

Student Transfer and Release Policy and Procedures

Scope and Purpose

Holmes Institute's (HI) Student Transfer and Release Policy outlines the principles and processes guiding the assessment of a transfer request, whether to or from HI courses.

Principles

- HI responsibly recruits students and will not enrol a student wishing to transfer from another provider before the student has completed six months of their principal course except in circumstances permitted in the National Code, Standard 7 (Overseas Student Transfers).
- HI records all transfer request outcomes in the Provider Registration International Students Management System (PRISMS).
- Transfer approvals are provided where it is in the student's best interest, including where:
 - the student will be reported because they are unable to achieve satisfactory progress at the level they are studying (even after intervention assistance)
 - there are compassionate or compelling circumstances
 - the provider fails to deliver the course as per the agreement
 - there is evidence the student is not receiving the course as promised by the current provider
 - there is evidence the student has been misled by the provider or education agent and the course is not suitable.
 - an appeal of other matter results in a decision to release the student.

Procedures and Guidelines

Students wishing to transfer from HI

- All current students requesting information about transferring must be referred to the Campus Director for counselling in the first instance, or in his absence a designated delegate.
- If a student has completed 6 calendar months of their principal course Defer, Cancel, Suspend procedures can be followed.
 - The principal course is the main course of study to be undertaken by an overseas student. Where the student visa has been issued for multiple courses, it is usually the final course of study. The first six months is calculated as six calendar months from the date an overseas student commences their principal course. This means the

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

- For a transfer request to be considered it must be made in writing on the Defer, Cancel, Suspend form and submitted to HI together with a valid enrolment offer from another provider.
- Under 18 students must also:
 - provide written confirmation that their parent supports the transfer. NOTE: letter must be from parent or legal guardian NOT care provider in Australia.
 - have written confirmation that the provider they are transferring to will accept the responsibility for approving the student's accommodation, support and general welfare arrangements, where the student is not being looked after by a suitable nominated relative.
- Once a transfer request is received as required, the Campus Director will assess the request.
 - If the Campus Director recommends a "release" during the restricted period, the recommendation is to be sent to Head Office.
- HI will consider each request and provide a written response to the student within 10 working days of the request being received. There is no charge for a request to transfer.

Successful outcome: Students will be informed in writing that HI has approved the request to transfer to another Provider and the Department of Education (DoE) will be informed and relevant COE/s cancelled. The student will also be advised that they may need to contact the DHA to seek advice on whether a new student visa is required.

Unsuccessful outcome: Students who are not successful in their request will be informed of HI's intent to refuse the transfer. Such students will be informed of the reasons for the decision and informed that they may freely transfer between institutions after six months. Such students will also be advised they have a right to appeal the decision within 20 days of the notification in accordance with HI's complaints and appeals process. The release outcome must be recorded in PRISMS on completion of the appeal process or where the international student withdraws from the process.

Request for transfer may be refused for the following reasons:

- Basis of application is not deemed to be exceptional circumstances relating to the welfare of the student. For example:
 - The transfer may jeopardize the student's progression through a package of courses.
 - Transfer perceived as detrimental to student.
 - Student is changing to a lower level course that may not meet their career objectives.
- Student has not utilized Holmes support services and academic resources.
- If the student fails the subjects on purpose and has not used the Holmes intervention strategy to their advantage.
- Valid offer letter from the new registered provider has not been received.
- Under 18 requirements have not been met according to the National Code.

Student wishing to transfer to HI

- HI staff must not actively recruit any student who is not eligible to transfer providers as a result of their being in the first 6 months of their principal course.
- A Letter of Offer may be provided to a student who is requesting a place at HI. However, in discussion with the student, staff should ascertain if the student has a valid visa and the commencement date of the principal course in order to determine if the student is subject to a no transfer clause. If the student is within the no transfer stage, staff must inform the student of the requirement to obtain release approval from the current provider before a valid enrolment can commence. Exceptions to this requirement are where:
 - The original registered provider or the course in which the student was 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 his or her principal course.
 - Any government sponsor of the student considers the change to be in the best interest and has provided written support for the change.
 - The releasing registered provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS.

Record Management

Records of all transfer requests must be kept for at least two years after the student ceases to be enrolled.