

STUDENT TRANSFER AND RELEASE POLICY AND PROCEDURES

Policy Statement	<p>This policy outlines the circumstances under which Kent Institute Australia (Kent) will allow both the enrolment of international students transferring to Kent from other institutions and the release of international students from Kent to another education provider.</p> <p>This policy is supported by:</p> <ul style="list-style-type: none"> • The National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018) • Education Services for Overseas Students (ESOS) Act 2000 • Higher Education Support Act 2003 • TEQSA, Higher Education Standards Framework, (Threshold Standards) 2015, Domain 1 and Domain 7 Section 7.2.2 • Standards for Registered Training Organisations
Responsibility for Implementation	<p>Executive Dean, Head of Vocational Education, Executive Manager Student and Campus Services, Manager Student Services, Student Engagement & Wellbeing Co-ordinator</p>
Compliance and Monitoring	<p>Executive Dean, Head of Vocational Education, Executive Manager Student and Campus Services, Manager Risk & Compliance/Governing Board, Academic Board, Governing Board</p>

Purpose

Kent will provide the required student services in order to assist student requests for transfer and release options in accordance to the Act. Kent's compliance with the appropriate regulations and authority guidelines is required to facilitate the student request for transfer or release from the student's course of study.

Scope

Students studying at Kent or at other education providers in Australia on a Student Visa.

Aim

This policy outlines the procedures by which Kent is governed and will comply with to allow both the enrolment of international students transferring from other Australian education providers and the release of Kent's international students to undertake another course of study in Australia.

Definitions

Extenuating circumstances relating to the student include when:

- the releasing registered provider, or the course in which the overseas student is enrolled, has ceased to be registered
- the releasing registered provider has had a sanction imposed on its registration by the ESOS agency that prevents the overseas student from continuing his or her course at that registered provider
- the releasing registered provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS
- any government sponsor of the overseas student considers the change to be in the overseas student's best interests and has provided written support for the change.

PROCEDURES

The terms of the National Code 2018 Standard 7 state that registered providers must not knowingly enrol an overseas student seeking to transfer from another registered provider's course prior to the overseas student completing six months of his or her principal course (or for the school sector, until after the first six (6) months of the first registered school sector course), except in extenuating circumstances. See the Definitions for information on what constitutes extenuating circumstances.

1.0 Students transferring to Kent from another Provider

Kent will not recruit or enrol an international student who wishes to transfer from another registered education provider prior to the student completing six (6) months study with the original education provider except in extenuating circumstances. See the **Definitions** for information on what constitutes extenuating circumstances.

2.0 Requests to transfer to another Education Provider

2.1 All requests for transfer to another provider must be submitted in writing on the approved *Student Withdrawal/Transfer/Release Request Form (Kent Website [MyKent Student Link](#)> FORM – Student Withdrawal/Transfer/Release Request Form> Student Login Required)*.

2.2 Documentation required to accompany the completed *Student Withdrawal/Transfer/Release Request Form* must include the following depending on the category of the request:

Transfer to another Education Provider

- If the student is transferring to another education provider, the offer letter from that education provider.

Return to Home Country (Withdrawal from Course of Study)

- If the student is returning to his or her home country, confirmed flight itinerary and visa cancellation request/notice.

Change Visa Category

- If the student is changing to a different visa category, the Visa Grant Notice for a new visa.

Student Exit Interview Record Form

- A student is required to contact the Student Services Unit (Higher Education courses) or Head of Vocational Education (VET courses) to arrange for a Student Exit Interview to occur. During this 'Exit Interview' a *Student Exit Interview Record (Kent Website [MyKent Staff Link](#)> FORM – Student Exit Interview Record – Staff Login Required)* will be completed and attached to the *Student Withdrawal/Transfer/Release Request Form* prior to submission to the Student Administration Office for processing.

Kent Students - NOT commenced their course of study

2.3 The Executive Manager Student and Campus Services and/or Manager Student Services will assess all international student requests for release from Kent's course of study if they have not commenced their course at Kent.

Kent Students – Commenced their course of study

2.4 An international student requesting a withdrawal/transfer/release from a course of study and has commenced their course of study at Kent, but has not completed six (6) months study will be assessed as follows:

Higher Education (HEd)

- The Student Engagement and Wellbeing Co-ordinator (or nominee) is responsible for arranging an exit interview for Kent HEd students requesting a withdrawal/transfer/release.
- The exit interview will determine if any retention opportunities exist for the student prior to granting the transfer or release. This process will be recorded in the Kent Student Information System (SIS) and co-ordinated by the Manager Student Services to make the final decision to either approve or decline the withdraw/transfer/release student request.
- A *Student Exit Interview Record* ([Kent Website MyKent Staff Link](#) > POLICY– *Student Exit Interview Record – Staff Login Required*) will be completed by the designated Kent staff member and will be attached to the *Student Withdrawal/Transfer/Release Request Form* prior to submission to the Student Administration Office for processing.

