

Course Transfer Policy and Procedure



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COURSE TRANSFER POLICY AND PROCEDURE

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1. PURPOSE

The purpose of this policy is to ensure that:

- Campbell Institute does not enrol transferring students prior to the student completing six months of their principal course of study, except for the circumstances outlined in this Policy.
- Campbell Institute has a policy and process for assessing student applications to:
 - transfer from Campbell Institute before completing six months of their principal course.
 - transfer to another course provided by Campbell Institute.

This Procedure is in accordance with the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018.

2. SCOPE

This procedure applies to international students studying on a student visa who request a transfer between Registered Training Providers prior to completing six months of their Principal Course of Study:

- To Campbell Institute from another Registered Training Provider.
- From Campbell Institute to another Registered Training Provider.

3. DEFINITION

- CoE: Confirmation of Enrolment
- Registered Training Provider: A registered higher education provider, VET provider, ELICOS, or Foundation Programs provider that provides courses to international students.
- Release: If an international student wishes to transfer to another provider before completing six months of their principal course, the student must either obtain a release from their Registered Training Provider or meet one of the conditions specified in Standard 7 of the Education Services for Overseas Students Act 2000. After completing six calendar months of the principal course, a student can transfer without needing to meet particular conditions.
- Student Transfer: When an international student withdraws from one Registered Training Provider to take up study at another Registered Training Provider.

- **Restriction Period:** It is six calendar months duration from the date that the student commences their principal studies.
- **Principal Course of Study:** As defined in the National Code, the main course of study to be undertaken by an overseas student where a student visa has been issued for multiple courses of study. The principal course of study would normally be the final course of study where the overseas student arrives in Australia with a student visa that covers multiple courses and transfer requirements apply to all courses of study prior to the overseas student's principal course.

4. RESPONSIBILITY

International Student

- Read and understand this Procedure prior to lodging an International Student Release Form.
- Complete the form and provide all necessary documentation in support of the Transfer Request.
- Submit the International Student Release Form via email.
- Cooperate with the staff and attend any interviews or appointments directed by Campbell Institute's staff.

Campbell Admissions Staff

- Validate students' background and Genuine Temporary Entrant (GTE) assessment and outcome.
- Validate students' eligibility to transfer to Campbell Institute via PRISMS.

Campbell Institute's Administration Staff and Management

- Read and understand this Procedure prior to advising international students on transfer requests.
- Help and support international students regarding student transfer requests.
- Follow Standard Procedures for assessing and processing Release/Transfer Applications for International Students.
- Assess the transfer request and determine the circumstances in which a transfer request will be denied or approved in line with regulatory guidelines and Campbell Institute's policies and procedures.
- Verify and document the offer letter and supporting documents submitted with the release form.
- Provide an outcome to the students within 10 business days from submission following the requirement outlined in National Code Part D, Standard 7.
- Record all information in relation to this Procedure in accordance with Campbell Institute's Records Management Policy and associated procedures.

CEO

- Final determination of reviews of international student transfer requests, if necessary.

5. POLICY STATEMENT

- 5.1** Campbell Institute will not knowingly enrol a student transferring from another Registered Training Provider prior to the student completing 6 months of their Principal Course, unless certain conditions are met and thus does not require a release.

- The student has completed at least six months' study in their Principal Course (the last course stipulated on their CoE - package); or
 - The releasing Registered Training Provider has agreed to the international student's release and recorded the date of effect and reason for release in PRISMS; or
 - The original Registered Training Provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered; or
 - The original Registered Training Provider has had 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.
- 5.2** If an overseas student has not yet completed six (calendar) months of their principal course, a student may not be permitted to transfer between Registered Training Providers. The principal course is the main course of study undertaken by the overseas students. Where a student visa has been issued for multiple courses, this will usually be the final course of study - the highest qualification.
- 5.3** Campbell Institute will consider a student's request to transfer to another provider after the student has completed six months of their principal course. If a student is enrolled in a package of courses, any required prerequisite course(s) must be completed first, followed by the first six months of the principal course. All applications are assessed based on the merits of each application.
- 5.4** Campbell Institute will assess and determine the circumstances of whether to release or deny the application. When a student requests a transfer within the period of six months of the commencement of their principal program, Campbell Institute will assess the request for transfer against this procedure.
- 5.5** In accordance with the National Code 2018, Campbell Institute may approve a release if the transfer is in the overseas student's best interests, including but not limited to:
- Campbell Institute fails to deliver the course as outlined in the written agreement.
 - The student is unable to achieve satisfactory course progress even after engaging in Campbell Institutes intervention strategies and made a genuine effort with their studies; or who will be reported because they are unable to achieve satisfactory course progress at the current course of enrolment, in accordance with the National Code Standard 8;
 - There is evidence of compassionate or compelling circumstances. The student must provide relevant supporting documentary evidence.
 - There is evidence based grounds of the overseas student's that reasonable expectations of their current course are not being met.
 - An appeal (internal or external) on another matter results in a decision or recommendation to release the overseas student.
- 5.6** While Campbell Institute implements equity and fairness, there are some circumstances where the institute may refuse a release of an international student. This includes but not limited to: -
- The application does not have a valid enrolment offer from another CRICOS Registered Training Provider; or
 - The transfer is not in favour of a student that may jeopardise the student's progression for future study and/or career objectives; or

