

# International Student Transfer Policy and Procedure v1.0

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## International Student Transfer Policy and Procedure

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### Purpose

The purpose of this policy is to ensure Oban College students are managed responsibly and in accordance with the requirements of the ESOS Framework including the ESOS Act 2000 and Standard 7 of the National Code 2018.

This policy specifies the manner in which Oban College will handle the transfer of international students internally within Oban College and externally to or from another registered provider.

### Scope

The scope of this policy includes all overseas students studying qualifications offered by Oban College.

## Transfer from another Provider

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Oban College will not enrol a student transferring from another registered provider prior to the student completing six (6) months of their primary course, or prerequisite/enabling course that is packaged with the primary course, without a letter of release from that provider.

Students wishing to transfer from another provider under these circumstances must provide Oban College with a letter of release from that provider before the enrolment will be processed.

The only circumstances under which Oban College will enrol a student during the first six (6) months of their primary course, or prerequisite/enabling course that is packaged with the primary course, without a letter of release from that provider are when:

- The original registered provider has ceased to be registered, or the course the student is enrolled in has ceased to be registered
- The original registered provider has had sanctions imposed on its registration by the Australian, State or Territory Government that prevents the student from continuing their principal course.
- The student is government sponsored, and that government sponsor considers the transfer to be in the student's best interest and provides documentation supporting the change.

## Transfer to another Provider

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### Overview

A student enrolled with Oban College who has not completed the first six (6) calendar months of study in their principal course, or is seeking to transfer while completing a prerequisite or enabling course that forms a package with the principal course of study, will be required to complete an International Student Transfer Application Form.

The transfer request must be accompanied by a valid Letter of Offer from the other registered provider and any relevant supporting documentation as specified in this policy and the transfer application form.

Oban College will provide an outcome within ten (10) working days of receiving the completed transfer application form and supporting documentation. Students must continue to attend class and submit assessment while awaiting an outcome of the transfer application.

If approved, Oban College will provide the student with a Letter of Release, authorising the transfer of the student to the receiving provider.

### Release requirements

A Letter of Release from Oban College will not be required in the following circumstances:

- Oban College has ceased to be registered as a provider
- The course the student is enrolled in has ceased to be registered
- Oban College has had sanctions imposed on its registration by the Australian, State or Territory Government, which prevents the student from continuing enrolment in their principal course
- The student is government sponsored and the government sponsor considers the change to be in the best interest of the student and provides written support of the change.

In these circumstances, the student does not need to obtain a Letter of Release from Oban College before transferring to a course provided by another registered provider. Where applicable, the Oban College Refund Policy will determine the extent, if any, to which the student is entitled to a refund of tuition fees.

### Applying for a release

If you are required to obtain a Letter of Release from Oban College, you must:

- Consult with the International Liaison Officer to ensure that a transfer is appropriate
- Complete an International Student Transfer Application Form. The form must be fully completed and any supporting documentation attached.

When applying for a transfer, students must:

- Clearly and fully state on the application form, the reason(s) or ground(s) for seeking a transfer
- Provide Oban College with a valid letter of offer from another registered provider
- Provide Oban College with all other documentary evidence in support of the application, as required by the application form, this policy or as referred to in the student's application.

Failure to comply with the above may result in delays in processing the application or adversely affect the outcome of the application.

## Grounds for granting release

Circumstances where Oban College will grant a release include:

- The student is unable to achieve satisfactory course progress, even after engaging with Oban College intervention strategies, and will be reported to DoHA via PRISMS (refer to the Oban College Course Progress Policy).
- The student has grounds to seek to change course to gain access to additional resources and support services not offered by Oban College
- The student can provide evidence that their reasonable expectations about the course are not being met
- The student can demonstrate experiencing a threat to physical or mental health or safety, that will be alleviated by a transfer
- The student can demonstrate compassionate or compelling circumstances (documented in writing with applicable supporting evidence provided) why a transfer is required.
- There exists medical grounds requiring the student to transfer, as evidenced by supporting documentation from an Australian registered medical practitioner explaining the medical grounds that necessitate a transfer.
- The student can demonstrate that they were misled by Oban College, or a partnering education or migration agent, regarding Oban College or the course and this misrepresentation makes the course unsuitable for the students' needs and/or study objectives.
- Where a decision not to release has been successfully appealed, or another decision has been appealed and the outcome of that appeal recommends or approves release of the student.
- The student will have completed six (6) months of the principle, or prerequisite packaged course, by the time of commencement in the proposed new course with the receiving provider
- Oban College determines that it is in the student's best interests to grant the release.

## Grounds for not granting release

Circumstances where Oban College may not grant a release include:

- The student has changed their mind about the course of study
- The student is experiencing a scheduling conflict with personal, work or other non-study commitments
- The student cannot demonstrate evidence of a valid letter of offer from the receiving registered provider
- Oban College determines that the course provided by the receiving registered provider is the same, similar or equivalent to the course provided by Oban College
- Oban College determines that granting a release will result in the student avoiding being reported to a government authority for failure to meet any attendance, academic progress or other requirement of Oban College, the National Code of Practice 2018, or any other law or visa requirement.
- The application submitted by the student is not in accordance with the terms set out in this policy, is incomplete or does not provide sufficient supporting documentation as specified by this policy or as required by law, a government authority or the National Code 2018.
- If Oban College determines that granting release may adversely impact the student's welfare.

## Outcomes

Oban College will provide an outcome within ten (10) working days of receiving the completed transfer application form and supporting documentation. Students must continue to attend class and submit assessment while awaiting an outcome of the transfer application.

If approved, Oban College will:

- Advise the student of the outcome in writing
- Send the student a withdrawal form, which must be completed to finalise the transfer process
- Provide the student with a Letter of Release, authorising the transfer of the student to the receiving provider
- Advise the student to contact the Department of Home Affairs (DoHA) to seek advice regarding student visa requirements
- If applicable, advise the student of any refund entitlement in accordance with the Oban College Refund Policy.

If not approved, Oban College will:

- Advise the student of the outcome in writing, including the reasons for refusal
- Advise the student of the Oban College Complaints and Appeals Policy.

## Complaints and Appeals

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If a student feels that the decision made by Oban College is incorrect or unfair, the student has the right to access the Oban College complaints and appeals process.

The student will have twenty (20) days to access the complaint and appeals process, during which time Oban College will maintain the student's enrolment.

The review process commences within 10 working days of the formal lodgment of the complaint or appeal and supporting information. All reasonable measures are taken to finalize the process as soon as practicable.

For further information, refer to the Oban College Complaints and Appeals Policy. A full copy of the policy is available at [www.Oban.edu.au](http://www.Oban.edu.au) and in the [Written Agreement/Student Contract](#).