

International Student Transfer Policy & Procedure

The purpose of this procedure is to address Standard 7 of the National Code 2018.

Australian Institute of Work-integrated Education and Research **will not enrol** international learners transferring from their principal course (ie. the main course of study or the highest qualification indicated on the learner's current visa) with another registered provider before they have completed the first six (6) months of their principal course with that registered provider. This requirement must be applied unless:

- the original registered provider or course in which the learner is enrolled has ceased to be registered,
 - the learner has been released from the original registered and this has been recorded with the date of effect and reason for release in PRISMS,
 - the original registered provider has had a sanction imposed on its registration that prevent it from continuing with learner's current enrolment, or
 - the change is considered to be in the learner's best interest and has provided written support for that change.
- Australian Institute of Work-integrated Education and Research **will release a current learner** from their principal course before they have completed the first six (6) months of that course where it can be demonstrated that the learner:
- will be reported because they are unable to achieve satisfactory course progress at the level they are studying, after engaging with that registered provider's intervention strategy to assist the overseas learner in accordance with Standard 8 (Overseas learner visa requirements);
 - there is evidence of compassionate or compelling circumstances;
 - Australian Institute of Work-integrated Education and Research fails to deliver the course as outlined in the written agreement;
 - there is evidence that the overseas learner's reasonable expectations about their current course are not being met;
 - there is evidence that the overseas learner 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; or
 - an appeal (internal or external) on another matter results in a decision or recommendation to release the overseas learner.

Australian Institute of Work-integrated Education and Research **will not release a current learner** from their principal course before they have completed the first six (6) months of that course where it can be demonstrated that the learner:

- has not made satisfactory academic progress and is seeking a transfer to avoid being reported to DHA before engaging with Australian Institute of Work-integrated Education and Research in an intervention strategy aimed at improving the learners' academic progress;
- has not attended the course as required and is seeking a transfer to avoid being reported to the DHA before engaging with Australian Institute of Work-integrated Education and Research in an intervention strategy aimed at improving the learners' course attendance; or
- has not paid all tuition fees .

Procedure for assessing applications for transfer to Australian Institute of Work-integrated Education and Research – Administered by the Office Manager

- Australian Institute of Work-integrated Education and Research receives an application from a learner who is on-shore and who has indicated that they are currently studying at another institution.
- The learner is requested to provide evidence of their release from their current institution either by a letter of release or an email notification and if the learner has no outstanding fees to be paid or other remaining matters of concern, the application proceeds.
- Where the learner states that their current RTO has entered their release into PRISMS without providing the learner any written notification Australian Institute of Work-integrated Education and Research will seek to create a new Conformation of Enrolment in PRISMS. Where PRISMS notify that the learner is still currently enrolled with another RTO the transfer application will not proceed. The learner is informed that the application for transfer cannot proceed at this time. They are welcome to re-submit their application when the 6-month period has passed.
- Where Australian Institute of Work-integrated Education and Research is able to create a new Conformation of Enrolment in PRISMS, the learner is informed that the application for transfer can proceed and the application for transfer to processed the same as an enrolment.
- Applications for transfer to Australian Institute of Work-integrated Education and Research are to be assessed and replied to within ten (10) working days.

Procedure for assessing applications for transfer from Australian Institute of Work-integrated Education and Research – Administered by the Office Manager

- A learner who wishes to transfer to another provider before they have completed six months in their principal course at Australian Institute of Work-integrated Education and Research must submit a written request to the

Chief Executive Officer. A valid letter of offer of enrolment from the new registered provider must be provided with the request.

- The Officer Manager verifies if the learner has completed 6 months of their principal course and when they arrived in Australia.
- With these documents sighted, Australian Institute of Work-integrated Education and Research will assess the transfer request using the following questions:
 - Has the learner completed a minimum time of six months in their principal course?
 - Does the learner have any outstanding fees payable to Australian Institute of Work-integrated Education and Research?
 - Is the learner fully aware of the study issues involved in the transfer?
 - Is the learner trying to avoid being reported to DHA for lack of course progress and has not undertaken any intervention strategy?
- Where the answers to these questions are satisfactory, the learner will be advised by email that the request to transfer will be granted at no charge to the learner. The learner will also be advised of the need to contact DHA and to check if they need obtain a new visa.
- The Office Manager is to pass the application to the Chief Executive Officer and provide a verbal briefing on the application status. The Chief Executive Officer may meet with the applicant if desired and will decide the application.
- Applications for transfer from Australian Institute of Work-integrated Education and Research are to be assessed and replied to within ten (10) working days.

Once a transfer request decision has been made:

- The Chief Executive Officer will decide whether to refuse or grant the release and inform the learner accordingly. If the Chief Executive Officer decides to refuse the release, the learner will be advised in writing providing the reasons for refusal and indicating that the learner may access the learner complaints and appeals process within twenty (20) working days if they want a review of the decision.
- Australian Institute of Work-integrated Education and Research must not finalise the learner's refusal status in PRISMS unless the appeal finds in favour of Australian Institute of Work-integrated Education and Research, or the overseas learner has chosen not to access the complaints and appeals processes within the twenty (20) working day period, or the overseas learner withdraws from the process.
- The Chief Executive Officer will make the final decision concerning the release of any learner.