- The student has changed the mindset about the course enrolled in (including packaged courses, preparatory or pathway programs); or
- The student has recently started studying the course and the full range of support services are yet to be provided or offered to the student; or
- The student is transferring to a lower-level qualification or different subject area, not offered at Campbell Institute, for reasons other than academic ability; or
- The student is trying to avoid being reported to the Department of Home Affairs for the breach of visa requirements (attendance, course progression, work limit etc.); or
- The student has not paid course fees for the current study period; or
- The student wants to transfer to another provider for lesser fees; or
- The student intends to or has moved to a different location (unless there are compassionate or compelling reasons; or
- The student is experiencing timetable schedule conflict with personal, work or other non-study commitments; or

5.7 Campbell Institute will not finalise the student's refusal status in PRISMS until the appeal is found in favour of the Institute's decision, or the student has chosen not to access the complaints and appeals processes within the 20 working days period, or the student withdraws from the process. The student must continue to attend scheduled classes until an outcome of the cancellation of the course and Release request has been made.

5.8 Campbell Institute will maintain records of all requests from students for a release, including evidence of the assessment and decision regarding the request, on the student's file for two (2) years from the date that the student completes their enrolment, or from the date on which any internal or external appeals process is finalised.

6. PROCEDURE

All decisions made by Campbell Institute with regard to student transfer requests will be made in accordance with this policy and procedure, will be fair and take into account the student's circumstances and any other relevant factors.

Part 1: Request to transfer to Campbell Institute from another Registered Training Provider

- i. Overseas students intending to enrol with Campbell Institute from another CRICOS Registered Training Provider will submit a Student Application Form along with a confirmation of release from the principal course provider which details the agreement of that provider to release the student from their enrolment (except under the circumstances outlined in 5.1 of this policy).
- ii. The Admission Officer will check with the third-party agent, if required, to determine whether the student has been released by the original provider. Campbell Institute will not proceed with the Confirmation of Enrolment (COE) unless there is evidence of Release.
- iii. The Admission Officer accesses the student information via PRISMS to confirm whether the student has completed 6 months of studies of the principal course with the provider. The Admission Officer also uses a copy of the student visa and passport to ascertain the principal course and the arrival date in Australia. The admission officer prints a copy of the PRISMS record and attaches it to the student application.
- iv. If the incoming students are found to have completed more than 6 months of their principal course of study, the application process proceeds as per normal process.

- v. When students have not completed 6 months into the principal course and yet intend to transfer, Campbell Institute may provide a “Conditional Offer of Enrolment Letter” to offer a place in a course, however, this is contingent on their being released by their current provider. Once Campbell Institute receives the confirmation of release from the principal course provider, the student will undergo the enrolment process.

