

# SC8-I1: Course Transfer Policy and Student Information

## International Students

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## SC8-I - Course Transfer International Students (CRICOS)

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## International Students

### Contents

Purpose.....	2
Definitions.....	2
Policy.....	4
1. Transferring from another registered provider.....	4
2. Transferring to another registered provider .....	4
3. Transferring to another course offered by Kinggdom Institute of Management 5	
4. Visa advice .....	6
5. Complaints and Appeals .....	6
6. Records .....	6
7. Publication .....	6
Document Control.....	7
IMPORTANT INFORMATION FOR INTERNATIONAL STUDENTS.....	8
A release letter may be granted in the following instances (Evidence to support your claim must be provided): .....	8
You do not need a letter of release if: .....	8
Circumstances for which a letter of release will not be granted:.....	8

### Purpose

The purpose of this policy is to ensure that:

- Kinggdom Institute of Management does not enrol transferring students prior to the student completing six months of their principal course of study except for the circumstances outlined in this Policy.
- Kinggdom Institute of Management has a policy and process for assessing student applications to:
  - transfer from Kinggdom Institute of Management before completing six months of their principal course
  - transfer to another course provided by Kinggdom Institute of Management

This ensures compliance with Standard 7 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

### **Key Requirements as per Standard 7: Overseas Student Transfers**

#### **When an overseas student requires a release to transfer**

Generally, overseas students cannot transfer between registered providers prior to completing six calendar months of their principal course. There is one exception for school sector students.

This means the transfer restriction applies to a student during all courses they undertake prior to the principal course.

### Definitions

# SC8-I1: Course Transfer Policy and Student Information

## International Students

---

**DET** means Department of Education and Training

**DHA** means Department of Home Affairs

**PRISMS** means Provider Registration and International Student Management System (PRISMS)

**Principal Course** means generally the final course of study covered by the overseas student's visa, transfer requirements apply to all courses of study prior to the overseas student's principal course

**Six Months** means six calendar months from the date that the student commences their studies

**Course Package** means a package of courses included on a student's Visa that usually includes the principle course and any approved pre-requisite courses

**Registered Provider** means an Australian education provider approved to offer courses to overseas students and registered on CRICOS (the Commonwealth Register of Institutions and Courses for Overseas Students).

# SC8-I1: Course Transfer Policy and Student Information

## International Students

### Policy

- All decisions made by Kinggdom Institute of Management with regard to student transfer requests will be made in accordance with this policy and procedure, will be fair and take into account the student's individual circumstances and any other relevant factors.

#### 1. Transferring from another registered provider

- Kinggdom Institute of Management will not knowingly enroll a student wishing to transfer from another registered provider's course prior to the overseas student completing six months of his or her principal course unless one or more of the following conditions apply:
  - the releasing registered provider or the course in which the 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 student from continuing his or her principal 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;
  - 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.

#### 2. Transferring to another registered provider

- For Kinggdom Institute of Management students seeking to transfer to another registered provider's course of study prior to completing six months of their principle course, the transfer request will be assessed and granted in any of the following circumstances:
  - the student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after fully engaging with Kinggdom Institute of Management's intervention strategy to assist the overseas student in accordance with Standard 8 (Overseas student visa requirements).
  - there is evidence of compassionate or compelling circumstances. (refer to the ESOS Act for the definition)
  - Kinggdom Institute of Management fails to deliver the course as outlined in the student agreement.
  - there is evidence that the student's reasonable expectations about their current course are not being met.
  - there is evidence that the student was misled by Kinggdom Institute of Management or an education or migration agent regarding Kinggdom Institute of Management 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 student.
- A transfer to another course will not be granted where:
  - The transfer may jeopardise the student's progression through a package of courses.
  - The student has recently started studying the course and the full range of support services are yet to be accessed, provided or offered to the student. In this case, the student will be requested to wait a further 6 weeks before applying for a transfer to another registered

# SC8-I1: Course Transfer Policy and Student Information

## International Students

provider during which time the full range of support services will be accessed and provided to the student.

- The student is trying to avoid being reported to DHA for failure to meet the provider's attendance or academic progress requirements.
- There are no legitimate compassionate or compelling circumstances.

In order for a request for transfer to be considered and a letter of release provided, students must have fee payments up to date, provide a valid offer of enrolment from another registered provider, a typed letter stating the reason for the application for transfer and any evidence to support their claim e.g. Medical certificates etc.

Arrange to meet the Student Support team by making an appointment with the receptionist at Kinggdom

Attend the meeting

The outcome of the student's application for course transfer will be provided in an email/ post within 20 working days of receipt of application.

Where a student's application is refused, the reasons for this will be communicated plus the right to access the complaints and appeals process as outlined below.

- There is no cost in releasing students. However, where a student transfers to another registered provider, any refund of course fees, where applicable, will be paid will be in accordance with Kinggdom Institute of Management's *Fees and Refunds Policy and Procedures*.

### 3. Transferring to another course offered by Kinggdom Institute of Management

- Students may transfer to another course offered by Kinggdom Institute of Management in the following circumstances:
  - Where it is considered that the course that the student wishes to transfer to;
    - o better meets the study capabilities of the student; and/or
    - o better meets the long-term goals of the student, whether these relate to future work, education or personal aspirations; and/or
  - Or, where the student claims or can provide evidence that his or her reasonable expectations about the current course are not being met.
- A transfer to another course within Kinggdom Institute of Management will not be granted where:
  - The transfer may jeopardise the student's progression through a package of courses.
  - 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 student is trying to avoid being reported to DIBP for failure to meet the provider's attendance or academic progress requirements.
- In order for a request for transfer to be considered, students must complete an *Internal Course Transfer Application Form*.
- The outcome of the student's application for course transfer will be provided in writing within 10

# SC8-I1: Course Transfer Policy and Student Information

## International Students

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working days of receipt of application.

