OVERSEAS STUDENT TRANSFERS
POLICY & PROCEDURE National
Code Standard 7

Cambridge Academy of English Pty Ltd t/a Cambridge College Australia (CCA) distinguishes student transfers into two categories incoming and outgoing students.

Cambridge College Australia(CCA) will ensure all students; staff and agents have access to our Overseas Student Transfer Policy and Procedure.

CCA acknowledges students can transfer with no restrictions once they have completed 6 months of their *principal course*.

CCA may request permission from students to contact their previous institution to gain further information on their previous enrolment as agreed upon by the student in the written contract.

INCOMING STUDENTS

1. CCA will not enrol a student wishing to transfer from another institution unless the student can provide evidence they have completed 6 months of their Principal Course or has reasonable grounds for release, unless:

    a. the original CRICOS provider of the course in which the student is enrolled has ceased to be registered
    b. the original provider has released the student and recorded the release in PRISMS.
    c. the original provider has 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
    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.

CCA will check the Provider Registration and International Student Management System (PRISMS) to see if the student is enrolled elsewhere but will not solely rely on the PRISMS data.

Other checks may include evidence of the completed qualification/Statements of Attainment from the student and/or evidence of the last date they attended a class, to try to ascertain the student is not enrolled elsewhere or still within 6 months of their principal course.

CCA is aware if a student transfers to another provider, any refunds of tuition or other fees paid to the original provider will be in accordance with the original provider's refund policy.

OUTGOING STUDENTS

CCA will not grant a Release to any student who does not have a valid Letter of Offer within the first 6 calendar months from the date of the commencement of their principal course. If the student has had a break in their enrolment due to a deferment or suspension, the break period will not be counted as part of their 6 months of completed study.

CCA will generally grant a Release where the transfer refusal would be to the detriment of the student. This process will also require the college releasing the student in PRISMS.

Some examples of what may be considered to the student's detriment are:

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- if the transfer may jeopardize the student's progression through a package of courses or the international student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with the college's invention strategy (NC7.2.2.1)
- if there is evidence of compassionate or compelling circumstances (NC 7.2.2.2)
- 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 (it is good practice to revisit the issue within a timeframe negotiated with the student); and
- If the student is trying to avoid being reported to DHA for failure to meet the provider's attendance or academic progress requirements.
- The student has only a very short time (up to one month) and they would complete their course and gain a full qualification.
- If there is evidence that the college will not be able to deliver the course that was outlined on the signed written agreement (NC 7.2.2.3)
- The student's reasonable expectations of the current enrolled course isn't currently being met (NC 7.2.2.4).
- If there is evidence the student was misled by the college or their agent throughout the enrolment process regarding the provider or its course and it's therefore unsuitable to the student's needs and /or study objectives (NC 7.2.2.5).
- An appeal (internal or external) on another matter resulting in a decision or recommendation for the college to release the student (NC 7.2.2.6).

Students wanting to be released from the college will be required to firstly request an appointment with either the Principal Executive Officer/Compliance Officer. The college will ensure a meeting is offered within 5 business days of the request. After the meeting, the student will be required to complete an application form with reasons of why they want to leave, and then sign and lodge the form with the Reception. All documentary evidence supporting the request must be submitted with the form.

No request will be considered until the student produces a signed Letter of Offer from another CRICOS registered provider.

The college will not charge for a Letter of Release (if issued), or the release of a student.

If issued, our Letter of Release will state: whether or not the student demonstrated a commitment to studies during the course, whether or not they had a good attendance record, and whether or not they paid all course fees owing.

The Letter of Release will also advise the student to contact DHA urgently to seek advice on whether or not a new student visa is required.

No restrictions apply to students who have completed the first 6 months of their principal course.

CCA WILL NOT release a student has unpaid course fees for the current study period. The current study period is determined as the study period in which the student applies for a Letter of Release. If this falls during holiday break the release will be determined as being the previous study period.

CCA's students will be provided with written notice of a transfer refusal. All records and processes which form part of the decision will be kept on the student's file.

Principal course is defined by DET/DHA AS....

The principal course is the student's main course of study or that leading to the highest qualification on the student's current visa. If the student is on a package of courses, the course leading to the highest

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qualification will be the student's principal course and the restriction will apply to the first six months of that course and any packaged courses before it.

International students should also note they can only study with a CRICOS registered provider whilst on an international student visa, for any course or part of a course (e.g. a licensing outcome course) they enrol into in Australia.

TRANSFER PROCEDURE:

INCOMING STUDENTS

STEPS TO BE FOLLOWED -

1. Incoming students may provide a Letter of Release from their previous provider, however they must be released in PRISMS by their previous provider unless they are undertaking a secondary course, or circumstances at 1 a, b, c or d in the Transfer Policy are proven. In this instance DHA should be contacted to confirm the correct procedure.
2. Copies of documents used in the process must be kept on student files of all evidence.
3. If the transfer will affect the start dates of any subsequent courses covered by the visa, the student needs to obtain a release for those courses or gain the providers' written agreement to delay the start of those subsequent courses.
4. Where applicable, CCA staff will advise students that changes to their preliminary courses may have ramifications for their admission to their principal course (e.g. if a preliminary course is a prerequisite).
5. All documentation will be kept on the student's file.

OUTGOING STUDENTS

STEPS TO BE FOLLOWED -

1. Student to complete an *'Course Variation Form'*. This application will include the student's rights to appeal a refusal decision as per *CCA's Complaints and Appeals Policy*.
2. Staff are to check if any outstanding fees are owed.
3. CCA is to provide written acknowledgement of the completed application.
4. CCA will assess the application, make a decision and inform students within **10 working days** of receipt of the signed application. This document will again advise students of their right to appeal the decision.
5. CCA will include advice if there are any outstanding fees for the current study period, that a release will not be granted until they are paid, as per the T*ransfer Policy*.
6. The college will provide the student with written notice of the decision being either advice of a Release in PRISMS being actioned or a Letter of Refusal with reasons for refusal in detail and attach to the original application. The refusal letter will also inform the student of their rights to appeal the decision *CCA's Complaints and Appeals Policy*.
7. All documentation (including any appeal) will be kept on the student's file for audit.
8. All Letters of Release are provided at no extra cost
9. The Letter (if issued) will advise students to contact DHA to seek advice on whether a new student visa is required

The Transfer request outcome must be recorded in PRISMS. If CCA intends to refuse a release, the refusal status in PRISMS will not be finalised until:

1. any appeal against the refusal is lodged by the international student is finalised and upholds the College's decision not to release the student; or

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2. the international student did not access CCA's complaints and appeals processes within 20 working days of being notified of the refusal; or
3. the international student withdraws their appeal against the refusal.

CCA MUST maintain records of all requests from students for a Release or Refusal, the assessment process, and decision regarding the request, and keep evidence on the student's file for two years after the student ceases to be an accepted student.

Refunds

If a student has been issued with a release, he / she is subject to the conditions of CCA's Refund Policy on their written agreement, or, if a newer version has been signed and agreed upon.

REFER:
National Code Standard 1.5 and
Standard 7: Overseas student transfers

FORMS/LETTERS /TEMPLATES FOR POLICY/PROCEDURE

Application for Transfer, Suspension, Cancellation form
Letter of Release – Approval and Refusal Templates

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