

Cairnmillar Institute

International Student Transfer Procedure

SSP014

1. PREAMBLE

These Procedures outlines the process by which The Cairnmillar Institute (The Institute) assesses requests from international students wishing to transfer to or from a Cairnmillar course, prior to students completing six months of their principal course of study. This Procedure is in accordance with the Education Services for Overseas Students National Code of Practice for Providers of Education and Training to Overseas Students 2018 (Cth).

2. PROCEDURES

2.1. Request to transfer to Cairnmillar Institute from another Registered Education Provider

- 2.1.1 In accordance with the Education Services for Overseas Students National Code of Practice for Providers of Education and Training to Overseas Students 2018 (Cth), Cairnmillar must not knowingly enrol an international student wishing to transfer from another registered provider's course prior to the international student completing six months of their principal course of study, except where any of the following apply:
- a) the releasing registered provider, or the course in which the international student is enrolled, has ceased to be registered;
 - b) the releasing registered provider has had a sanction imposed on its registration by the ESOS agency that prevents the international student from continuing his or her course at that registered provider;
 - c) the releasing registered provider has agreed to the international student's release and recorded the date of effect and reason for release in Provider Registration International Students Management System (PRISMS);
 - d) any government sponsor of the international student considers the change to be in the international student's best interests and has provided written support for the change.
- 2.1.2 Students coming to Cairnmillar from another registered provider are required to provide their documentation during the admissions process. Admissions staff validate students' eligibility to transfer to Cairnmillar.

2.2 Request to Transfer from Cairnmillar to another Registered Education Provider

- 2.2.1 The Institute retains the right to grant or refuse a student's request to transfer to another Registered Provider prior to or within the first six (6) months of study in their Principal Course.
- 2.2.2 Students who have not completed six (6) months of study in their Principal Course with the Institute may apply for a release to transfer to another Registered Provider where the circumstances outlined in Clause 2.1.1 (a), (c) and (d) above are applicable to The Cairnmillar Institute, or when the Institute assesses that it is in the student's best interests to grant the release.
- 2.2.3 Circumstances when a transfer may be assessed as being in the best interests of the student may include:
 - a) the student can demonstrate exceptional personal circumstances which have not been successfully resolved after they have accessed the Institute's support services;
 - b) the student has been determined as not meeting satisfactory Course progress at the level they are studying and will be reported in PRISMS for unsatisfactory Course progress, with evidence that the student has fully engaged with the Institute's intervention strategy;
 - c) the student requests a transfer to a Course at an AQF level considered higher than the level of their current Course in a discipline area not available at the Institute, evidenced with a valid offer of admission from another Registered Provider;
 - d) the Institute fails to deliver the Course(s) as outlined in the letter of offer;
 - e) the student can provide evidence that his or her reasonable expectations about their current Course are not being met due to misleading information provided by the Institute or its representatives; or
 - f) an appeal (internal or external) on another matter results in a decision or recommendation to release the student.

2.3 Evidence to be Provided with Transfer Requests

- 2.3.1 All transfer requests must include the following attachments:
 - a) Evidence of a valid Letter of Offer from a registered provider; and,
 - b) Evidence to support claims made by the international student in the International Student Release Request form; and,
 - c) Personal statement outlining the reason for release; and,
 - d) If the student is sponsored, letter of approval from the sponsor; and,
 - e) Evidence to support any claims that the client was misled by Cairnmillar.

- 2.3.2 Evidence to support claims for transfer requests may include documents from registered counsellors, psychologists, or medical practitioners. All claims from medical practitioners need to include a statement that due to the illness, the student is medically unfit to continue their studies at Cairnmillar, that a transfer to another provider is recommended, and the grounds for the recommendation.

2.4 Evidence to be assessed with Transfer Requests

- 2.4.1 The evidence to be assessed with Transfer Requests includes:
- a) Evidence of a valid Letter of Offer from a registered provider; and
 - b) Evidence to support claims made by the international student in the International Student Release Form, including (but not limited to):
 - i. Personal statement outlining the reason for release; or
 - ii. If the student is sponsored, letter of approval from the sponsor; or
 - iii. Evidence to support any claims that the client was misled by Cairnmillar; or
 - iv. Evidence of completed Intervention meetings and student support activities.
 - c) Summary information of interview with the student, if an interview was required.