- Cost involved in transferring to another course plus any refund of course fees paid for the student's current course will be in accordance with Kinggdom Institute of Management's Fees and Refunds Policy and Procedure.

#### 4. Visa advice

- All students who are either considering a course transfer, or have had their transfer request approved, will be advised that they must contact DHA to seek advice on whether a new visa is required. To find out more about visa requirements, students will be advised to contact DHA on 131881 or visit the following website: <http://www.border.gov.au/Trav/Stud/More/Changing-courses>

#### 5. Complaints and Appeals

- Where the decision is made to refuse a course transfer or Kinggdom Institute of Management does not respond to the request in the timeframe set out in this Policy, the student may appeal against the decision by accessing Kinggdom Institute of Management's Complaints and Appeals process within 20 days. If the appeal finds in favour of a student wishing to transfer, a letter of release will be granted.
- The refusal status will not be finalised in PRISM until the complaints and appeals process is finalised within the 20-working day period or the student withdraws from the course.

#### 6. Records

- All records relating to course transfers will be kept for two years after the student ceases to be an enrolled student. This includes requests for release, the assessment of the request and the decision.

#### 7. Publication

- This policy is provided to students in the *International Student Handbook*, which is provided to students prior to or upon commencement of a course, and also via Kinggdom Institute of Management's website at **[www.kinggdom.edu.au](http://www.kinggdom.edu.au)**



# SC8-I1: Course Transfer Policy and Student Information

## International Students

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# SC8-I1: Course Transfer Policy and Student Information

## International Students

### INSTRUCTIONS

International Students who are seeking a transfer from Kingggdom Institute of Management – Please refer to the National Code 2018 Student Facts Sheet

<https://internationaleducation.gov.au/Regulatory-Information/Documents/esosstudentfactsheetv4%20-%20Final%20clean%20copy.pdf>

1. Please complete all the sections below and submit to the Student Support team via reception at Kingggdom.
2. If you have already completed 6 months of study of your principal course at Kingggdom Institute of Management, please do not complete this process.

**Please read the information on this form before submitting your application.**

### REQUIRED DOCUMENTS AND PROCEDURES

- A letter explaining why you are applying for a letter of release. Your letter must be typed (hand-written letters will not be accepted) and include your name and student number.
- A copy of your offer letter from the institution to which you wish to transfer.
- A copy of any documents that support your request, for example, medical certificates.
- Pay outstanding fees
- Arrange a meeting with the Student Support Team

**NOTE:** If you are seeking a refund of tuition fees, please complete the “Application for Refund Form” and attach with this application.

**Please ensure you submit all documents to reception and complete all procedures listed above. Incomplete applications will not be considered.**

**Please note: An application for release is not automatically approved. Please speak to Student Administration before accepting your new offer.**

### IMPORTANT INFORMATION FOR INTERNATIONAL STUDENTS

Standard 7 of the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 (the National Code), states that you must study with the education provider of your principal course for the first 6 months of that course. You may apply for release from your principal course within the first six months of study in accordance with the policy & procedure regarding Transfers Between Registered Providers.

Kingggdom Institute of Management may grant a student a Letter of Release under the circumstances below (these circumstances must be supported by relevant documentation).

**A release letter may be granted in the following instances (Evidence to support your claim must be provided):**

- If you can demonstrate compassionate or compelling circumstances which necessitate transfer to another provider; and
- If you are experiencing academic or personal difficulties, which have not been successfully resolved after you have accessed our support services.

**You do not need a letter of release if:**

- You have been studying at Kingggdom Institute of Management for 6 months or more in your principal course. In this case, you should complete a “Application for Cancellation of Studies”;
- You do not meet the conditions on your letter of offer and therefore cannot commence your Kingggdom Institute of Management program.
- The course for which your COE was issued has discontinued.
- You wish to return to your home country and do not wish to continue studying in Australia. You should however complete a “Application for Cancellation of Studies” if you are enrolled with Kingggdom Institute of Management

Once you submit the application and provided you are granted release from Kingggdom Institute of Management your Confirmation of Enrolment (eCoE) will be cancelled.

**Circumstances for which a letter of release will not be granted:**

- You have changed your mind about what course you wish to study;
- When Kingggdom Institute of Management does not agree that the transfer is in the best interests of your



# SC8-I1: Course Transfer Policy and Student Information

## International Students

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- academic progress or future study plans;
- If you have accessed Kingggdom Institute of Management support services for assistance with study or personal issues such as living a long distance away from the campus, travel difficulties, difficulties adjusting to College life and the demands of academic work;
  - The provisions above notwithstanding, where Kingggdom Institute of Management believes that you have made decisions post-enrolment regarding accommodation, employment or travel that are not aligned with your course requirements;
  - Routine need for financial support;
  - When Kingggdom Institute of Management believes that you are trying to avoid being reported to DIBP for not meeting course requirements;
  - Representative Agent error.

**You should allow at least 20 working days for your application to be processed. You will be notified in writing (to the mailing and/or email address entered on this form) of the outcome of your request.**