



Type: Overseas Students - CRICOS Policies and Procedures	Name: International Student Transfer Request Policy	Policy No: OS-0008
Implementation Date: 2015	Last Reviewed: 2019	Review Date: Biennial

INTERNATIONAL STUDENT TRANSFER REQUEST POLICY

St Hilda's School international student transfer policy and processes apply to:

- international students requesting to transfer prior to completing the first six months of their first registered school sector course or
- where the student has completed the first six months of their enrolment in their first registered school sector course and wishes to transfer but the provider holds welfare responsibility via a CAAW.

International students requesting to transfer prior to completing the first six months of their first registered school sector course:

1. International students are restricted from transferring from their first registered school sector course of study for a period of six months. This restriction also applies to any course(s) packaged with their first registered school sector course of study. Exceptions to this restriction are:
 - a) If the student's course or school becomes unregistered
 - b) The school has a government sanction imposed on its registration
 - c) A government sponsor (if applicable) considers a transfer to be in the student's best interests
 - d) If the student is granted a release in PRISMS.
2. Students can apply to be released by submitting a Student Transfer Request Application at no charge to enable them to transfer to another education provider. However, if a student has not completed the first six months of the first registered school sector course of study or is under 18 years of age, conditions apply.
3. St Hilda's School will only release a student before completing the first six months of their first registered school sector course in the following circumstances:
 - a) The student has changed welfare and accommodation arrangements and is no longer within a reasonable travelling time of the school.

- b) The student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with St Hilda's School 's intervention strategy to assist them in accordance with Standard 8 (international student visa requirements).
- c) The student provides evidence of compassionate or compelling circumstances.
- d) St Hilda's School fails to deliver the course as outlined in the enrolment contract.
- e) The student provides evidence that their reasonable expectations about their current course are not being met.
- f) The student provides evidence that she was misled by St Hilda's School or an education or migration agent regarding St Hilda's School or its course and the course is therefore unsuitable to her needs and/or study objectives.
- g) An appeal (internal or external) on another matter results in a decision or recommendation to release the student.
- h) Any other reason stated in the policies of St Hilda's School

4. Students under 18 years of age MUST also have:

- a) Written evidence that the student's parent(s)/legal guardian supports the transfer application
- b) Written confirmation that the receiving provider will accept responsibility for and communicate with the student about approving the student's accommodation, support, and general welfare arrangements from the proposed date of release where the student is not living with a parent / legal guardian or a suitable nominated relative

5. St Hilda's School will NOT agree to the transfer before the student completes the first six months of their first registered school sector course in the following circumstances:

- a) The student's progress is likely to be academically disadvantaged
- b) St Hilda's School is concerned that the student's application to transfer is a consequence of the adverse influence of another party
- c) The student has not had sufficient time to settle into a new environment in order to make an informed decision about transfer
- d) The student has not accessed school support services which may assist with making adjustments to a new environment, including academic and personal counselling services
- e) School fees have not been paid for the current term/semester.

6. To apply for transfer to another provider, students need to:

- a) Complete an Application for Student Transfer Form available from Admissions Office
- b) Give this completed application form and a valid offer of enrolment from another provider to Admissions Office for assessment.
- c) If under 18 years of age, attach written confirmation of the parent/s or legal guardian/s support for the transfer to the nominated provider. In this case, the valid offer of

enrolment must also confirm the new provider's acceptance of responsibility for approving the student's accommodation, support and general welfare arrangements from the proposed date of the student's release from St Hilda's School, in accordance with Standard 5 (Younger international students) of the 2018 National Code of Practice for Providers of Education and Training for Overseas Students.

7. St Hilda's School will assess the student's transfer request application and notify the student of a decision within 5 working days.
8. If St Hilda's School grants the student's transfer request, the student will be notified and the decision will be reported to the Department of Home Affairs (Immigration) via PRISMS.
9. If St Hilda's School intends to refuse the student's transfer application request, St Hilda's School will provide the student with reasons for refusal in writing and include a copy of St Hilda's School's complaints and appeals policy (available at: <https://www.sthildas.qld.edu.au/admissions/international-students/>). The student has the right to access St Hilda's School's complaints and appeals process and has 20 working days to do this. The student's transfer request application will only be finalised in PRISMS after one of the following occurs:
 - a) the student confirms in writing they choose not to access St Hilda's School's complaints and appeals process, or
 - b) the student confirms in writing they withdraw from any appeals process they have commenced, or
 - c) the appeals process is completed and a decision has been made in favour of the student or St Hilda's School.
10. Applications to transfer to another registered provider may have visa implications. The student is advised to contact the Department of Home Affairs (Immigration) office as soon as possible to discuss any implications. The address of the nearest Office is: 299 Adelaide Street Brisbane Qld 4000 Alternatively, students can contact the Department of Home Affairs (Immigration): <https://www.homeaffairs.gov.au/about/contact/make-enquiry>.

Student who are no longer subject to the transfer restriction but St Hilda's School where holds welfare responsibility via a CAAW.

11. Students under 18 years of age MUST have:
 - a) Written evidence that the student's parent(s)/legal guardian supports the transfer application
 - b) Written confirmation that the receiving provider will accept responsibility for and communicate with the student about approving the student's accommodation, support, and general welfare arrangements from the proposed date of release where the student is not living with a parent / legal guardian or a suitable nominated relative
12. To apply for transfer to another provider, students need to:
 - a. Complete an Application for Student Transfer Form available from Head of Admissions Office
 - b. Give this completed application form and a valid offer of enrolment from another provider to Head of Admissions for assessment and response within 2 working days.

- c. If under 18 years of age, attach written confirmation of support for the transfer to the nominated provider by a parent/s or legal guardian/s. In this case, the valid offer of enrolment must confirm acceptance of responsibility for approving the student's accommodation, support and general welfare arrangements from the proposed date of the student's release from St Hilda's School in accordance with Standard 5 (Younger overseas students) of the 2018 National Code of Practice for Providers of Education and Training for Overseas Students.
13. St Hilda's School will negotiate the welfare transfer date with the receiving provider and will advise the student of the welfare transfer date within 2 working days.
14. Transfers to another registered provider may have visa implications. The student is advised to contact the Department of Immigration office as soon as possible to discuss any implications. See <http://www.homeaffairs.gov.au/about/contact/offices-locations/australia>. Alternatively, students can contact the Department of Home Affairs (Immigration): <https://www.homeaffairs.gov.au/about/contact/make-enquiry>.