



## **Transfer between Registered Providers Policy**

### **1. Background**

The National Code<sup>1</sup> Standard 7 restricts registered providers of courses to international students from enrolling transferring students prior to the student completing 6 months of their principal course of study.

This policy is designed to ensure that the International Screen Academy (ISA) does not enrol any transferring international student prior to 6 months of their principal course being completed, unless that student has a valid Letter of Release agreeing to such a transfer, or if other specific conditions are met.

This policy also details the procedures for assessing applications to transfer from ISA to another registered provider within the initial 6 months of a student's principal course.

### **2. Requests to transfer from another provider to ISA**

ISA will not recruit or knowingly enrol a student wishing to transfer from another registered provider prior to the student completing 6 months of their principal course, except in the following circumstances:

- the original registered provider has provided a written Letter of Release;
- the original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered;
- the original registered provider has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing their principal course of study; or
- a government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.

International students seeking to transfer to ISA must comply with the ISA enrolment procedures and meet the course entry requirements.

#### **2.1 Procedure**

Where an international student seeks to transfer from another registered provider before they have completed 6 months of their principal course of study the following procedure will apply:

- ISA receives an application from a student who is on-shore and is currently undertaking study at another registered provider.

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<sup>1</sup> The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (the National Code)

- When ISA attempts to create a new Confirmation of Enrolment (CoE) for an international applicant the PRISMS<sup>2</sup> will advise ISA if the student has **not** completed six months of the principal course.
- If the student **has completed 6 months study** in their principal course of study, the application process proceeds as for all other on-shore international student applications.
- If the student **has not completed 6 months study** in their principal course of study they are required to provide a Letter of Release from the registered provider they are currently studying with. ISA will provide the student with a “conditional” letter of offer which clearly states that an offer of a place is contingent on their obtaining a letter of release from the registered provider that they are currently studying with.
- If the student is a government sponsored student, they are required to provide written support from their sponsor agreeing to the change which will stand in lieu of a Letter of Release.
- Once a Letter of Release is received the application proceeds as for all other on-shore international student applications.
- If the student does not provide a Letter of Release, the application process will be put on hold and the student informed that they are unable to transfer at this time. The student will be invited to reactivate their application when they have completed 6 months in their principal course of study.
- In the circumstances where the original registered provider or course has ceased to be registered, or sanctions have been placed on the original registered provider by the Australian government which do not allow the student to continue with the course, no Letter of Release is required.

### 3. Requests to transfer to another registered provider from ISA

International students who are enrolled in their course at ISA and have studied longer than 6 months do not require a letter of release.

ISA will generally agree to a request from an international student to transfer to another registered provider prior to completing 6 months of their principal course with ISA, however, ISA will assess the request with the following factors being taken into account:

- the student requesting a transfer does not have a clear understanding of what the transfer represents to their study options;
- the student has not made an attempt to discuss the reasons for seeking a transfer with the Head of Acting or Head of Film and Animation;
- the student has outstanding course fees owing to ISA;
- it is suspected that the student is seeking to transfer to another registered provider only to avoid being reported to DIBP<sup>3</sup> for failure to meet academic progress requirements.

Where it is assessed that one of the above factors applies, the student’s request for a Letter of Release may be refused.

In the circumstance that ISA does not grant a Letter of Release, the student will be provided with a letter outlining the decision to refuse the request and informing the student of their right to appeal the decision through the *Student Grievance Policy and Procedure* (available on the ISA website).

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<sup>2</sup> Provider Registration and International Student Management System

<sup>3</sup> Department of Immigration and Border Protection

Where a Letter of Release is granted it will be issued to the student at no cost and will advise the student of the need to contact DIBP to seek advice on any implications to their student visa.

### 3.1 Procedure

Where an international student seeks to transfer from ISA to another registered before they have completed 6 months of their principal course of study the following procedure will apply:

- The international student must provide a written request to the Head of Acting or Head of Film and Animation that they wish to transfer from ISA to another registered provider, along with an original copy of a valid Letter of Offer from the registered provider to which the student wishes to transfer.
- The Head of Acting or Head of Film and Animation will acknowledge that the request to transfer has been received and arrange an exit interview within 5 days of receiving the request.
- The Head of Acting or Head of Film and Animation will check the financial status of the student to determine if there are fees owing or if the student is entitled to a refund under the *Refund Policy – International Students*. The Head of Acting or Head of Film and Animation will advise the student if there are any fees owing and discuss how payment will be settled or, if a refund is due, how much will be refunded and when. The Head of Acting or Head of Film and Animation will also check to see if there are any library books or other items on loan to the student and make arrangements for their return.
- During the exit interview the Head of Acting or Head of Film and Animation will:
  - discuss the reasons for the student wishing to transfer to another registered provider, and
  - sight and make a copy of the original Letter of Offer from the registered provider that the student wishes to transfer to.
- Following the exit interview the Head of Acting or Head of Film and Animation will make an assessment of the student's request for a transfer to another registered provider taking into account the factors mentioned above and come to a decision on whether to provide the student with a Letter of Release.
- If the Head of Acting or Head of Film and Animation agrees to the student's request for a transfer to another registered provider they will provide the student with a Letter of Release within 5 working days after the exit interview. The Letter of Release will be provided to the student at no charge and will advise the student of the need to contact DIBP to seek advice on whether a new student visa is required. The student must, if applicable, pay any outstanding fees or return any library books or equipment before receiving the Letter of Release.
- If the Head of Acting or Head of Film and Animation denies the student's request for a transfer to another registered provider, the student will be provided with a letter detailing the decision to refuse the request within 5 working days of the exit interview and will be informed of their right to appeal the decision through the *Student Grievance Policy and Procedure* (available on the ISA website).
- ISA will maintain records of all requests from students for a Letter of Release and the assessment of and decision regarding the request on the student's file.
- Letters of Release will always be provided when, or if:
  - ISA's registration or accreditation has been revoked;

- Sanctions imposed on the School by the government prevent the student from continuing in the course;
- A government sponsor deems that the transfer is in the best interest of the student.

#### **4. Publication and Version Control**

Staff and students are advised of this policy through publication on the ISA's website.

Version	Amendments	Approval	Date Approved
3	Removing Creative Director and adding Head of Acting or the Head of Film and Animation	Managing Director	12/5/15