2.5 Conditions Under Which Release Will Not Be Granted

- 2.5.1 The Institute will not approve a release request in the following circumstances, the:
- a) student has outstanding debts or fines; and/or
 - b) student has changed their mind about the Course they wish to study; or
 - c) transfer request is to study a Course at an AQF level that is considered lower than their current level; or
 - d) student has not exhausted access to the Institute's support services for assistance with study or personal issues; or
 - e) student has been determined as not meeting satisfactory Course progress due to not having fully engaged with the Institute's intervention strategy, including but not limited to where the student:
 - i. does not attend the scheduled academic counselling session;
 - ii. has low attendance at academic support workshops; or

- iii. does not accept the study plan that is tailored to meet the student's best interests and study needs;
- f) student has already accepted and paid for a Course at another Registered Provider; or
- g) student cites work commitments or demands of employment; or
- h) student is under 18 and there is no written evidence that the student's parent or legal guardian supports the transfer; or
- i) student is under 18 and does not have suitable approved arrangements for accommodation, support, and general welfare; or
- j) The Institute believes that the student is attempting to avoid being reported to the Department of Home Affairs for disciplinary reasons or unsatisfactory attendance; or
- k) Institute does not agree that the transfer is in the best interests of the student; or
- l) government sponsor of the student does not approve the request.

2.6 Circumstances in which Approval of Release is Not Required

2.6.1 Approval of release is not required if the student:

- a) has been studying in their Principal Course for more than six (6) months; or
- b) does not meet the conditions of their letter of offer and therefore cannot commence their Course at the Institute and a suitable alternative Course at the Institute is not available; or
- c) wishes to discontinue studying at the Institute and intends to return to their home country; or
- d) is holding any other kind of temporary residence visa, that is not subject to the National Code; or
- e) is an Australian Government Sponsored student (not subject to the Education Services for Overseas Students Act 2000) and the sponsor supports the transfer.

2.7 Responsibilities and Required Actions

International Students

Submit Request

- 2.7.1 Complete the request for International Student Release Request form and email it to education@cairnmillar.org.au.
- 2.7.2 Receive a response and take the necessary action.

Student Services

Compile Documentation

- 2.7.3 Receive International Withdrawal and Release Request Form from the student, compile information on the student case.
- 2.7.4 Send all documents to Student Services Manager for consideration.

Respond and Assess the Request

- 2.7.5 Assess the transfer request and determine the circumstances in which a transfer request will be denied or approved in line with regulatory guidelines and related Cairnmillar policies and procedures.
- 2.7.6 Verify and document the offer letter and supporting documents submitted with the education provider and other relevant bodies.
- 2.7.7 Respond to the student when a transfer request decision has been made.
- 2.7.8 Ensure all complete transfer requests receive an outcome within 10 business days from submission following the requirement outlined in National Code Part D, Standard 7.
- 2.7.9 Validate students' eligibility to transfer to Cairnmillar via PRISMS.
- 2.7.10 Validate students' background and Genuine Temporary Entrant (GTE) assessment and outcome.

Record Transfer Record

- 2.7.11 Record all transfer requests in the Provider Registration International Students Management System (PRISMS). Record the outcome of the transfer request.
- 2.7.12 Record all information in relation to this Procedure in accordance with Cairnmillar Records Management Policy and associated procedures.

Dean, Faculty of Psychology, Counselling and Psychotherapy

Determine Appeal

- 2.7.13 Consider appeals from students whose International Withdrawal and Release Request was refused.

- 2.7.14 Return the appeal outcome to Student Services to respond to the student in writing within the specified timeframe.

2.8 Refund of Tuition Fees

- 2.8.1 The provisions of the Institute's Tuition Fees Policy & Procedure Policy will apply when a student's request for release is granted.

2.9 Appeals

- 2.9.1 Once the complete application and all the relevant documentation are received, the Institute will assess the request for release in accordance with the International Transfer and notify the student of the outcome within ten (10) working days.
- 2.9.2 A student who has been given the letter of Intention to Refuse Transfer may appeal the decision within twenty (20) working days.
- 2.9.3 All appeals must be made in writing and addressed to the Dean, Faculty of Psychology, Counselling and Psychotherapy
- 2.9.4 All appeals will be considered within ten (10) working days after submission and completed in a reasonable timeframe which considers the student's future enrolments and the length of their student visa.
- 2.9.5 Following the outcome of an internal appeal, students can lodge an external complaint with the VIC Ombudsman.
- 2.9.6 In accordance with the provisions of the National Code, a student's enrolment will be maintained, and the Institute's final decision will be reported in PRISMS following the appeal period.
- 2.9.7 In accordance with the provisions of the National Code the Institute will maintain records of all requests from overseas students for a release and the assessment of, and decision regarding, the request for two years after the overseas student ceases to be an accepted student.