



Overseas Students: Transfer Request Policy

This document outlines the policy and processes in relation to when an Overseas Student wishes to leave Cranbrook School (the School) and transfer to another registered provider, or when an Overseas Student wishes to transfer to the School from another registered provider.

Rationale

Standard 7.1 of the *National Code of Practice for Providers of Education and Training to Overseas Students 2018* (National Code) states the School must not knowingly enrol an Overseas Student seeking to transfer from another registered provider's course prior to the Overseas Student completing the first six months of their first registered school sector course, except where the following applies:

- the releasing registered provider, or 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; or
- 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.

Cranbrook School's Policy

The School will not enrol an Overseas Student seeking to transfer from another registered provider except in circumstances that meet the exceptions under Standard 7.1 of the National Code.

When can a Student Transfer Education Providers?

Overseas Students are restricted from transferring until after the first six months of the Overseas Student's course unless:

- the Overseas Student's course or school becomes unregistered;
- a Government sponsor (where applicable) considers a transfer to be in the best interests of the Overseas Student; or
- the Overseas Student is released by their school after making a transfer request.

After the first six months of the Overseas Student's course, there are no restrictions on transferring education providers.

Making a Transfer Request

Overseas Students can make a transfer request to enable the Overseas Student to transfer to another education provider prior to completion of their first six months of study at the School.

An Overseas Student or their parents must apply in writing to the Director of Admissions. The application must include the following:

- a valid letter of offer of enrolment from another education provider;

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- where the Overseas Student is under 18, written confirmation that the new education provider will accept responsibility for approving the Overseas Student’s accommodation, support, and general welfare arrangements where the student is not, or will not be, living with a parent;
 - where the Overseas Student is under 18, written evidence that the Overseas Student’s parents support the transfer; and
 - why the transfer is in the best interest of the Overseas Student, supported by documentary evidence where appropriate.

An application to transfer to another registered provider may have visa implications. Overseas Students and their parents are advised to contact the Department of Home Affairs as soon as possible to discuss any implications. To telephone the Department of Home Affairs call 131 888 from within Australia or see the Department of Home Affairs website for the contact details for your local office if overseas.

The transfer request will be considered and a decision made within 14 days of receipt of all required documentation, and the applicant notified of the decision in writing.

Granting or Refusal of a Transfer Request

The School will grant a transfer request where the transfer will not be to the detriment of the Overseas Student.

The following are examples of circumstances in which the granting of a transfer request may be given:

- the Overseas Student has changed welfare and accommodation arrangements and is no longer within a reasonable travelling time of the School;
- the Overseas Student is likely to be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with the School’s intervention strategy, as outlined in the [Overseas Students: Academic Support Policy](#);
- it has been agreed by the School that the Overseas Student would be better placed in a course that is not available at the School;
- the new education provider better meets the Overseas Student’s study capabilities or long term goals;
- the Overseas Student’s reasonable expectations about the course are not being met;
- the Overseas Student will be able to access greater support such as access to family, friends or cultural support through the new education provider;
- there are compassionate or compelling circumstances that have impacted on the Overseas Student’s course progress or wellbeing, such as serious illness or injury, bereavement of close family members, major political upheaval or natural disaster in their home country, or a traumatic experience;
- where the School has been unable to offer a pre-requisite unit of student and therefore there is a shortage of units for which the Overseas Student is eligible to enrol;
- there is evidence that the School has misled the Overseas Student regarding the School or its course and the course is therefore unsuitable to the student’s needs or study objectives;
- the School has, or will, fail to deliver the course as outlined in the written agreement; or
- an appeal (internal or external) on another matter results in the decision or recommendation to release the Overseas Student.

The School will generally not grant a transfer request in the following circumstances:

- the Overseas Student’s progress is likely to be academically disadvantaged or it may otherwise be detrimental to the Overseas Student’s education;
- the Overseas Student has only recently started and the full range of support services have not yet been utilised;

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- the Overseas Student is not genuinely engaging with an intervention strategy with the intention of failing to meet course progress or attendance requirements to be released; or
 - the School is concerned that the Overseas Student’s application to transfer is a consequence of the adverse influence of another party.

The decision as to whether or not to grant a transfer request rests with the Headmaster.

When a transfer request is granted, it will be recorded as appropriate in PRISMS.

Should the request for a transfer be denied the Overseas Student and parents will be advised in writing, including the reasons for the decision and that there is the right to access the School’s complaints and appeals process outlined in the [Overseas Students: Complaints and Appeals Policy](#).

Overseas Students and their parents may appeal the decision to not grant a transfer request, or appeal if the School does not respond in the noted timeframe: see the [Overseas Students: Complaints and Appeals Policy](#).

The School will not finalise the Overseas Student’s refusal status in PRISMS until any appeal finds in favour of the School, or the Overseas Student has chosen not to access the complaints and appeals process within 20 working days of the date of the decision, or the Overseas Student withdraws from the process.

Fees

There is no charge for an application for, or granting of, a transfer request.

If a transfer request has been approved however the required written notice of withdrawal has not been given, a cancellation fee will apply, in accordance with the *Enrolment Terms and Conditions – Overseas Students*. The transfer will not be recorded in PRISMS until any outstanding course fees, including the cancellation fee, have been paid to the School.

Where an Overseas Student is transferring to another registered provider, pre-paid course fees less the applicable cancellation fee will be refunded in accordance with the [Overseas Students: Refund Policy](#).

Documentation

All documentation relating to a transfer request, including the written request and required supporting documentation, the decision of the School and its written response, and documentation relating to the request for an appeal of the decision and any appeal, will be kept on the Overseas Student’s file.

Enrolment of a Student from Another Provider

The School does not actively recruit Overseas Students from other registered education providers.

The School will not enrol an Overseas Student from another registered education provider before they have completed six months of their principal course of study except where:

- the original registered provider has ceased to be registered or the course the Overseas Student was enrolled in has ceased to be registered;
- the original registered provider has recorded the transfer in PRISMS;
- the original registered provider has had a sanction imposed that prevents the Overseas Student from continuing their principal course of study; or
- a government sponsor of the Overseas Student considers the change to be in the Overseas Student’s best interest and provides written support for the change.

An Overseas Student seeking to transfer from another registered education provider must:

- provide a copy of the signed letter of release from their previous registered provider (within the first six months of their principal course of study);

- complete the School’s application process, including the provision of academic progress and attendance reports from the previous registered provider and evidence of English proficiency (if from a non-English speaking background); and
- attend an enrolment interview with the Director of Admissions, Head of School and, if appropriate, the Head of Learning Support (Senior School) or Educational Development Team Co-ordinator (Junior School).

Where the School enrolls an Overseas Student from another registered provider before they have completed six months of their course under any of the above circumstances, documentation supporting the relevant exception is retained in the student’s file.

Where the School enrolls an Overseas Student from another registered provider, it is the School’s responsibility to ensure there are no gaps in the Overseas Student’s welfare arrangements.

Record Keeping

The School maintains all records of requests from Overseas Students for a student transfer and the assessment of, and decisions regarding, the request will be maintained in accordance with the Overseas Students: Records Management and Retention Policy for two years after the Overseas Student ceases to be an accepted student.

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