

Name of the Policy	PPI44 Transfer of Students Between Providers Policy and Procedures
Distribution	All Staff, International Students
Entity relating to	Stirling Institute of Australia Pty Ltd trading as <ul style="list-style-type: none"> ○ Academy of Hypnotic Science ○ Stirling Institute of Counselling ○ Stirling Institute ○ Stirling Institute of Hypnotherapy ○ Stirling Institute of Business ○ Stirling Institute of Children's Services
Related Documents	Form 53 Amendment of Enrolment (AoE) TMP 14 Letter of Offer (LoO) PPI02 International Fees Refunds Policy and Procedure PPI07 International Students Complaints, Grievance and Appeals Policy and Procedure International Student Handbook
Statutory References	National Vocational Education and Training Regulator Act 2011 (Cth) National Code of Practice 2018 (Standard 7) ESOS Act 2000

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1. Policy

This policy outlines the circumstances in which Stirling Institute of Australia (TOID: 21132 CRICOS: 03797M) (Stirling Institute) will assess Transfer of Provider requests in accordance with the National Code 2018 (The National Code). Stirling Institute will assess each request on an individual student basis, taking into account all supporting documentation of the request.

2. Purpose

The purpose of this policy and procedure is to provide a documented process for assessing requests for the Transfer of Provider within the first six (6) months of commencement of the principal program, in accordance with the National Code 2018. Students may transfer at any time following the initial six-month period of the principal program, providing they can provide a valid Letter of Offer from another CRICOS registered provider. Students who have studied longer than this period of six (6) months can apply as normal and no release needs to be sighted. The following procedures have been separated into 'Incoming students' and 'Outgoing students.'

3. Scope

This policy and procedure applies to all staff of Stirling Institute who are involved in processing student requests for a transfer between registered education providers and to international students studying on a student visa, who request a transfer to another registered education provider.

4. Definitions

Compassionate or compelling circumstances are circumstances that are generally out of the control of the student, which have an impact upon their course progress or well-being. These could include, but are not limited to:

- Serious illness or injury, where a medical certificate states that the overseas student was unable to attend classes
- Bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
- Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the overseas student's studies; or
- A traumatic experience, which could include:
 - Involvement in, or witnessing of a serious accident; or
 - Witnessing or being the victim of a serious crime, and this has impacted on the overseas student (these cases should be supported by police or psychologists' reports)
- Where the registered provider was unable to offer a pre-requisite unit, or the overseas student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol

CoE is an electronic Confirmation of Enrolment

ESOS is the Education Services for Overseas Students (ESOS) Act 2000

International Students overseas students holding a student visa issued by the Australian Government Department of Home Affairs

National Code 2018 is the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (2018)

Principle course of study is defined in the National Code 2018, the main course of study to be undertaken by an overseas student where a student visa has been issued for multiple courses of study. The principal course of study would normally be the final course of study where the overseas student arrives in Australia with a student visa that covers multiple courses.

PRISMS – Provider Registration and International Students Management System. Australian Government Database used to manage international students 'Confirmation of Enrolment (CoE)

Registered education provider is an institution recommended by a designated authority for registration under the ESOS Act to provide a specified course in that state to overseas students; and the provider is registered by the Secretary of DET on CRICOS.

5. Procedures

Guidelines:

Stirling Institute will not knowingly enrol any transferring international student prior to the first six (6) months of their principal course being completed unless;

- the registration of that provider has been cancelled or a sanction has been imposed on its registration
- details of the student's release from previous provider has been recorded on PRISMS
- any government sponsor of the student has provided their written support in considering the change to be in the best interest of the student.

International students requesting a transfer from Stirling Institute to another registered education provider prior to completion of the first six (6) months of their principal course of study must request an approval to transfer and a release to be able to transfer.

Application for transfer will be assessed and an outcome provided to the student within 10 working days of receipt of the application by Student Support.

As required by the National Code 2018, before a release on PRISMS is approved, the student must present a valid Letter of Offer of Enrolment with the receiving registered education provider.

In accordance with the National Code 2018, Stirling Institute will refuse the release if the transfer would be considered detrimental to the student and the circumstances for approving the issuance of a release have not been satisfied.

Factors that would be considered detrimental to the student include:

- A transfer may jeopardise a student's progress through a package of courses
- A student has recently commenced their course of study and has not accessed or been provided with the full range of Student Support services
- If the student is attempting to avoid being reported to DHA for failure to meet the attendance and academic progress requirements of the course of study.

