



Course Transfer Policy and Procedure

1 Policy

This policy outlines the circumstances in which Riverdale Institute (RI) will assess Transfer of Provider requests in accordance with the National Code 2018 (The National Code). RI will assess each request on an individual student basis, taking into account all supporting documentation of the request.

2 Purpose

The purpose of this policy is to ensure that:

- Riverdale Institute (RI) does not enrol transferring students prior to the student completing six (6) months of their principal course of study except for the circumstances outlined in this policy.
- RI has a policy and processes for assessing student applications to:
 - o Transfer from RI before completing six months of their principal course
 - o Transfer to another course provided by RI.

This policy ensures that Riverdale Institute (RI) complies with:

- Standard 7 of the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018
- National Vocational Education and Training Regulator Act 2011 (Cth)
- ESOS Act 2000.

3 Scope

This policy and procedure applies to all staff of RI who are involved in processing student requests for a transfer between registered education providers and to international students studying on a student visa, who request a transfer to another registered education provider.

4 Definitions

Compassionate of Compelling circumstances the circumstances which are beyond the control of the overseas student, and which have an impact upon the overseas student's course progress or wellbeing. These could include, but are not limited to:

- serious illness or injury, where a medical certificate states that the overseas student was unable to attend classes
- bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
- major political upheaval or natural disaster in the home country requiring emergency travel
- and this has impacted on the overseas student's studies; or
- a traumatic experience, which could include:
 - involvement in, or witnessing of a serious accident; or
 - witnessing or being the victim of a serious crime, and this has impacted on the overseas student (these cases should be supported by police or psychologists' reports) where the registered provider was unable to offer a pre-requisite unit, or the overseas student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol.

These are only some examples of what may be considered compassionate or compelling circumstances.

RI will be assessing the circumstances of the students while taking them into consideration.



CoE is an electronic Confirmation of Enrolment

DET means Department of Education and Training

ESOS is the Education Services for Overseas Students (ESOS) Act 2000

International Students overseas students holding a student visa issued by the Australian Government
Department of Home Affairs

National Code 2018 is the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (2018)

Principle course of study is defined in the National Code 2018, the main course of study to be undertaken by an overseas student where a student visa has been issued for multiple courses of study. The principal course of study would normally be the final course of study where the overseas student arrives in Australia with a student visa that covers multiple courses.

PRISMS Provider Registration and International Students Management System. Australian Government Database used to manage international students "Confirmation of Enrolment (CoE)"

Six months means six calendar months from the date that the student commences their studies

5 Requirements and Process

All decisions made by RI with regard to student transfer requests will be made in accordance with this policy and procedure, will be fair and take into account the student's individual circumstances and any other relevant factors.

5.1 Transferring from another registered provider

RI will not knowingly enrol a student wishing to transfer from another registered provider's course prior to the overseas student completing six months of their principal course unless one or more of the following conditions apply:

- the releasing registered provider or the course in which the student is enrolled has ceased to be registered;
- the releasing registered provider has had a sanction imposed on its registration by ASQA that prevents the student from continuing his or her principal course at that registered provider;
- the releasing registered provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS;
- 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.

5.2 Transferring to another registered provider

For RI students seeking to transfer to another registered provider's course of study prior to completing six months of their principal course, the transfer request will be assessed and granted in any of the following circumstances:

- the student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with RI's intervention strategy to assist the overseas student in accordance with Standard 8 (Overseas student visa requirements).
- There is evidence of compassionate or compelling circumstances. These could include, but are not limited to:





