

### 1 PURPOSE

To ensure staff and students are aware of the guidelines on transferring an enrolment between registered training providers. This policy mainly addresses transfers requests where the student has not yet completed 6 months of their principal course of study.

### 2 POLICY

Under the terms of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 – Standard 7, students on an international student visa are required to remain with their education provider for the first six months of their principal course. However, we recognise that there may be circumstances for a student to want to transfer between providers.

### 3 TRANSFERS TO AXIAL INTERNATIONAL COLLEGE FROM ANOTHER REGISTERED PROVIDER

Axial International College is restricted from enrolling a student who is transferring from another provider, unless the student has completed a minimum of six (6) months of his/her principal course of study, except when any of the following circumstances apply:

- The original provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered;
- The original provider has provided a written letter of release;
- The original provider has had a sanction imposed on its registration that prevents the student from continuing;
- 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.

### 4 TRANSFERS FROM AXIAL INTERNATIONAL COLLEGE TO ANOTHER REGISTERED PROVIDER

To apply for a change of provider within the first 6 months of the principal course of study with Axial International College, the student must submit a written request and a copy of the valid letter of offer provided from the other Registered Provider to one of our Student Support Officers or [sso@axial.edu.au](mailto:sso@axial.edu.au). It is expected that Axial International College will grant the student a letter of release in the following circumstances:

- The overseas student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with intervention strategy for assistance;
- There is evidence for compelling and compassionate circumstances;
- Axial International College fails to deliver the course as outlined in the Letter of Offer;

- 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 Axial International College or an education or migration agent regarding the college or its courses;
- An appeal (internal or external) on another matter results in a decision or recommendation to release the student.

Axial International College will assess a student's request on a case by case basis once the student provides a letter outlining the reasons for the request, along with any relevant documentation (such as medical certificates).

On a first instance, Axial International College will assess whether the college can provide alternative arrangements to meet the needs of the student. If the student declines the alternative arrangements, a letter of release will be granted by Axial International College where the transfer will not be to the detriment of the student or their future studies.

### **5 REFUSING A REQUEST**

Axial International College may only refuse a request for transfer within the first six months of a course under the following circumstances:

- The transfer may jeopardise the student's progression through a package of courses;
- A valid offer letter has not been produced;
- Axial International College believes the transfer would be detrimental to the student;
- The student is experiencing difficulties adjusting to Australian life and the demands of academic work at Axial International College, and there are actions Axial's International College Student Support Services can take to assist.

### **6 NOTIFICATION OF AN OUTCOME**

Students will be notified of the outcome of their request within ten (10) working days of submitting their request for a Letter of Release. Students will be informed in writing, at no cost, that Axial International College has either:

- Approved the request to transfer to another provider. In this instance the student will need to contact the Department of Home Affairs to seek advice regarding their student visa.
- Rejected the request to transfer to another provider. In this instance the student will be informed in writing of the reasons for the decision and informed that they may freely transfer between providers after six months. Students can appeal the decision in

writing in accordance with Axial International College's complaints and appeals process.

Axial International College will retain copies of all requests from students. Records will be logged in the VETtrak database and on the student file, along with the evidence of the outcome and the relevant decision.

### **7 PROCEDURE TO APPLY FOR A TRANSFER FROM AXIAL TO ANOTHER REGISTERED PROVIDER**

Students who wish to apply for a transfer from Axial International College to another registered provider must:

- Complete the Transfer Application form;
- Axial International College Administration will log the receipt of the application in the VETtrak student management system;
- Axial International College Administration will assess the students application and supporting documentation and forward to the Administration Manager for approval prior to granting any transfer request;
- Axial International College Administration Manager will assess the application and advise on the outcome and action to be taken;
- Axial Administration will advise the student of the decision via the Transfer Successful Outcome Letter (Letter of Release), or the Transfer Unsuccessful Outcome Letter;
- The final decision will be logged in the VETtrak student management system. Copies of all documentation will be stored in the student file.