

International Student Transfer Request from Insearch to Other Providers Procedure

Procedure Statement

Under the National Code 2007 Insearch is required to have a documented procedure for the assessment of international student requests to transfer either from other institutions to Insearch or from Insearch to other institutions. This procedure is to enable transparent decision making when dealing with requests to transfer from Insearch.

Students undertaking a packaged offer of English and UTS Foundation Studies and/or Diploma or Degree, will have the Diploma or Degree as their principal course. There is a legislative requirement for students to study in their principal course (the course for which they have been granted a visa, or the final course in a visa package), for a minimum of 6 months (24 weeks).

Any student on a UTS package visa, if still studying at Insearch, will not have completed the required 6-month period.

SCOPE

- This procedure applies to all International students and Insearch staff required to deal with International student requests to **transfer from Insearch to other providers**, specifically staff in the Student Centre, and Student Sponsorship, Compliance and Reporting Team.
- This document does not apply to foreign government sponsored students.
- For students wishing to transfer from other providers to Insearch, staff should follow the student application and admission procedure.

DEFINITIONS

AQF	The Australian Qualifications Framework (AQF) is the national policy for regulated qualifications in Australian education and training. It incorporates the qualifications from each education and training sector into a single comprehensive national qualifications framework.
CoE	Confirmation of Enrolment – a document provided electronically, which is issued by Insearch to intending international students and which must accompany their application for a student visa. It confirms the international student's eligibility to enrol in a particular program.
ELT	English Language Training. In the context of this procedure this means full time English courses registered on CRICOS.
iRecords	Insearch's electronic student filing system.

LC	Learning Centre.
SSCR	Student Sponsorship, Compliance and Reporting.
SSVF	Simplified Student Visa Framework.

POLICY PRINCIPLES

Action	Description	Responsible
Request to transfer from Insearch	<ol style="list-style-type: none"> 1. Complete the Application to Transfer to Another Provider form 2. Include the following with the student's application: <ol style="list-style-type: none"> a. current offer letter from the new institution to which the student wishes to transfer b. a statement indicating why the student would like to transfer to another provider 3. Pay any outstanding fees to Insearch and UTS library where applicable before lodging the request. 	Student
Validation	<ol style="list-style-type: none"> 4. Is the student under 18? <p>IF NO Go to step N° 7</p>	Student Centre
Verify requirements for student under 18 years of age	<ol style="list-style-type: none"> 5. Ask for a Parent or legal guardian signature on the form <p>NOTE: a homestay host is not permitted to sign the form.</p> <ol style="list-style-type: none"> 6. If the student is not being cared for in Australia by a parent or suitable nominated relative, verify that the valid offer from the new registered provider also confirms that they will accept responsibility for approving the student's accommodation, support and general welfare arrangements from the day the student is released from Insearch, as per Standard 5 of the National Code (Younger students) 	

Validation	<p>7. Has the student met the minimum length of studies to leave?</p> <p>NOTE: Any student on a UTS package visa, if still studying at Insearch, will not have completed the required 6 month period</p>	Student Centre
Check the length of studies	<p>8. If the student has not met the minimum length of studies requirement, advise the student about necessary documentation and requirements to apply, according to the policy.</p> <p>9. If the student does not meet the minimum length of study requirement but still wants to apply, ask for a written statement that explains why the minimum length of study requirement should not apply.</p> <p>10. File the complete documentation in iRecords and forward it to the SSCR team for assessment.</p>	
Evaluate special conditions	<p>11. Evaluate if the student:</p> <ul style="list-style-type: none"> a. has any compelling or compassionate circumstances that justify a transfer request within the first five weeks of ELT program or the first eight weeks of a diploma or UTS Foundation Studies program. b. is trying to avoid being reported to the Department of Home Affairs for lack of course progress or poor attendance <p>12. Assess each particular case according to the policy and determine what is in the student's best interests in terms of the student's progress.</p> <p>NOTE: Under the SSVF program a transfer to a lower AQF level course will not be granted</p>	SSCR Co-ordinator
	13. If the transfer request is rejected go to Step 20.	SSCR

<p>Generate the Release letter and advise student</p>	<p>INSEARCH APPROVES A TRANSFER FROM INSEARCH</p> <ol style="list-style-type: none"> 14. Seek approval for this transfer from UTSI as required (if student is the holder of a UTS package visa). 15. Confirm with UTS Library/ Insearch LC that there are no outstanding loans or fees (as appropriate). 16. Generate a release letter, advising the student to contact the Department of Home Affairs to seek advice on whether a new student visa is required. 17. The release letter also advises students holding a UTS package visa to provide the Insearch release when requesting the UTS release letter 18. Provide release letter to the student and file copy of all documentation on iRecords and ask student to complete the Refund form where appropriate 19. Cancel the CoE on PRISMS within 15 days of the student ceasing study with Insearch (on UTS PRISMS and or Insearch PRISMS as required). This cancellation will notify the Department of Home Affairs immediately of the student's termination of studies. 20. For students holding a UTS CoE for undergraduate degree or postgraduate studies, an email is sent to UTSI (reps@uts.edu.au) advising of the student's termination. <p>End of Procedure (if transfer from Insearch is approved)</p>	<p>SSCR</p>
<p>Communicate unsuccessful withdrawal requests</p>	<p>TRANSFER FROM INSEARCH IS NOT APPROVED</p> <ol style="list-style-type: none"> 21. Give to the student written reasons for refusing the request and inform them about the right to appeal the decision in accordance with Standard 8 (Complaints and Appeals) and the Insearch Student Complaints and Appeals Policy and Procedure. 	

<p>Lodge Appeal</p>	<p>22. Applications for appeal are addressed to the Registrar and are lodged through the Student Centre.</p> <p>23. File appeal documentation on the Student's file in iRecords</p> <p>24. Receive all the documentation supporting the request. A new statement from the student is sufficient. As it is an appeal, it must be lodged within 20 working days of the date of the rejection letter and all other conditions should be the same including the request to be transferred to the same institution.</p> <p>25. Verify there are no outstanding Insearch fees nor UTS library fees and loans</p> <p>26. File documentation on the Student's file in iRecords</p>	<p>Student Centre</p>
<p>Assess the case And Respond</p>	<p>27. Evaluate the case according to the International Student Transfer Request Assessment policy</p> <p>28. If the appeal is upheld, follow steps from 14 to 20.</p> <p>29. If the appeal is not upheld, give the student written reasons for not upholding the appeal and inform them of the right to appeal to the appropriate external body in accordance with Standard 8 (Complaints and Appeals) and the Insearch Student Complaints and Appeals Policy and Procedure</p> <p>30. File documentation on the student's file in iRecords.</p> <p>End of Procedure</p>	<p>Registrar</p>

SUPPORTING DOCUMENTS

- Student Application, Admission and Enrolment Policy
- Student Application and Admission Procedure
- Application to Transfer to Another Provider Form
- National Code 2007
- International Student Transfer Request Assessment Policy
- Refund Policy
- Refund Procedure

ADMIN USE ONLY

APPROVAL	
Signature:	
Name:	Sally Chatterjee, Chief Operation Officer Date:
Procedure Title	International Student Transfer Request from Insearch to Other Providers Procedure
Procedure Owner	Registrar
Procedure ID	PR/OPS/02/17
Effective Date	