Captain Cook Institute Pty Ltd trading as
George Brown College
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Overseas Student Transfer between Colleges

Name:	**Overseas Student Transfer between Colleges**
Approved by:	PEO
Date Approved:	24 August 2023
Implementation Owner	General Manager – George Brown College
Maintenance Owner	General Manager – George Brown College
Review Date	24 August 2024

The National Code restricts approved providers of courses to overseas students from enrolling transferring students prior to the student completing 6 months of their principal course of study.

This policy is designed to ensure that George Brown College (GBC) does not enroll any transferring overseas student prior to 6 months of their principal course being completed, unless that student has a valid Letter of Release agreeing to such a transfer, or if other specific conditions are met.

This policy also details the procedures for assessing applications to transfer from George Brown College to another registered provider within the initial 6 months of a student's principal course.

Policy - Student transfers to GBC

George Brown College will not recruit or knowingly enroll a student wishing to transfer from another registered provider prior to the student completing 6 months of their principal course of study except in the following circumstances:

- The original registered provider has provided a written Letter of Release;
- 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 had a sanction imposed on its registration by the government that prevents the student from continuing their principal course of study;
- 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.

Overseas students seeking to transfer to George Brown College must comply with the College's admissions procedures and meet the course entry requirements.

Procedure - Student transfers out of GBC

A Student wishing to transfer their enrolment with the College needs to pay $250 processing fees and complete the "Application for Cancellation/Withdrawal" form, selecting the appropriate option. The student must provide a Letter of Offer from another provider.

The overseas student is required to meet in person with the Student Services Team to discuss the reason for withdrawal. The Student Services Team will note down all the points discussed in the meeting.
The student will be assisted in making their request formally and will be requested to provide relevant documents. An acknowledgment email will be sent "Letter regarding Cancellation/Withdrawal Request" from RTO manager and intervention register will be updated. GBC will maintain the student's enrolment during the request process. If the student is sponsored, GBC will inform the sponsor of the student's request to transfer.

If the application is complete, the Student Services Team will discuss this case with PEO. GBC will assess and reply to a student's request to transfer within 10 working days on the condition that all the relevant supporting documentation and evidence has been submitted with the request. If the request is approved, the Student Services Team will cancel the eCoE and will process release of the student on PRISMS. Update RTO manager for course by selecting eCoe cancelled/withdrawn, under the customised field update

cancellation reason and the date of cancellation, credit the remaining payments. Issue release letter to the student at no cost and will advise the student of the need to contact the Department of Home Affairs (DHA) to seek advice on any implications to their student visa.

If the request is Not approved, the Student Services Team will inform the student of the outcome of his/her application, within 10 working days with written reasons for the refusal and informing the student of their right to appeal the decision through the College's complaint and appeal policy. (Refer to Letter Refusing Release).

After receiving "Application for Cancellation/Withdrawal Request", still if student fails to provide the evidence, the incomplete application will be refused, and a letter will be sent to the student "Letter refusing release or cancellation" with the detailed reason of refusal. The student can lodge an appeal against the decision within 20 working days. The Student Services Team will update the intervention and close the case and, scan all the paperwork in the student file.

Circumstances in which George Brown College will grant the transfer request is because:

- The transfer is in the overseas student's best interests - Best interest of the Student will be assessed on a case-by-case basis depending on the situation the student is facing which has led him/her to apply to transfer. One such circumstance is where GBC 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 GBC's intervention strategy. It is important to note the reporting of the overseas student's course progress should occur even if the transfer request is granted.
- There is evidence of compassionate or compelling circumstances. Each application will be assessed on its individual merits before decision is finalized. Compassionate or compelling circumstances are generally those beyond control of the overseas student and which has an impact upon the overseas student's course progress or well-being. For example, serious illness or injury, where a medical certificate states that the overseas student was unable to attend class. Another example could be bereavement of close family members (where possible, a death Certificate should be provided)
- George Brown College fails to deliver the Course as outlined in the written agreement
- 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 the registered provider or an education or migration agent regarding the registered provider 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

Letters of Release will always be provided when, or if:

- George Brown College's registration or accreditation has been revoked;
- Sanctions imposed on the College by the government prevent the student from continuing in the course;
- A government sponsor deems that the transfer is in the best interests of the student.

George Brown College will generally agree to a request from an overseas student to transfer to another registered provider prior to completing 6 months of their principal course with George Brown College; however, in assessing such a request the following factors will be taken into account:

- The student requesting a transfer does not have a clear understanding of what the transfer represents to their study options; they are providing inconsistent reasons to justify their release

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request

- The Student will not be deemed to act in their Best Interest if they choose a Course of a lower AQF level, for which they have to apply for a new Student's visa
- The student has not made an attempt to discuss the reasons for seeking a transfer with Customer Service Manager first;
- The student has outstanding course fees owing to George Brown College;
- It is suspected that the student is seeking to transfer to another registered provider only to avoid being reported to the Department of Education and Training for failure to meet visa requirements.
- Students who are not genuinely engaging with an intervention strategy with the intention of failing and being released
- Student subsequently intends to study at a lower Australian Qualifications Framework (AQF) level, they will need to apply for a new student visa

Where it is assessed that one of the above factors apply, the student's request for a Letter of Release may be refused.

Once the process is complete and outcome is sent to the student, all documents will be scanned and saved in students folder and the intervention register case will be closed. All records must be saved for a minimum of 2 years.

If an overseas student who is under the age of 18 on a CAAW, is transferring to GBC from another registered provider, GBC must ensure there is no gap in welfare arrangements. In accepting the overseas students, GBC will liaise with the first registered provider to ensure the overseas student always has appropriate welfare in place and issue a CAAW letter covering the transition from one accommodation arrangement to another. If younger students under 18 would like to transfer to another registered provider, they must follow all the above requirements. They must have their legal guardians signature in order to apply for any transfer.

Change history

Version	Approval date	Review by	Approved by	Change
V.4	10 January 2019	General manager	PEO	Development of policy
V.5	24 August 2023	General manager	PEO	Development of policy