

## Overseas Student Transfer Policy (External).

Overseas students may transfer to another domestic educational institution. However, in order to comply with Standard 7 of the *National Code 2018*, overseas students who wish to do so before completing the first six (6) months of their principal course must request a release from Kenvale College.

### Process

To apply for an Overseas Student Transfer, the student must make full payment of the assessment for Application for Withdrawal Fee, and submit the following documents to the Compliance Department:

1. A completed an Application for Withdrawal form specifying (1) the student who wishes to withdraw has not completed the first 6 months of the principal course and (2) detailing the reasons behind the student's request to transfer to another institution and how the student will benefit from the transfer;
2. A copy of the offer letter from the receiving institution confirming that the student has been offered an unconditional place at the institution;
3. If a sponsor is paying tuition fees, a written confirmation that the scholarship body approves the transfer.

The Compliance Department will notify the student of the outcome of their request within ten (10) working days of submitting the application.

The Overseas Student Transfer request is assessed against Paragraphs 7.2.2.1 to 7.2.2.6 of Standard 7 of the *National Code 2018* that establishes circumstances under which Kenvale College can grant the transfer request pursuant to the Students 'best interests'.

The College does not charge for granting a release.

### **Circumstances in which a release is NOT REQUIRED**

Under certain circumstances a release is not required. If the student:

- has been studying in their principal course (the course for which the student was granted a visa) for more than six months, or
- wishes to discontinue studying at Kenvale College and intends to return to their home country, or
- holds another kind of temporary residence visa that is not subject to the *National Code 2018*.

### Successful Outcome

The student will be informed that:

- Kenvale College has approved the request to transfer to another institution;
- The Department of Home Affairs will be notified;
- The student's Kenvale College Certificate of Enrolment has been cancelled;
- The student must contact immigration to seek advice on whether a new student visa is required.

### **Unsuccessful Outcome**

In line with the requirements of the *National Code 2018*, students will be informed in writing of:

- The reasons behind refusing to grant the overseas student transfer request;
- The student's right to access the Kenvale Colleges complaints and appeals process to appeal the outcome within a 20 working day period of receiving the decision.

Kenvale College will not approve the application for transfer:

- if the College forms the view that the student is trying to avoid being reported to Department of Home Affairs for failure to meet the College's attendance or academic progress requirements;
- if the student applies to transfer to another sector (e.g. Higher Education) or another level (e.g. Bachelor), and the College has formed the view that the student is unlikely to succeed in the course;
- if the College forms the view that the student is trying to avoid paying their course fees;
- if the student does not have a letter of offer from another registered provider;
- if the transfer may be considered detrimental to the student;
- if the intended course will not provide adequate preparation for further study, nor be recognised by higher education or VET providers as meeting their entry requirements;
- if the transfer would be detrimental to the student's future study plans;
- if the transfer request has been lodged before the student has commenced study at the College;
- if the student has a packaged conditional offer and the request is not supported by the pathway provider;
- if the student fails to provide a complete application form and supporting documentations;
- if the student has been excluded or suspended from their course due to misbehaviour;
- there are reasonable grounds for the College forming the view that the student is trying to manipulate the SSVF system;
- the student has not utilized the full range of support services available at the College with regard to academic and personal issues;
- if the student provides information and/or supporting documentation that is fraudulent; and
- if the student provides travel to and from campus as the reason for requesting a transfer request.

### **Complaints & Appeals**

Students who wish to request a review of the decision on their overseas student transfer request may do so within 20 working days from receiving an outcome, under the student Complaints and Appeals Policy.

The following documents provide information on the process for lodging complaints:

- *10-01-023 Internal Overseas Student Transfer (internal version)*
- *10-01- 021 Complaints and Appeals Policy (Students)*
- *10-03-008 Complaints and Appeals Form*

Additionally the Commonwealth Overseas Student Ombudsman is the independent, external complaints and appeals body for international students studying with private education providers and can investigate complaints and appeals from intending, current and former international students about private colleges, universities and schools. It offers a free and independent service for overseas students who wish to appeal against a decision made by their private education or training provider in Australia.

*<http://www.ombudsman.gov.au/making-a-complaint>*