- serious illness or injury, where a medical certificate states that the student was unable to attend classes.
- bereavement of close family members such as parents or grandparents (supported by a death certificate where possible).
- major political upheaval, pandemic, or natural disaster either requiring emergency travel or making it dangerous or impossible to travel to Australia.
- a traumatic experience that has impacted on the student which could include involvement in, or witnessing of a serious accident or witnessing or being the victim of a serious crime (supported by police or psychologists' reports).
- inability to begin studying on the course commencement date due to delay in receiving a student visa.
- where RI is unable to offer a pre-requisite unit, or the overseas student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol.
 - RI fails to deliver the course as outlined in the student agreement.
 - There is evidence that the student's reasonable expectations about their current course are not being met.
 - There is evidence that the student was misled by RI or an education or migration agent regarding RI or its course and the course is therefore unsuitable to their needs and/or study objectives.
 - An appeal (internal or external) on another matter results in a decision or recommendation to release the student.
- A transfer to another course will not be granted where:
 - The transfer may jeopardise the student's progression through a package of courses.
 - The student has recently started studying the course and the full range of support services are yet to be provided or offered to the student. In this case, the student will be requested to wait a further four (4) weeks before applying for a transfer to another registered provider during which time the full range of support services will be provided to the student.
 - The student is at risk of not progressing or meeting attendance requirements, and has not engaged with RI's intervention strategy
 - There are no legitimate compassionate or compelling circumstances.
- In order for a request for transfer to be considered and a release provided, students must provide:
 - A complete, signed and dated *Release Request Form* and,
 - A valid offer of enrolment from another registered provider (Letter of Offer)
 - Evidence of compassionate/compelling circumstances if applicable.
- The outcome of the student's application for course transfer will be provided in writing within 10 working days of receipt of application.
- Where the decision is made to refuse a course transfer:
 - The student will be informed in writing of the reasons for the refusal and their right to access the Complaints and Appeals process within 20 days.



- If the student appeals and the appeal finds in favour of a student wishing to transfer, release will be granted.
- The refusal status will not be finalised in PRISMS until the complaints and appeals process is finalised within the 20-working day period or the student withdraws from the course.

There is no cost in releasing students. However, where a student transfers to another registered provider, any refund of course fees, where applicable, will be paid will be in accordance with RI's *Fees Charges and Refunds Policy and Procedures*.

5.3 Transferring to another course offered by RI

- Students may transfer to another course offered by RI in the following circumstances:
 - Where it is considered that the course that the student wishes to transfer to;
 - o better meets the study capabilities of the student; and/or
 - o better meets the long-term goals of the student, whether these relate to future work, education or personal aspirations; and/or
 - Or, where the student claims or can provide evidence that their reasonable expectations about the current course are not being met.
- A transfer to another course within RI will not be granted where:
 - The transfer may jeopardise the student's progression through a package of courses.
 - The student has recently started studying the course and the full range of support services are yet to be provided or offered to the student.
 - The course is the same or higher AQF level and the student is at risk of not meeting course progress and/or attendance requirements
 - The student has been issued with a notice of intention to cancel for any reason.
- In order for a request for transfer to be considered, students must complete an *Internal Course Transfer Application Form*.
- The outcome of the student's application for course transfer will be provided in writing within 10 working days of receipt of application.
- Cost involved in transferring to another course plus any refund of course fees paid for the student's current course will be in accordance with RI's Fees and Refunds Policy and Procedure.

5.4 Visa advice

All students who are either considering a course transfer, or have had their transfer request approved, will be advised that they must contact their relevant migration/education agent or directly the Department of Home Affairs to seek advice on whether a new visa is required. To find out more about visa requirements, students will be advised to contact DHA by phoning 131 881 or reviewing the following website <https://immi.homeaffairs.gov.au/>

5.5 Records

All records relating to course transfers will be kept for two years after the student ceases to be an enrolled student. This includes requests for release, the assessment of the request and the decision.





5.6 Publication

This policy is provided to students in the International Student Handbook, which is provided to students prior to or upon commencement of a course, and also via RI's website at www.riverdaleinstitute.edu.au

6 Procedure

1. Transfer from another provider

| Procedure | Responsibility |
|--|-------------------|
| <p>A. Process application.</p> <ul style="list-style-type: none">• Check PRISMS to see if the releasing registered provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS.• If required, contact the student or student's agent to confirm the student's status with the previous registered provider.• Review application and check standard enrolment requirements such as entry requirements and pre-requisites are met.• Process application within 5 working days of receipt. | RTO Administrator |
| <p>B. Approve application</p> <ul style="list-style-type: none">• Where the application is approved by the relevant RTO Manager, inform the student in writing. | RTO Administrator |
| <p>C. Refuse application</p> <ul style="list-style-type: none">• Where the application is not approved by the relevant RTO Manager, inform the student in writing.• Include all documentation on the student's file. | RTO Manager |