Part 2: Request to Transfer from Campbell Institute to another Registered Training Provider

- i. International student who intends to transfer prior to completion of six months of the principal course from Campbell Institute to another CRICOS provider must submit a completed Enrolment Variation Form and Release Request Form along with an unconditional offer letter from another CRICOS Registered Training Provider confirming a place has been secured into a course.
- ii. The administration team contacts the student and tries to explore the reason for a transfer request and offers support. If the student still insists on proceeding with the release request, the Admissions Team will assess the transfer request and pass his decision to the CEO.
- iii. The CEO will finalise the decision and the Institute will release the student within 10 working days if the request to transfer the application is approved. If the request for a transfer is denied, the student is advised of their right to appeal the decision in accordance with Campbell Institute’s Complaints and Appeals Policy. The response to the student includes the details of the decision and outlines the reasons, as made by Campbell Institute.
- iv. Whether a student decides to cancel or discontinue his/her enrolment with the Institute, cease to attend the college, or does not submit evidence to support his/her application for cancellation, the admission and student support team will continue to follow up with the student for the required documentation. If the student fails to comply with the requirements including failing to meet the required academic course, the Institute will report the student for unsatisfactory course progress according to its Monitoring Course Progress Policy.
- v. After a student completes six months of their principal course, students may cancel their enrolment with Campbell Institute and transfer to another Registered Training Provider. Prior to any cancellation request, students must ensure:
 - a) all outstanding fees have been paid;
 - b) any Notice of Intention to Report issued has been cleared; and
 - c) all relevant supporting evidence has been provided including a valid, unconditional Letter of Offer from the new provider.

Part 3: Transferring to another course within Campbell Institute

- i. Students may transfer to another course within Campbell Institute. Approval of the transfer request is subject to the following:
 - a) all entry requirements are met for the new course;
 - b) all outstanding fees are paid;
 - c) there is no active Notice of Intention to Report; and
 - d) the principal course remains at the same AQF level or higher; or
 - e) there is evidence of a compassionate or compelling reason that justifies the request to transfer to a lower AQF level course.
- ii. Students who wish to transfer to another course within Campbell Institute need to complete the Enrolment Variation Form and send it to admissions at admissions@campbellinstitute.edu.au for review.

- iii. If approved, the admissions team will issue a revised offer letter to the student. The student must acknowledge the revised offer letter before the issuance of CoE.
- iv. The student will be issued the revised CoE, once they send the signed revised offer letter to the admission team.
- v. Students may only request a maximum of two internal transfers during their enrolment with Campbell Institute. Any subsequent transfer request is to be rejected unless there are exceptional circumstances.
- vi. Where students have already commenced their studies in their original course, they must complete the current term and the internal course transfer, if approved, will be applied from subsequent terms.

7. IMPACTS ON STUDENT VISA

- 7.1** Until the transfer request is approved, the student must remain enrolled with Campbell Institute and continue to attend classes, meet course progress requirements and abide by all conditions of their enrolment and student visa.
- 7.2** Where a student's transfer request is approved, Campbell Institute provides a written outcome which includes advice that the student must contact the Department of Home Affairs (Immigration) to seek advice on whether a new student visa is required. Prior to transferring from, to or within Campbell Institute, students must be aware that this may affect their student visa. Students may need to obtain a new student visa when they are:
 - a) changing their enrolment to a course in a different sector;
 - b) changing their principal course of study to a lower Australian Qualification Framework (AQF) level course or a non-AQF level course; or
 - c) the new course has a shorter or longer duration.
- 7.3** While Campbell Institute advises students to contact the Department of Home Affairs (Immigration) to seek advice on whether a new student visa is required, it is the student's responsibility to comply.

8. COMPLAINTS AND APPEALS

Where the decision is made to refuse a course transfer or Campbell Institute does not respond to the request in the timeframe set out in this Policy, the student may appeal against the decision by accessing Campbell Institute's Complaints and Appeals process within 20 business days. If the appeal finds in favour of the student wishing to transfer, a letter of release will be issued.

The refusal status will not be finalised in PRISMS until the complaints and appeals process is finalised within the 20-business day period or the student withdraws from the course.

9. ASSOCIATED DOCUMENTS

- Letter of Offer
- Student Handbook
- Complaint & Appeal Policy and Procedure
- Course Progress Policy and Procedure
- Deferment Cancellation Suspension Policy and Procedure

VERSION CONTROL

Version Number	Date	Document Name:	Description of changes	Approved By	Date of next review
1.0	01.02.2021	SC8-I - Course Transfer	• Released for comment	Harpreet Singh (CEO)	01.06.2023
1.1	31.05.2024	Campbell Institute Transfer Policy and Procedure v1.1 May 2024	<ul style="list-style-type: none"> • Updated procedures • Updated Campus Details and Addresses 	Harpreet Singh (CEO)	30.05.2025