- All requests, considerations, decisions and copies of letters/email notifications of release are placed on the learner's file and are to be retained and stored securely by Australian Institute of Work-integrated Education and Research for a period of no less than two years from the date the learner's enrolment with Australian Institute of Work-integrated Education and Research is terminated.
- The approval of transfer of a learner to another institution does not indicate the agreement to provide any refund. Refunds are governed by Australian Institute of Work-integrated Education and Research refund policy as outlined in the written agreement.
- Australian Institute of Work-integrated Education and Research must also encourage the overseas learner to consider whether a change in enrolment breaches a visa condition. The learner can refer to the Department of Home Affairs (DHA) website at: [Click](#)

Complaints and Appeals

Where the decision is made to refuse a course transfer or Australian Institute of Work-integrated Education and Research does not respond to the request in the timeframe set out in this policy, the learner may appeal against the decision by accessing Australian Institute of Work-integrated Education and Research Complaints and Appeals process within 20 days. If the appeal is found in favour of a learner 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 days period or the learner withdraws from the course.

Concurrent Enrolment

Australian Institute of Work-integrated Education and Research administers concurrent enrolments according to the guidelines provided by the national VET regulator. Despite not being a Course Transfer, concurrent enrolment is guided by this policy due to its relevance to Standard 7. This ensures compliance with Standard 7 of the National Code of Practice for Providers of Education and Training to Overseas Learners 2018.

A concurrent enrolment is where an international learner undertaking additional study at the same time as the principal course for which they hold a learner visa without transferring from their principal course.

Australian Institute of Work-integrated Education and Research may accept international learners in Australia on a learner visa to undertake additional study (a course of education or training) concurrently with another course for which they possess a valid learner visa as long as they have completed six (6) months of their principal course.

Australian Institute of Work-integrated Education and Research generally do not encourage concurrent enrolment and a Australian Institute of Work-integrated Education and Research staff member will consult the applicants about the risks, responsibilities of both Australian Institute of Work-integrated Education and Research and the learner, and probable ways to mitigate the future risks associated with their concurrent study. All applicants for concurrent enrolment will be provided with a letter outlining the arrangements and requirements for concurrent enrolment, policies and regulations to support them in making an informed decision. A learner applying for

concurrent enrolment needs to provide additional supporting documentation as specified in the Australian Institute of Work-integrated Education and Research Enrolment Application Form.

When considering an application for concurrent enrolment, Australian Institute of Work-integrated Education and Research will apply the following considerations:

- Applicant's capacity to comply with their visa conditions of meeting course progress, attendance and fees requirements, given the fact that they will have a greater commitment to attendance, academic progress and financial obligations in two concurrent courses.
- Any valid reasons the applicant has for undertaking the secondary course (e.g. to assist in securing employment while they are studying in Australia).
- Applicant's individual circumstances, such as their residential location and their study locations to assess their feasibility for concurrent study, ability and probability of progressing in and successfully completing both courses within the CoE duration, their previous academic records and progression, balancing study and work, potential career paths, and how these factors may impact their academic performance and well-being.
- AQF level, education and work background, and the industry sector of the concurrent course the learner is seeking to enter. The applicant will be required to provide a brief written statement (300-word limit) if they are applying for a course at a lower or higher AQF level or if there are significant disparities between their educational and professional backgrounds and our course, explaining these matters.
- Applicants' welfare while studying concurrently, given the fact that they are taking on a heavy study commitment, which limits their available time to work or enjoy downtime.
- Monitoring and review process of Australian Institute of Work-integrated Education and Research for the concurrent learners and other support services available at Australian Institute of Work-integrated Education and Research.
- The obligations of Australian Institute of Work-integrated Education and Research as an education provider and the responsibilities of a concurrent learner.

The delegated staff member will discuss and explain these considerations in the consultation meeting with the applicant prior to the completion of a declaration form by the learner. Australian Institute of Work-integrated Education and Research will verify the information provided by a concurrent study applicant through various available methods, including cross-referencing with available PRISMS data, publicly accessible records, receiving a learner declaration attesting to the correctness of information they have provided, and, when feasible, communicating with other education providers and education agents.

Concurrent learners will be monitored through periodic review meetings. The first review meeting takes place four (4) weeks after the commencement of a concurrent learner's course at Australian Institute of Work-integrated Education and Research, with subsequent review meetings occurring every ten weeks after that as long as they continue to study more than one course in Australia concurrently.

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Australian Institute of Work-integrated Education and Research reserves the right to decline any concurrent enrolment application based on the potential risk of not meeting learner visa requirements or any other foreseeable infeasibilities.