2. Transfer to another provider

| Procedure | Responsibility |
|---|-------------------|
| <p>A. Process application</p> <ul style="list-style-type: none">Where a student requests to transfer to another provider, provide the student with a <i>Release Request Form</i> for completion.On receipt of form, acknowledge receipt by post and/or email to the student. | RTO Administrator |
| <p>B. Review application</p> <ul style="list-style-type: none">Review the application and supporting evidence provided within 10 working days of receipt of application.Make a decision based on the circumstances in which a transfer will be granted as set out in this policy. | RTO Administrator |
| <p>C. Approve application</p> <ul style="list-style-type: none">Where the application is approved, inform the student in writing, including a <i>release from PRISMS</i>, information on any refund of course fees (if applicable in accordance with RI's <i>Fees Charges and Refunds P&P</i>) and advising the student to contact their relevant migration/education agent and DHA to confirm whether they will need a new visa.If a student's appeal is successful, a release will be granted.Report the 'Student Course Variation' into PRISMS immediately.Include all documentation on the student's file, to be kept for a minimum of 2 years. | RTO Administrator |
| <p>D. Refuse application</p> <ul style="list-style-type: none">Where the application is refused, inform the student in writing, including the reasons for the decision and advising the student of their right to access RI Complaints and Appeals P&P and that they have 20 working days in which to do this from the date specified on the letter.Include all documentation on the student's file.If the student does not appeal against the decision or if their appeal is unsuccessful, the matter will be closed.Include all documentation on the student's file, to be kept for a minimum of 2 years. | RTO manager |

3. Transfer to another course offered by RI

| Procedure | Responsibility |
|--|-------------------|
| <p>A. Process application</p> <ul style="list-style-type: none">Where a student requests to transfer to another course within RI, provide the | RTO Administrator |



| Procedure | Responsibility |
|---|-------------------|
| <p>student with an <i>Internal Course Transfer Application Form</i> for completion. Documentation required is stated on this form. This will include any documentation required relevant to the entry requirements for the course into which the student wishes to transfer.</p> <ul style="list-style-type: none">Acknowledge receipt of <i>Internal Course Transfer Application Form</i> by post and/or email to the student. This should include advice to the student that they must stay in their current course until their application is assessed and that the student must contact their relevant migration/education agent and DHA for advice on visa implications. | |
| <p>B. Review applications</p> <ul style="list-style-type: none">Review the application and supporting evidence provided within 10 working days of receipt of application.Make a decision based on the circumstances in which a transfer will be granted as set out in this policy. | RTO Administrator |
| <p>C. Approve application</p> <ul style="list-style-type: none">Where the application is approved, inform the student in writing, information on any additional fees and/or refund of course fees in accordance with RI's <i>Fees Charges and Refunds P&P</i> and advising the student to contact their relevant migration/education agent and DHA to confirm whether they will need a new visa.Create CoE and all required documentation for new course.Include all documentation on the student's file.Report the 'Student Course Variation' into PRISMS within 14 days of student leaving RI. | RTO Administrator |
| <p>D. Refuse application</p> <ul style="list-style-type: none">Where the application is refused, notify the student including the reasons for the decision and advising the student of their right to access RI <i>Complaints and Appeals P&P</i> and that they have 20 working days in which to do this from the date specified on the letter (if not appeal against the decision or if their appeal is unsuccessful, the matter will be closed),If a student's appeal is successful, a release will be granted Include all documentation on the student's file. | RTO Manager |

Associated Documents:

Release Request Form

Fees Charges and Refunds Policy and Procedures

Complaints and Appeals Policy and Procedure





7 Responsibility

The Compliance Manager and Operations Manager will be responsible for the implementation of this process and will ensure all requirements of this policy and procedure are met. Any breach of this policy will be promptly communicated to RI's CEO.

8 Review Date

12 months from the date of this version, or as required.

9 Version History

| Version Number | Date | Reason for Change | Prepared by | Approved by |
|----------------|-----------|--|-------------------------|-------------|
| V1.0 | July 2023 | Policy has been created | Compliance Manager (NK) | CEO (SD) |
| V1.1 | July 2024 | Policy has been reviewed for update | Compliance Manager (NK) | CEO (SD) |
| V2.0 | July 2025 | Revised definitions and reviewed for update. | Compliance Manager (NK) | CEO (SD) |