Other possible reasons for not releasing a student may include but not limited to:

- The student has outstanding fees
- The student has now completed more than six (6) months of their principal course
- The student is experiencing course schedule conflict with personal, work, or non-study commitments
- The student's claims cannot be supported by sufficient, authentic and compelling evidence.

The submission of a request to transfer to another registered education provider by an international student does not preclude the international student from maintaining adequate course attendance and satisfactory course progression and therefore meeting their student visa conditions.

Stirling Institute will issue warning letters and/or report students to DHA who do not maintain adequate attendance or course progression, which may have implications for visa status.

Students requesting a transfer to Stirling Institute from another provider (Incoming Students)

- 1 Stirling Institute of Australia (SIA) will not knowingly enrol a student wishing to transfer from another registered provider's course prior to the student completing six months of the principal course of study except where:
 - the original registered provider has released the student via PRISMS
 - 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 Australian Government or state or territory government that prevents the student from continuing their principal course
- 2 When the Conditional Letter of Offer is issued to a student that has been with their previous registered provider for a period of less than six months of their principal course, SIA Admissions will advise the applicant that they will need to provide the appropriate documentation (for example, release on PRISMS from their previous registered

provider; evidence that their original provider has ceased to operate or has a sanction imposed on it; or written support from a government sponsor) before a CoE can be issued.

- 3 SIA Admissions will not create a new CoE via PRISMS and will advise applicant that a CoE not be issued until the releasing registered provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS.

Students requesting a transfer from Stirling Institute to another provider (Outgoing Students)

1. Students who wish to transfer to another registered provider must complete an Amendment of Enrolment Form (Form 53), available from Student Services. Supporting documentation must accompany the application.
2. The Director of Learning or nominated delegate has authority to make a determination on the application.
3. While their application is being considered, students must continue to attend all scheduled classes of their course until they have been notified of the outcome of their application.
4. If the student requires to be released, they must (at a minimum) attach a Letter of Offer from the provider to which they are transferring.
5. Stirling Institute will respond to the application within 10 working days of receipt of the completed Amendment of Enrolment Form.
6. While Stirling Institute is under no obligation to release a student prior to completion of six months of study in their principal course, Stirling Institute will generally agree to a request from an international student unless the reasons listed under point 5.
7. If a release is not granted, the student will be notified in writing of the reasons for the decision. The student is advised that he/she is able to lodge an appeal against Stirling Institute's decision within 20 working days of the date of the decision and in accordance with Stirling Institute's International Students Complaints, Grievance and Appeals Policy and Procedure (PP07).
8. When a student transfers to another registered provider, Stirling Institute is required to inform the Department of Home Affairs via the PRISMS system on the date the release is effective unless otherwise requested in the application. The student is advised to contact the Department of Home Affairs to determine whether a new student visa is required.
9. Stirling Admissions will not finalise refusal status in PRISMS until any appeal lodged by student under Stirling Institute's International Students Complaints, Grievance and Appeals Policy and Procedure (PP07) is finalised and found in favour of Stirling's decision to refuse.
10. Any refunds of course fees paid to Stirling Institute will be assessed in accordance with the Institute's refund policy (PP02 International Fees Refunds).

6. Responsibility

The Quality and Compliance Manager is responsible for effective implementation and management of this policy as well as provision of information on ways to resolve complaints of breaches of this policy.

The Director of Learning has overall responsibility for the implementation and review of this policy. Any complaints or breaches in relation to this policy should be reported to the Director of Learning in person or by email to:

info@sia.edu.au

7. Review Date

12 months from the date of this version, or as required.

8. Version History

Version Number	Date	Reason for change	Prepared By	Approved By
2018_v1.0	June 2018	Initial Version	Quality & Compliance Manager	CEO
V1.1	December 2019	Reviewed outgoing and incoming transfers. Included Form 53 Amendment of Enrolment (AoE)	Quality and Compliance Manager (GDS)	CEO (DY)

V1.2	January 2021	Reviewed for currency.	Quality and Compliance Manager (GDS)	CEO (DY)
V1.3	February 2022	Reviewed for currency.	Quality and Compliance Manager (GDS)	CEO (DY)
V1.4	January 2024	Review job titles. Review for currency	Quality and Compliance Manager (GDS)	Director of Learning (DY)