

Transfer of Students between Providers Policy and Procedures

Policy

Blue Lotus College (BLC) is restricted from enrolling or transferring students prior to completing 6 months of principal course of study by the students. This means BLC is unable to knowingly enrol a student transferring to BLC, who has not completed at least 6 months of their initial principal course without meeting specified criteria outlined in the National Code 2018.

This policy details the procedures for assessing applications to transfer within this period. The procedures outlined below will ensure that it does not enrol any transferring international student prior to the 6 months of their principal course being completed unless that student has a valid letter of release agreeing to such a transfer and the below procedures will be implemented.

Students who have studied longer than this period of 6 months can apply as normal and no letters of release need to be sighted.

The following procedures have been separated into 'Incoming students' and 'Outgoing students.'

Strategy

Blue Lotus College assess requests from students for a transfer between registered providers prior to the student completing six months of his or her principal course of study in accordance with their documented procedures.

Blue Lotus College will not knowingly enrol a student wishing to transfer from another registered provider's course prior to the student completing six months of his or her principal course of study.

After the first six months of the principal course no restrictions apply.

Policy and Procedure(s)

Transfer Request Assessment

Upon receipt of an application for transfer of enrolment (Transfer Request Form) the Student Support Service shall ensure that the student has completed at least six months of his or her principal course of study unless:

- Blue Lotus College has ceased to be registered or the course has ceased to be registered
- Blue Lotus College has provided a written letter of release
- Blue Lotus College has a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or her principal course

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- 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.

Requesting a Transfer from Blue Lotus College

- Once Blue Lotus College has issued a student with an electronic Confirmation of Enrolment (CoE), Department of Home Affairs regulations state that the student cannot change their study by moving to another institution before the student has completed six months of the student's principal course.
- After the first six months of study, the student can change their study provider if they wish.
- Transfers before six months require consultation with the senior staff member of Blue Lotus College and the student, transfer may be granted on a case by case basis.
- Circumstances in which Blue Lotus College will grant a transfer because it is in the best interest of the Student include but are not limited to where the registered provider has assessed that:
 - 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 the intervention strategy
 - for compelling or compassionate reasons
 - Blue Lotus College fails to deliver the course as outlined in the written agreement
 - There is evidence the student's reasonable expectations about their current course are not being met
 - There is evidence the student was misled by the provider or an education agent regarding the provider or its course and the course is therefore unsuitable to their needs and/or study objectives
 - An appeal (internal or external) on another matter results in a decision or recommendation to release the student
- Compelling or compassionate circumstances may include but are not limited to:
 - Serious illness or injury, where a medical certificate states that the overseas student was unable to attend classes
 - Bereavement of close family members such as parent or grandparents
 - Major political upheaval or natural disaster in the home country requiring emergency travel
 - A traumatic experience, which could include; involvement in or witnessing a serious accident or crime
- Requests before six months can be refused, but the reasons must be consistent with the intent of the standards, the provider's documented transfer policy and given to the student in writing.

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- Examples of when a transfer will not automatically be granted include:
 - ✓ student has not paid fees in full
 - ✓ the transfer would be considered detrimental to the student
 - ✓ no suitable evidence is provided to support a transfer request e.g. medical certificate.
- Any request for transfer must be addressed within 7 days of receiving such request and a meeting established with the student and Student Support Manager/Coordinator.
- If a release is granted, it will be at no cost to the student and Blue Lotus College will advise the student to contact Department of Home Affairs to seek advice on whether a new visa is required.
- Where Blue Lotus College does not grant a letter of release, the student must be provided with written reasons for refusing the request and must be informed of his or her right to appeal the registered provider's decision in accordance with Complaints and Appeals policy of Blue Lotus College.
- The refusal should not be finalised on PRISMS until the appeal finds in favour of the Blue Lotus College, or the student has chosen not to access the complaints and appeals processes within 20 days, or the student withdraws from the process.
- BLC must maintain records of all requests from students for release and the assessment of, and decision regarding, the request on the student's file for a period of 2 years after the student ceases to be an accepted student.

Requesting a Transfer to Blue Lotus College

- The following procedure is relevant to any student who applies for a course within BLC and is currently studying onshore with another registered provider.
- For this procedure to be completed the applicant must provide a copy of their Student Visa and appropriate student number (to look up PRISMS). Once this information is obtained the following steps are taken:
 - Admission team accesses the student information via PRISMS. They are to ascertain if the length of studies completed in their current principal course of study is greater than 6 months. They also use the copy of the student visa in the passport to ascertain what the principal course is and when they arrived in Australia.
 - In completing this process, they would print a copy of the PRISMS record and attach to the student application.
 - If they have completed more than 6 months of their principal course of study, the application process proceeds as for all off-shore students.

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- Where a student has NOT completed 6 months of their principal course of study, PRISMS is to be checked to ascertain if the student has been released from their current provider.
- To support the application, they can be provided with an “Offer of Enrolment” which clearly states that an offer of a place is contingent on their being released by their current provider.
- If the current provider provides a Release on PRISMS, the application proceeds as for all off-shore applicants.
- If the current provider has not advised on PRISMS that the student has been released, the application process is halted, and the student informed that they are unable to transfer at this time. They are welcome to re-activate their application when the 6-month period has passed.
- Note that in the very rare circumstances where the original institution or course has ceased to be registered, or sanctions have been placed on the original institution by the Australian government which do not allow the student to continue with the course, no letter of release is required. Evidence of this occurrence would need to be placed in the student file.
- If the student is in receipt of a Government scholarship, they should provide written support from the government agreeing to the change which will stand in lieu of any letter of release.

PRISMS and Transfers

- When providers attempt to create a new Confirmation of Enrolment (CoE), PRISMS will usually advise them if the student has not completed six months of the principal course. PRISMS will alert that the student is enrolled elsewhere, but not identify the provider.
- If the receiving registered provider wants to issue a CoE for a student who has not completed the first six months of his or her principal course, PRISMS will ask the provider one or more questions.