the student applies for a letter of release.
- When the student wants to transfer to a provider offering lower fees.
- When HIIE considers the student has taken advantage of its Simplified Student Visa Framework (SSVF) arrangements to obtain a student visa and enter Australia and has requested to transfer to a non SVP provider without making a genuine effort to commence or progress through their studies at HIIE
- There is no written confirmation from another registered provider that a valid enrolment offer has been made.
- The transfer request is made within the first term of study, unless "Circumstances where NO Release Letter is required" applies.

Guidelines

- HIIE will not knowingly enroll the student wishing to transfer from another registered provider's course prior to the student completing six months of his or her principal course of study except where:
 - the original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered
 - the original registered provider has provided a written letter of release
 - the original registered provider has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or her principal course; or
 - 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. If any of the conditions a b c d of Standard 7.1 above apply, a receiving provider can enroll a student before he or she has completed six months of the principal course.
- A letter of release, if granted, is to be issued at no cost to the student and must advise the student of the need to contact Department of Home Affairs to seek advice on whether a new student visa is required (Standard 7.4)
- Where HIIE does not grant a letter of release, the student must be provided with written reasons for refusing the request noting the decision, the reasons for the decision, the factors taken into consideration and reflect the student's individual circumstances and must be informed of his or her right to appeal the registered provider's decision within 20 working days in accordance with (Standard 8) HIIE's Complaints and Appeals Policy and Procedure. (Standard 7.5)
- 4. HIIE will maintain records of all requests from students for a letter of release and the assessment of, and decision regarding, the request on the student's file (Standard 7.6)

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- The student must continue to attend scheduled classes until an outcome of the Cancellation of Course Form and Release Letter request has been made.

PROCEDURE

At each stage of the Transfer between Registered Providers process, the following procedures should be adopted. All requests for transfer to another provider must be submitted in writing on the approved Suspension of Studies/Deferral/Cancellation of Enrolment Application Form located on HIIE's website (www.hiie.edu.au) under the "FORMS DOWNLOAD" link. This procedure does not incur any cost to the student and staff and the application form must inform the student that there is a need to contact the Department of Home Affairs to seek advice on whether a new student visa is required.

Documentation required includes (Transfer out):

- Completed and approved Suspension of Studies/Deferral/Cancellation of Enrolment Application Form
- Unconditional offer letter from the CRICOS registered provider confirming a valid offer of enrolment has been made
- Written evidence that the student's parent or legal guardian supports the transfer and/or written confirmation from the proposed provider that they accept responsibility for approving the student accommodation, support and general welfare arrangements for all students under 18 years of age.
- All requests for release will be assessed by Academic Team or their nominee. After the assessment has been completed a recommendation on whether to release will be made to the Academic Team who will then respond in writing to the applicant within 10 working days. If HIIE refuses to release a student or if HIIE does not respond during the timeframe set out in this policy, the student can appeal through HIIE's Complaints and Appeal process. Where the Academic Team is unable to come to a decision, the Academic Team may seek advice from the Compliance Officer.

Students transferring to Hills International Institute of Education from another Provider

HIIE will not recruit or enroll a student wishing to transfer from another registered provider prior to the student completing six months except in limited circumstances. (Standard 2.1, 1.3 and 7 of the National Code)

- The original registered provider is no longer registered or the course in which the student is enrolled has ceased to be registered.
- The original provider has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or her principal course

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- The original provider has provided a written letter of release. Documentary evidence supporting a student's transfer must be kept on the students file, this must include the release letter from the previous provider (if applicable) and a copy of HIIE offer.
- (For government sponsored international students only), The student has provided a written approval from their government sponsor approving the transfer.
- The student is able to provide documentation which approximates a letter of release (e.g. evidence that the student's CoE was conditional on meeting certain entry requirements and the student had been unable to meet these requirements).

When Denying a Request to Transfer

- Applications will be assessed as per "Circumstances for which a letter of release will NOT be granted" section above. The outcome will be advised in writing, within 5 to 10 working days from receipt of the application and all supporting documentation.
- If the request for transfer is denied for any of the reasons detailed above, the student will be advised of these reasons in writing and will be informed of their right to appeal the decision in accordance with HIIE's Complaints and Appeals Policy.
- The application and a copy of the response are to be kept on the students file on Vet Drive/Power Pro and a copy needs to be stored on hard disk.
- The student is under 18 and there is no written evidence that the student's parent or legal guardian supports the transfer, and/or no written confirmation that the new provider will accept responsibility for approving a student's accommodation, support and general welfare arrangements.

Refunds

If a student transfers to another provider is approved, he or she is subject to the normal conditions of HIIE's Refund Policy which is available in the Student Handbook and downloadable on HIIE's website: www.hiie.edu.au

DEFINITIONS

- International student – students studying in Australia on a student visa.
- Principal program - The principal program of study is the highest qualification in the package of courses.
- Six months of study refers to six calendar months from the commencement of the principal program and is not directly relative to teaching term(s) nor semester(s).
- Exceptional Personal circumstances: must be substantiated and include, but are not limited to:
 - Compassionate and compelling circumstances
 - Circumstances associated with welfare or accommodation that makes it in the student's best interests to take up residency in another state or territory. If the change of residency is in the same state as the campus, the student must demonstrate sound reason for not being able to travel to the campus.

- Compassionate or Compelling circumstances: are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. An authorised staff member will make this determination of assessment at its discretion and grounds (supported by appropriate evidence).

RECORDS

Record	Description	Location	Retention on File
Suspension of Studies/Deferral/ Cancellation of Enrolment Application Form	A Form which must be completed in full and submitting by any student requesting to be released to another provider	VET Drive and Power Pro	Length of participation plus 7 years.
Release Letter	A letter which states the provider has granted the student permission to leave within the first 6 months of his or her primary course	VET Drive and Power Pro	Length of participation plus 7 years.
Letter of refusal	A letter which states the grounds for refusing to provide a release letter and also has information on the appeals process	VET Drive and Power Pro	Length of participation plus 7 years.
Unconditional offer of Enrolment	An unconditional offer letter from another registered provider indicating that the student has a valid enrolment with that provider	VET Drive and Power Pro	Length of participation plus 7 years.

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References

- Suspension of Studies /Deferral/Cancellation of Enrolment Application Form
- Request for Release- successful letter (Release approval letter)
- Request for Release- unsuccessful letter (Letter of Refusal)
- Complaints and Appeals Policy
- Refund Policy
- ESOS Act 2000, National Code 2018
- PRISMS User Manual