

	INTERNATIONAL STUDENT TRANSFER ASSESSMENT POLICY AND PROCEDURE
Approved: Principal	Date approved: 4 October 2017
Responsible Officers: Manager, International Programs, Chief Financial Officer	Policy Review Date: 4 October 2018

Rationale

Billanook College accepts both on-shore and off-shore applications for places in our International Student Program necessitating the issuance of a Confirmation of Enrolment (CoE).

It is acknowledged that students may wish to transfer into Billanook College having commenced formal school studies with another Education Provider and circumstances may arise where students enrolled at Billanook College may have reasons for wishing to transfer out of the College to commence a course of study with another Education Provider.

Policy and Procedures – Inbound Transfers

1. As a CRICOS registered Education Provider, Billanook College acknowledges that it must not knowingly enrol a student seeking to transfer from another provider's course of study prior to the student completing a minimum of six months of the first registered school sector course; except where any of the following circumstances apply:
 - The releasing Education Provider, or the course in which the student is enrolled, has ceased to be registered;
 - The releasing Education Provider has had a sanction imposed on its registration by the ESOS Agency that prevents the student from continuing his or her course with that Education Provider;
 - The releasing Education Provider has agreed to the student's release, has issued written confirmation of same to Billanook College and has recorded the date of effect and reason for release in PRISMS.

2. Response by Billanook College to Receipt of Onshore Application
 - The Manager, International Programs will seek clarification from the applicant or their agent as to the identity of the initial Education Provider and the commencement date of enrolment with that Education Provider to test the " minimum six month rule" in each case.
 - In the event that it can be verified that the student has completed at least six months of tuition with the initial Education Provider the following steps shall apply:
 - a. All submitted documentation will be assessed by Billanook College Admissions staff
 - b. The applicant may be invited to attend an Application Interview with the Head of School and Manager, International Programs.
 - c. Permission may be sought by Billanook College from the parents for the Manager, International Programs to make contact with the current school of the applicant to investigate further the claimed reasons for the transfer out from that Education Provider.
 - d. Billanook College may request an objective Assessment of English Language Proficiency (eg AEAS) or implement internal assessment of proficiency.
 - e. A final decision will be made by Billanook College on whether to issue a formal Offer of an enrolment place to the applicant.

- In the event that the student has not completed the minimum 6 month period of enrolment with the initial Education Provider, Billanook College will seek written permission from the parent of the student to make contact with the initial Education Provider to check their position on the ongoing enrolment of that student.
- f. Should the instruction from the initial Education Provider be that none of the circumstances in Point 1 (above) apply, then Billanook College shall advise the applicant or their Agent that no further consideration of the Application is possible.
- g. Should the instruction from the initial Education Provider be that one or more of the circumstances listed in Point 1 (above) apply, Billanook College shall seek written confirmation of same and ask that proof be provided of the record on PRISMS of the intent to release.
- h. The application will then be considered through regular procedures.

Policy and Procedures – Outbound Transfer

1. As a CRICOS registered Education Provider, Billanook College acknowledges that it must implement the following documented procedures for processing Requests for Transfers by currently enrolled International students to an alternative Education Provider. The processes involved shall vary in circumstances where:
 - The student has already completed a minimum six months of study at Billanook College.
 - The student has not completed a minimum of six months of study at Billanook College.
2. Processing Request for Transfer – Minimum Six Months Study Already completed.
 - a. Parent/local support person of the student is encouraged to make contact with the Manager, International Students in order to discuss any concerns and reasons for wishing to relocate to an alternative Education Provider.
 - b. Manager, International Programs will consult with Head of School on those reasons and if Billanook College acknowledges that it is in the best interests of the student to transfer, instructions will be provided to the parent/local support person to complete the following:
 - Obtain an Offer from the alternative Education Provider and submit a copy of that Offer Letter with the Letter of Withdrawal.
 - Submit a Letter of Withdrawal to the Billanook College Principal clearly stating the final date of planned attendance at Billanook College and providing permission for Billanook College to communicate directly with the alternative Education Provider in order to coordinate the transfer arrangements (CoE and CAAW).
 - c. Once transfer arrangements are confirmed, Billanook College will finalise all Homestay arrangements and ensure that the Education Provider holding the CAAW at the date of Billanook College homestay conclusion is assisting the student with the task of physical relocation of possessions.
 - d. Within five days of withdrawal from studies, Billanook College undertakes to have completed all necessary administrative processes including issuance of a Request for Refund Proforma to the Parent and entry of a Course Variation on PRISMS.
 - e. Billanook College shall issue the Parent with a final Statement of Account and copies of any Academic Transcripts previously issued upon parent request.
3. Processing Request for Transfer – Minimum Six Month of Study at Billanook College NOT completed.
 - a. Parent/local support person of the student is encouraged to make contact with the Manager, International Students in order to discuss any concerns and reasons for wishing to relocate to an alternative Education Provider.

- b. Manager, International Programs will consult with Head of School on those reasons and if Billanook College acknowledges that it is in the best interests of the student to transfer, instructions will be provided to the parent/local support person of the grounds upon which Billanook College may choose to grant a Release Letter including but not limited to:
- The Student is unable to achieve satisfactory course progress at the level they are studying and they have been offered a place with an alternative Education Provider to continue studies on a more suitable academic pathway.
 - The Student has grounds to seek a change of Education Provider in pursuit of greater/different Support Services.
 - The Student has grounds to lay claim that Billanook College is not delivering the Course of Study as outlined in the Written Agreement or that their reasonable expectations of that Course of Study are not being met by Billanook College.
 - The Student has evidence that they were misled by the Agent or by Billanook College regarding fundamental elements of the Course including but not limited to Course Structure, Study Facilities, Campus Location, Subject Unit availability.
 - An appeal (internal or external) on another matter reasonably results in the Student seeking a transfer in their best interests.
- c. The parent/local support person is then instructed to lodge the completed Transfer Request Proforma to the Registrar Billanook College and should the Transfer Request be approved written Confirmation of Transfer Approval will be issued by Billanook College within 10 days.

This notification will include advice to the Parent / Guardian that is their responsibility to check with DIBP as to whether change of Education Provider has any implications for the Student Visa holder. In circumstances where the Transfer Request is NOT approved, Billanook College shall respond in writing within 10 days stating reasons for Non-Approval and providing information to the Parent / Agent on avenues to appeal this decision in accordance with the Billanook College Complaints and Appeals Policy and Procedures.

- d. Where Approval for Transfer has been granted Billanook College then requests the parent to submit a Letter of Withdrawal to the Billanook College Principal clearly stating the final date of planned attendance at Billanook College and providing permission for Billanook College to communicate directly with the alternative Education Provider in order to co-ordinate the transfer arrangements (CoE and CAAW). Accompanying the Letter of Withdrawal should be a copy of the Offer Letter provided by the alternative Education Provider.
- e. Once transfer arrangements are confirmed, Billanook College will finalise all Homestay arrangements and ensure that the Education Provider holding the CAAW at the date of Billanook College homestay conclusion is assisting the student with the task of physical relocation of possessions.
- f. Within five days of withdrawal from studies, Billanook College undertakes to have completed all necessary administrative processes including issuance of a Request for Refund Proforma to the Parent and entry of a Course Variation on PRISMS.
- g. Billanook College shall issue the Parent with a final Statement of Account and copies of any Academic Transcripts previously issued upon parent request.
- h. Billanook College acknowledges that it must maintain records of Transfer Request processing on the Student file for no less than two years after the student enrolment has ceased.