

# QAF160 HELI Overseas Student Transfer Between Registered Providers Policy and Procedure

## CONTENTS

<b>1. Purpose</b>	<b>2</b>
<b>2. Scope</b>	<b>2</b>
<b>3. Definitions</b>	<b>2</b>
<b>4. Principles</b>	<b>3</b>
<b>5. Transferring to HELI from a Registered Provider</b>	<b>3</b>
<b>6. Transferring from HELI to Another Registered Provider</b>	<b>3</b>
<b>7. Appeals</b>	<b>5</b>
<b>8. Procedure</b>	<b>5</b>
<b>8.1 Transferring to HELI from a Registered Provider</b>	<b>5</b>
<b>8.2 Transferring from HELI to Another Registered Provider</b>	<b>5</b>
<b>9. Relevant Documents</b>	<b>6</b>
<b>10. Relevant Legislation</b>	<b>6</b>
<b>11. Version Control</b>	<b>6</b>
<b>Appendix 1: Transferring to HELI from a Registered Provider Procedure</b>	<b>8</b>
<b>Appendix 2: Transferring from HELI to another Registered Provider Procedure</b>	<b>9</b>

## 1. Purpose

This policy describes the circumstances under which the College will consider, approve or reject an International student's request to transfer to or from another registered provider and the procedures in relation to the transfer.

## 2. Scope

This Policy applies to all International students seeking to transfer to or from another registered provider within the first six months of their principle course.

## 3. Definitions

Item	Definition
<b>Appeal</b>	The review of a decision made by HELI under this policy.
<b>Course</b>	A structured sequence of study undertaken at a recognised higher education provider, leading to the award of a degree, diploma, certificate, or other recognised qualification.
<b>Credit</b>	The positive balance of a student account, being a balance greater than zero, as a result of an overpayment of fees to HELI.
<b>Compassionate and compelling circumstances</b>	<p>Situations which are generally beyond the control of the student and which have an adverse impact on the student's capacity and/or ability to commence their course or to satisfactorily progress in their course.</p> <p>Such circumstances include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• serious illness or injury, supported by a verified medical certificate;</li> <li>• bereavement of close family members such as parents, siblings or grandparents (where possible a death certificate should be provided);</li> <li>• the student recently giving birth or a student's partner recently giving birth, thus preventing commencement on the published start date or attendance for some time through the course (with supporting documentation);</li> <li>• major political upheaval or natural disaster in the home country this has impacted on the student's studies; and</li> <li>• a traumatic experience which could include: <ul style="list-style-type: none"> <li>○ involvement in, or witnessing of a serious accident; or</li> <li>○ where the registered provider was unable to offer a pre-requisite unit;</li> <li>○ inability to commence studying on the course commencement date due to delay in receiving a student visa.</li> </ul> </li> </ul>

Item	Definition
<b>Evidence</b>	<p>Certified documents presented to support specific claims that will vary depending on the specific circumstances but may include: Department of Home Affairs visa documents; travel documents; media reports relating to a natural disaster impacting on a student’s area of residence; health-related, medical, death or birth certificate; police incident report; social worker’s report; and/or psychologist’s report.</p> <p>Certificates not written in English must be translated into English by approved NAATI translators.</p>
<b>Principal course</b>	The final course providing the highest qualification in a student’s sequenced package of courses
<b>Refund</b>	Overpayment of fees or charges returned to the payee.
<b>SMS</b>	Student Management System

#### 4. Principles

Higher Education Leadership Institute (HELI) is committed to the National Code of Practice for Providers of Education and Training to Overseas Students, 2018. Standard 7 which requires the College to assess requests from students for transfer to or from another registered provider in accordance with documented policies and procedures.

#### 5. Transferring to HELI from a Registered Provider

- 5.1. International students may transfer to HELI from another registered provider, provided they have completed at least six months of the course in which they were enrolled at the other provider.
- 5.2. HELI will not knowingly enrol a student wishing to transfer from another registered provider prior to the student completing six months of his/her course at the other provider, except where:
  - 5.2.1. Either the other registered provider or the course in which the student is enrolled ceases to be registered; or
  - 5.2.2. The other registered provider has agreed to the student’s release and recorded the date of effect and reason for release in PRISMS; or
  - 5.2.3. The other registered provider has had a sanction imposed on its registration by the government that prevents the student from continuing in his/her course; or
  - 5.2.4. Any government sponsor of the student considers the change to be in the student’s best interest and has provided written support for the change.
- 5.3. HELI will not actively recruit a student from another registered provider before the student has completed six months of his or her principal course.
- 5.4. It should be noted that HELI does not admit or enrol international students who are under 18 years of age.