Vocational Education & Training (VET)

- The Head of Vocational Education will interview the VET student and recommend whether to grant the transfer or release.
- The exit interview will determine if any retention opportunities exist for the student prior to granting the transfer or release.
- This process will be recorded in the Kent Student Information System (SIS) and co-ordinated by the Manager Student Services to make the final decision to either approve or decline the withdraw/transfer/release student request.
- A *Student Exit Interview Record* ([Kent Website MyKent Staff Link](#) > POLICY– *Student Exit Interview Record – Staff Login Required*) will be completed by the Head of Vocational Education and attached to the *Student Withdrawal/Transfer/Release Request Form* prior to submission to the Student Administration Office for processing.

3.0 Circumstances when approval to transfer will be granted

Subject to the *Student Payments Policy & Procedures* and *Student Refund Policy & Procedures* (Refer to [Kent Website MyKent Public Link](#) > POLICY – *Student Payments Policy & Procedures and Student Refund Policy and Procedures* > Public Login ‘public@kent.edu.au’ and enter Password ‘AccessKent!’), international students may transfer to another provider within their first six (6) months of study at Kent in extenuating circumstances. See the Definitions for information on what constitutes extenuating circumstances.

- 3.1 Kent will approve an overseas student’s release request when Kent has assessed that:
- 3.1.1 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 Kent’s intervention strategy.
 - 3.1.2 there is evidence of compassionate or compelling reasons beyond the control of the student e.g. personal or educational problems that cannot be addressed by Kent support services, as considered by the Executive Dean, Head of Vocational Education, Associate Dean or the Executive Manager Student and Campus Services and/or Manager Student Services as appropriate.
 - 3.1.3 Kent fails to deliver the course as outlined in the *Offer of Admission- International Student Enrolment Agreement*.
 - 3.1.4 there is evidence that the overseas student’s reasonable expectations about their current course are not being met, or there is evidence that the overseas student was misled by Kent or an education or migration agent regarding Kent or its course and the course is therefore unsuitable to their needs and/or study objectives. Evidence may take the form of course brochures; email correspondence, website screenshots, course material etc.

- 3.1.5 an appeal (internal or external) on another matter results in a decision or recommendation to release the overseas student, or
 - 3.1.6 The international student requests a transfer to undertake a course of study at an academic level considered equal, or higher than the level of their current course, in a discipline of study not available at Kent.
- 3.2 If a request for transfer is approved, the outcome of the application to transfer will be advised in writing within ten (10) working days from receipt of the completed application and all supporting documentation and will advise the student of the requirement to contact the Department of Home Affairs (DHA) to seek advice on whether a new visa is required.
- 3.3 As part of the approval process, Kent will record the date of effect and reason for release in PRISMS.
- 3.4 The application and a copy of the response will be kept on the student's file in the Kent SIS.

4.0 Grounds for denying a Request to Transfer

- 4.1 A student's request for transfer to another education provider will be denied in any of the following circumstances:
- 4.1.1 The student is applying to transfer to another sector or lower level of study e.g. Bachelor to Diploma and based on the students' academic ability the transfer would be seen as a detriment to the student.
 - 4.1.2 The student has outstanding debts or fines.
 - 4.1.3 There is no written confirmation from another registered provider that a valid unconditional enrolment offer has been made.
 - 4.1.4 The student requests to transfer to study a course at another registered provider of an academic level and in a discipline area available at Kent (except where 3.1.4 applies).
 - 4.1.5 The student is requesting to change course due to academic difficulty and has not accessed the relevant academic and support services available at Kent.
 - 4.1.6 The transfer would be considered detrimental to the student. For example the transfer may jeopardise the student's progression through a package of courses.
 - 4.1.7 The student wants to live somewhere else, unless there are compassionate and compelling circumstances/reasons beyond the student's control.
- 4.2 If the request for transfer is denied, the student will be advised of the reasons for this decision in writing and will be informed of their right to appeal the decision in accordance with Kent's Complaints and Appeals Policy and Procedures (*Kent Website [MyKent Student Link](#)>POLICY – Complaints and Appeals Policy and Procedures – Student Login Required*).
- 4.3 Where a student's application is denied they will be expected to continue in their current/proposed course of study as initially planned.
- 4.4 If the student does not wish to continue studies at Kent, they need to formally request for cancellation of their course (without release) in writing. Kent will then cancel their course, noting that no release was granted. This information will also be reported to the DHA via the Provider Registration and International Students Management System (PRISMS). **This may result in cancellation of the student's visa.**

5.0 Refunds

Students will be required to request a refund using the Refund Request Form. If a student's transfer to another provider is approved, the student's tuition payments will be reviewed subject to the provisions of Kent's *Student Refund Policy & Procedures* (*Kent Website [MyKent Public Link](#)> POLICY – Student Refund Policy and Procedures> Public Login 'public@kent.edu.au' and enter Password 'AccessKent!'*).

6.0 Responsibilities

The Executive Manager Student and Campus Services and Head of Vocational Education are responsible for implementing this policy. The Executive Manager Student and Campus Services will provide a report to the Executive Dean on a regular basis.

The Executive Dean and Head of Vocational Education will regularly report to Academic Board on this item.

7.0 Records Management

Student Services Unit staff are responsible for ensuring all relevant documentation (Student Withdrawal/Transfer/Release Request Form, supporting documentation and all incoming/outgoing correspondence) is scanned to the student's file on Kent's Student Information System (SIS).

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