

## STUDENT HANDBOOK

### Section 11 – Transfer between Registered Providers

ALG assess requests from students for a transfer between registered providers prior to the student completing six months of his or her principal course of study in accordance with their documented procedures.

ALG must not knowingly enrol a student wishing to transfer from another registered provider's course prior to the student completing six months of his or her principal course of study except in some circumstances outline below.

After the first six months of the principal course no restrictions apply.

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#### Conditions for Granting a Transfer

Registered providers should grant a transfer request where they have assessed that:

- a. the international student will be reported because they are unable to achieve satisfactory course progress
  - b. there are compassionate or compelling circumstances
  - c. the registered provider is not able to deliver the course
  - d. there is evidence that current courses do not meet international student's expectations
  - e. there is evidence that the international student was misled by the registered provider or an education agent
  - f. an appeal (internal or external) on another matter results in a decision or recommendation to release the international student.
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#### Requesting a Transfer to ALG within 6 months of your Principal Course at Another Provider

The principal course is where the visa grant is for one enrolment, then that enrolment becomes the principal course of study.

ALG must not knowingly enrol a student wishing to transfer from another registered provider's course prior to the student completing six months of his or her principal course of study except where:

- a. the original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered
- b. 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; or
- c. 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.
- d. the original registered provider has provided a release via PRISMS

If any of the conditions apply ALG can enrol a student before he or she has completed six months of the principal course.

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## PRISMS and Transfers

A transfer request will have to be recorded in PRISMS before a provider allows a student to transfer. When providers attempt to create a new Confirmation of Enrolment (CoE), PRISMS will advise the new provider if the student has **not** completed six months of the principal course and if a release was granted by the original provider. ALG can proceed with the enrolment if the transfer was granted by the other provider. If the transfer was not granted, a warning will display and ALG must follow the warning prompts.

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## Transfer Restrictions

The student's restricted transfer period starts from visa grant and ends 6 months from their principal course start date. Transfer restrictions on CoEs can be removed by providers. When a provider chooses to 'release' a transfer restricted CoE, then the CoE is no longer transfer restricted. Reasons a provider may want to release an enrolment are if the provider agrees to the student's transfer request or the student's government sponsor has provided written support for the transfer. Reasons for agreeing to a transfer request when a student can provide evidence that:

- student was misled by the provider or an education
- for compelling or compassionate reasons
- Consultation with the Student and faculty it is decided the course of studies is no longer in the best interest of the student and their intended vocational outcome

Examples of when a transfer will not automatically be granted include:

- student has not paid fees in full
- no suitable evidence is provided to support a transfer request e.g. medical certificates

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## Requesting a Transfer from ALG

### Within Six Months of Principal Course

Transfers before six months of the principal course of study require consultation with a Student Services team member and are subject to approval.

Requests before six months of the principal course of study can be refused. The reasons for refusal must be consistent with the intent of the standards and the provider's documented transfer policy. The refusal outcome must be given to the student in writing and be informed of his or her right to appeal the registered provider's decision in accordance with Complaints and Appeals policy of ALG.

If a student requests a release from ALG within six months of the principal course:

- The student must provide ALG with a Letter of Offer from their new provider before processing a release to transfer to a new provider.
- ALG must lodge the transfer request and the outcome via PRISMS before the new provider can issue a CoE for the new course enrolment.

### After Six Months of Principal Course

After the first six months of the principal course of study, the student can change their study provider if they wish, once cancellation has been approved.

In any case (within or after six months of principal course), students are required to complete an online Course Cancellation form available at [alg.edu.au/cancel/](http://alg.edu.au/cancel/) to formalise their request to transfer from ALG and pay the cancellation fee at the time of submitting the Course Cancellation Form as per the Additional Fee Schedule.

Any request for transfer must be addressed by ALG within 7 days of receiving such request.

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### **Requesting a Transfer to ALG**

If a student requests a release from another provider within six months of the principal course and wishes to study at ALG:

- ALG will need to provide the student with a Letter of Offer so the student can be granted a release from their original provider.
  - Their original provider must lodge the transfer request and outcome via PRISMS before ALG can issue a CoE for the new course enrolment.
  - A Letter of Release is not required to be issued to the student, but the student should be made aware via email the need to contact the Australian immigration department to seek advice on whether a new student visa is required and costs associated.
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### **Changing Courses**

Students who are changing courses need to be aware that this may affect their student visa. If a student is changing to course in a different sector, or wants to change the main course of study to a lower Australian Qualification Framework (AQF) level course or a non-AQF level course, students will generally need a new student visa.

Please also note that if the new course has a shorter or longer end date, the student will need to contact the department of immigration to ensure the student visa covers the new period of study.

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### **Maintain Records**

ALG will maintain records of all requests from students for a release and the assessment of, and decision regarding, the request on the student's file