#### 6. Transferring from HELI to Another Registered Provider

- 6.1. International students may transfer from HELI to another registered provider at no cost to the student provided they have completed at least six months of the principal course in which they

- were enrolled at HELI, and the student has a valid enrolment offer from the receiving registered provider.
- 6.2. The six-month period, which must be completed by the student, starts the day the student commences study in the principal course and does not include any deferral, leave of absence or suspension. If a student has enrolled in multiple courses, the transfer restriction applies to a student during all courses they undertake prior to the principal course and the six-month period begins once they commence the principal course.
  - 6.3. International students may request to transfer from HELI to another registered provider before they have completed six months of the principal course. Requests for transfer in these circumstances will be assessed by the Registrar or delegate, and will only be granted where the transfer is in the student's best interest, for example, because:
    - 6.3.1. the student is unable to achieve satisfactory course progress at the level at which they are studying, even after engaging with HELI's intervention strategy designed to assist the student in accordance with Standard 8 of the National Code 2018; or
    - 6.3.2. there is evidence of compassionate or compelling circumstances; or
    - 6.3.3. HELI has failed to deliver the course as outlined in HELI's Letter of Offer; or
    - 6.3.4. there is evidence that the student's reasonable expectations about their current course are not being met; or
    - 6.3.5. there is evidence that the student was misled by HELI or by an education or migration agent regarding HELI or the course in which the student is enrolled, and the course is therefore unsuitable to the student's needs and/or study objectives; or
    - 6.3.6. there is a successful appeal (internal or external) on another matter that results in a decision or recommendation to release the student.
  - 6.4. If a release is granted, it will be at no cost to the student and HELI will advise the student of the need to contact the Department of Home Affairs (<https://www.homeaffairs.gov.au/>) to seek advice on whether a new student visa is required.
  - 6.5. A request for transfer to another provider will not be granted where it is considered the transfer may be detrimental to the student, for example, if:
    - 6.5.1. the transfer may jeopardise the student's progression through a package of courses; or
    - 6.5.2. the student only recently commenced studies in the course and the full range of support services are yet to be provided; or
    - 6.5.3. the student is the subject of procedures which could lead to their being reported to the Department of Home Affairs for breach of their student visa conditions and/or breach of the HELI Student Code of Conduct.
  - 6.6. Where a request for transfer is not granted the Registrar or delegate will provide the student with a letter outlining the reason/s for the request being refused and the student's right to access HELI's complaints and appeals processes under HELI's Student Non-Academic\_Grievances and Appeals Policy and Procedure.
  - 6.7. HELI will not finalise the student's refusal status in PRISMS until (a) the allowed time has elapsed for the student to make a complaint or make an appeal which must be done within 20 working days; (b) the completion of the appeals process and where HELI's decision is upheld; or (c) the student withdraws the complaint or appeal.
  - 6.8. HELI will maintain records of all requests from students for a release, and of the assessment and decision regarding the request, for two years after the person ceases to be a student of HELI.

## 7. Appeals

If a student is not satisfied with the outcome of the transfer application, the student is entitled to appeal in accordance with the Student Non-Academic Grievances and Appeals Policy and Procedure by completing the on-line Student Appeal Form.

## 8. Procedure

### 8.1 Transferring to HELI from a Registered Provider

1. Students wishing to transfer to HELI from another registered provider are required to apply for admission using the online admission form on the College website. Students applying for recognition of prior learning (RPL) through the awarding of credit towards an HELI award course through credit transfer, RPL or articulation are advised to read the HELI's Award of Credit Policy and apply online.

### 8.2 Transferring from HELI to Another Registered Provider

1. Students must submit their formal withdrawal request using the online Course Withdrawal Form. Further details of the withdrawal procedure can be found in Appendix 2.
2. Student's requesting a refund should also lodge an on-line refund application using the Refund Application Form. Any requests for a refund will be reviewed in accordance with HELI's Refund Policy.

It is essential that the student include:

- a) a detailed explanation of the reason(s) that they are requesting to transfer from their course; and
  - b) documentary evidence to support the request, including a valid offer from the receiving provider.
3. The Registrar's Office will evaluate:
    - a) the information supplied by the student in the application including any attached evidence
    - b) relevant information contained within the student's record, such as the course commencement date which is required to calculate the number of days from this date that you submitted your application.
  4. The Registrar's Office will further investigate all requests by conducting a telephone consultation with the course coordinator to determine whether there are any extenuating circumstances that need to be considered.
  5. The Registrar's Office may contact the student if any part of the matter requires further clarification.
  6. The Registrar or delegate will make a decision regarding the application no later than 10 days from the date that the student's application with all required documentation was received and will update the student record in the SMS and provide formal written notification to the student of the outcome of the application.
  7. If the withdrawal application is approved, the Registrar or delegate will arrange for the issuance of a Statement of Results for course units already completed.

8. Where a refund of course tuition fees is to be paid this will be processed under the HELI's Refund Policy.
9. Where outstanding fees are payable by the student, a final invoice will be issued to the student. The Statement of Results for course units already completed will not be issued until the outstanding payment is made in accordance with HELI's Student Fees Policy.
10. The Registrar's Office will update the student record in the SMS with all relevant information and attach any final summary reports of the outcome which can be accessed by the student through the SMS.

