



TRANSFER BETWEEN REGISTERED PROVIDERS POLICY

POLICY & PROCEDURES

(International Students)

Scope

This policy is to:

- set out a fair and transparent policy and procedure when dealing with students regarding transfer course in Evolution or between registered providers.
- set out the circumstances in which Evolution will consider as a student's request for a transfer between registered providers.
- ensure that Evolution compliance with legislative and regulatory requirements.

This policy applies to:

- all international students (enrolled and intending students).
- all Evolution stakeholders.

Definitions

	DEFINITION
CoE	Confirmation of Enrolment
CRICOS	Commonwealth Register of Institutions and Courses for Overseas Students
PRISMS	Provider Registration and International Student Management System.
Compassionate or compelling circumstances	<p>Circumstances are generally those beyond the control of the student and have an impact on the student's course progress or well-being. These could include, but are not limited to:</p> <ul style="list-style-type: none"> • serious illness or injury, where a medical certificate states that the student was unable to attend classes. • bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided). • major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted the student's studies. • traumatic experience, which could include: <ul style="list-style-type: none"> ◦ involvement in, or witnessing of a serious accident; or ◦ witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports) • where the registered provider was unable to offer a pre-requisite unit, or the student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol. <p>Note: Evolution uses professional judgement to assess each case on its merits.</p>
Evolution / College	Evolution Systems for Training and Development Pty Ltd (ABN: 73 114 531 636) trading as Evolution Hospitality Institute/Evolution English Language Centre (RTO 91256) (CRICOS: 02869G)
International Student / Overseas Student	An overseas student is defined as a person (whether inside or outside Australia) who holds a student visa
Principal Course	The principal course is the main course of study to be undertaken by a student. Where the student visa has been issued for multiple courses, it is the final course of study.

DEFINITION	
LOO	Student Letter of Offer and Acceptance Agreement
RTO	Registered Training Organisation

Policy and Procedures

STUDENTS TRANSFERRING TO EVOLUTION FROM ANOTHER REGISTERED PROVIDER

- Evolution do not accept students transferring from another RTO's course prior to the student completing 6 months of their principal course of study, except in certain circumstances, including:
 - the releasing RTO, or the course in which the student is enrolled, has ceased to be registered.
 - the releasing RTO has had a sanction imposed on its registration by the government agency that prevents the student from continuing their course with that RTO.
 - any government sponsor of the student considers the change to be in the overseas student's best interests and has provided written support for the change.
 - the releasing RTO has agreed to release the student and recorded in PRISMS.
- After completing 6 months of the principal course, a student can transfer Evolution without conditions.

STUDENTS TRANSFERRING FROM EVOLUTION TO ANOTHER REGISTERED PROVIDER

- Students transferring to another RTO prior completing 6 months of their principal course of study at Evolution, must obtain the approval to release from Evolution and recorded in PRISMS.
- Transfer to another RTO procedure

Step 1

Complete the Release to Another Provider Form.

This form can be retrieved from Evolution's website, under Forms and Policies www.evolution.edu.au.

Submit completed form with supporting documents (if any) to studentsupport@evolution.edu.au



Step 2

The request will be reviewed, processed and finalised **within 10 working days from receipt of the completed form**. All correspondence via email is acceptable.

- The request will be considered to be **GRANTED**, including but not limited to, when Evolution assesses that:
 - students will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with Evolution's intervention strategy to assist students. HOWEVER, Evolution will still have discretion to refuse transfer requests from students who are not genuinely engaging with an intervention strategy with the intention of failing and being released.
 - there is evidence of compassionate or compelling circumstances.
 - Evolution fails to deliver the course as outlined in the written agreement.
 - there is evidence that the student's reasonable expectations about their current course are not being met.
 - student can provide evidence that Evolution or an education or migration agent misled them regarding Evolution or Evolution's courses 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.
- The request will be considered to be **REFUSED**, including but not limited to, the following circumstances:
 - the student does not have a valid LOO from another CRICOS RTO.
 - the student has changed their mind.

- the request for transfer is made where a student has not commenced study.
- the transfer is perceived as detrimental to the student's welfare or future studies (e.g., transfer may jeopardise the student's progression through a package of courses).
- application and documentary evidence submitted to Evolution is fraudulent, inaccurate, inconsistent or incomplete.
- the student has not provided sufficient evidence to support their stated reason/s for transferring.
- the student is suspended due to breaching the Student Code of Conduct, the Evolution's rules, regulations and policies, or having outstanding debts with Evolution.
- the student is avoiding being reported in PRISMS for failure to meet the Evolution attendance, course progress or payment requirements.
- the student has breached a student visa condition(s) and has been reported in PRISMS.
- the student is not genuinely engaging with the intervention strategy.
- the student has not utilised Evolution full range of support services; or academic supports and assistance.
- the student's primary reason for the request is based on a personal preference, such as wishing to experience living in another city in Australia or wishing to live and/or study with friends enrolled at another RTO.
- issues such as living a long distance away from campus and travel difficulties.
- issues such as program schedule conflict with personal, work, or other non-study commitments.
- the student requests to transfer to another course with lower fees.
- the commencement date on the LOO from the transferring RTO has passed (i.e. after the program of study into which the student requests to transfer has already begun).
- the transfer request is based on change of program and this course is also offered by Evolution.
- If the request is **APPROVED**, the Student Support Team will:
 - advise the student in writing of the approval.
 - advise the student to contact the Department of Home Affairs to discuss the potential impact on the visa.
 - Record the release in PRISMS.
- If the release request is **REFUSED**, the Student Support Team will advise the student:
 - in writing of the refusal.
 - has 20 working days to access Evolution complaints and appeals process; and the decision will be reviewed by Evolution management.
- Evolution will not finalise a refusal to release the international student until:
 - any appeal against the refusal lodged by the student is finalised and upholds Evolution's decision not to release the student; or
 - the student did not access Evolution's complaints and appeals processes within 20 working days of being notified of the refusal: or
 - the student withdraws their appeal against the refusal.