## 9. Relevant Documents

- Data and Records Management Policy
- Award of Credit Policy
- Students Non-Academic Grievance and Appeals Policy and Procedure
- Enrolment Policy
- Compassionate and Compelling Circumstances Guidelines
- Course Withdrawal form
- Students Fees Policy

## 10. Relevant Legislation

- Tertiary Education Quality and Standards (TEQSA) Act 2011 (Cth)
- Higher Education Standards Framework (Threshold Standards) 2021
- Education Services for Overseas Students Act 2000 (Cth)
- Education Services for Overseas Students Regulations 2001
- National Code of Practice for Providers of Education and Training to Overseas Students 2018 (The National Code)
- Higher Education Support Act 2003 (Cth)

## 11. Version Control

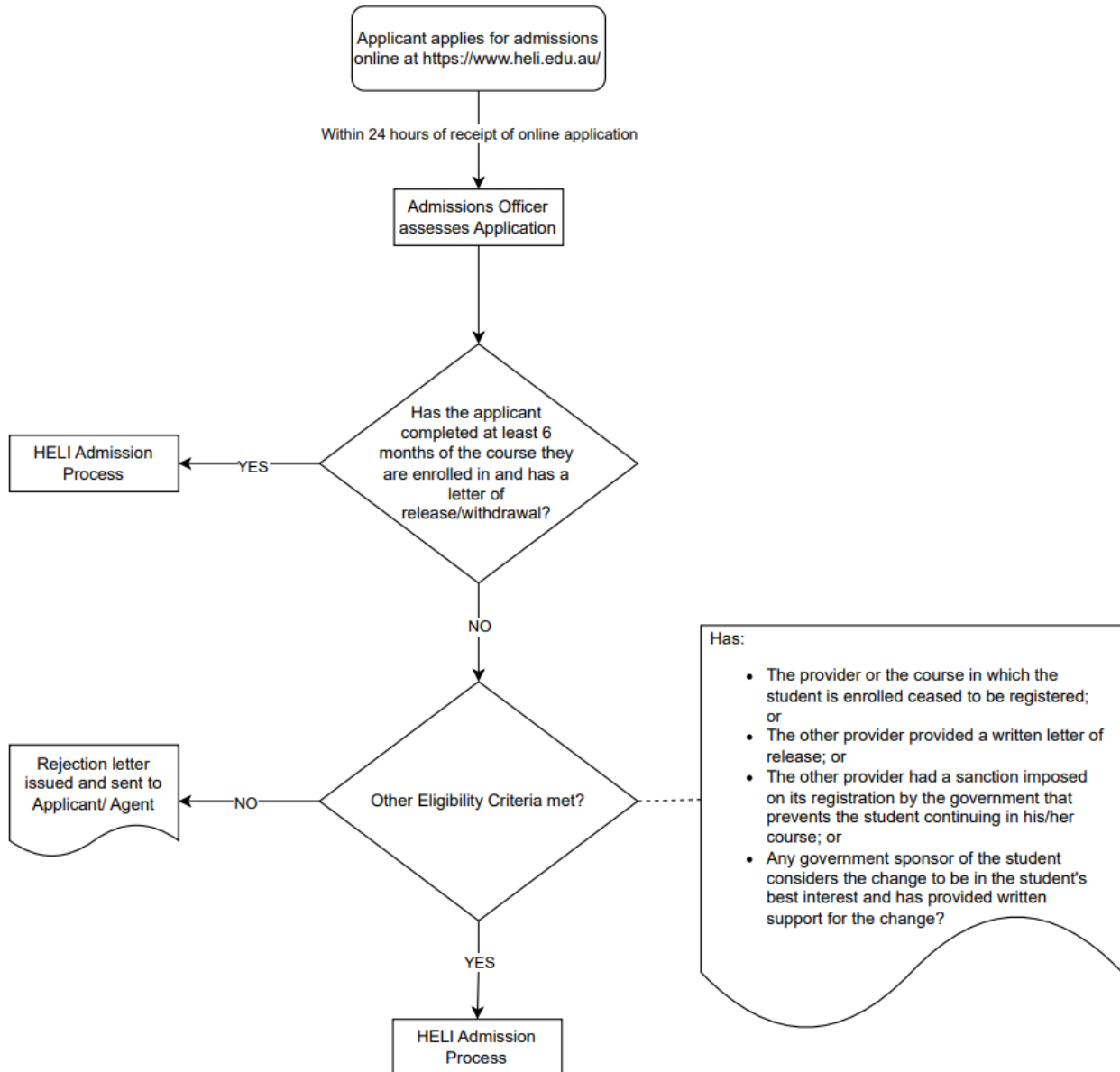
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1.0	Document creation	EMC: 27 May 2019	
1.1	Scheduled revision including roles and related documents	EMC: 17 May 2021	
1.2	Minor Change of Policy Owner and job title. CEO reviewed the policy and extended the review date to 7 July 2024.	CEO: 7 July 2023	
1.3	CEO reviewed the policy and extended the review date to 7 December 2025	CEO: 30 January 2025	7 December 2025
2.0	Harmonised Policy with IHE	BOD: 20 June 2025	20 June 2027



## Appendix 1: Transferring to HELI from a Registered Provider Procedure

### Transferring to HELI from a Registered Provider Procedure



**Appendix 2: Transferring from HELI to another Registered Provider Procedure**

**Transferring from HELI to another Registered Provider Procedure**

