

Student Transfer Policy – Overseas Students

1. Purpose

- 1.1 This policy provides the framework for overseas students seeking to transfer to, or transfer from, Perth Bible College within six months of the commencement of their principal course.

2. Scope

- 2.1 This policy applies to all overseas students of Perth Bible College, and staff who are involved in the assessment of transfer requests.

3. Responsibility

- 3.1 The Principal is responsible for the implementation of this policy.
- 3.2 The Dean of Students is responsible for the assessment of transfer requests.

4. Definitions

<i>Appeal</i>	A request for a decision to be reviewed by an independent person. Appeals can be lodged about academic and non-academic decisions made, including: <ul style="list-style-type: none"> ● student misconduct; ● refused transfer requests; ● course progress; and ● student enrolment cancellation.
<i>Australian Consumer Law</i>	A national law guaranteeing consumer rights when buying goods and services to ensure false or misleading information is not provided. Education Services provided by Perth Bible College is covered by Australian Consumer Law.
<i>CoE</i>	A document, provided electronically, that is issued by Perth Bible College to an international student when they enrol in a Perth Bible College course. This CoE must accompany their application for a student visa, submitted through DoHA.
<i>Compassionate or Compelling Circumstances</i>	Circumstances generally out of the student’s control which will have an impact upon the student's wellbeing or course progress.
<i>DoHA</i>	The Department of Home Affairs, which includes responsibility for immigration matters.
<i>ESOS Act</i>	The <i>Education Services for Overseas Students Act 2000</i> of the Commonwealth of Australia.

<i>International Student</i>	A student studying in Australia on a student visa issued by DoHA. Used interchangeably with the term 'overseas student'.
<i>Letter of Offer</i>	An offer for admission into a Perth Bible College course. Some offers may include conditions placed on the admission, for example educational pre-requisites.
<i>National Code 2018</i>	The National Code of Practice for Providers of Education and Training to Overseas Students 2018, established pursuant to Part 4 of the ESOS Act.
<i>Principal Course</i>	The principal course refers to the main course of study to be undertaken by an international student where a student visa has been issued. The principal course of study is typically the final course of study where the international student is granted a student visa to study multiple courses in Australia.
<i>PRISMS</i>	Provider Registration and International Students Management System: the Australian Government database that provides Australian education providers with Confirmation of Enrolment facilities required for compliance with the ESOS legislation.

5. Policy Provisions

Principles

- 5.1 Perth Bible College's process for transfers is applied fairly and consistently to all students.
- 5.2 Perth Bible College's *Student Transfer Policy – International Students* and accompanying procedure are in accordance with the National Code 2018, which prescribes the requirements education providers must follow when assessing transfer requests.

Transferring from Another Provider to Perth Bible College

- 5.3 Perth Bible College will not enrol students transferring from another provider prior to the student completing six months of their principal course of study.
- 5.4 Exceptions to this are:
 - 5.4.1 the provider is no longer registered to deliver courses to international students;
 - 5.4.2 the provider has been sanctioned by an Australian, State or Territory Government Department that prevents the student from continuing their course;
 - 5.4.3 the course is no longer available to international students;
 - 5.4.4 the provider has issued a Letter of Release; or
 - 5.4.5 the student's Government sponsor has provided a written letter to support the change of provider.
- 5.5 Students wishing to transfer from another provider where they have not completed six months of their principal course of study will be required to:
 - 5.5.1 complete an PBC Application Form;
 - 5.5.2 provide a Letter of Release from the other provider; and

5.5.3 provide written evidence demonstrating a requirement in 5.4 above has been met.

Transferring from Perth Bible College to Another Provider

5.6 Any Perth Bible College student seeking to transfer to another provider must have completed more than six months of their principal course at Perth Bible College.

5.7 Any Perth Bible College student seeking to transfer to another provider without completing six months of their principal course at Perth Bible College can only be released within this time period under the following circumstances:

5.7.1 The course the international student is enrolled in ceases to be registered.

5.7.2 the releasing registered provider has had a sanction imposed on its registration by the ESOS agency that prevents the overseas student from continuing their course with that registered provider;

5.7.3 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. This usually applies where the overseas student's study in Australia is sponsored by the government of another country.

5.8 In addition to the conditions listed in 5.7 above, Perth Bible College may grant transfer requests from student who have not completed six months of their principal course if it is in the student's best interests, including but not limited to:

5.8.1 after assessing the student's progress, it is deemed that the student is enrolled above their capabilities and there isn't another level of study that PBC can provide to match the student's capabilities;

5.8.2 it is deemed that for the student to remain enrolled at PBC would be detrimental to the student's well-being;

5.8.3 the student can provide evidence that the course in which they have enrolled was misrepresented to them and is not the course they had expected;

5.8.4 there is evidence that the international student's reasonable expectations about their current course are not being met;

5.8.5 there is evidence of compassionate or compelling circumstances;

5.8.6 Perth Bible College is unable to deliver the course, as outlined in the Letter of Offer and Acceptance of Offer; or

5.8.7 an appeal (either internal or external) on another matter results in a decision or recommendation to release the student.

5.9 Circumstances where Perth Bible College will refuse the request to transfer to another provider before the completion of six months of the student's principal course include:

5.9.1 the student does not have a valid Offer Letter with another provider;

5.9.2 the student is seeking to enrol in a similar course at a different institution where completion of the semester at PBC could be transferred for credit;

5.9.3 the student is progressing within the enrolled course;

5.9.4 the student would not be able to enrol at the new institution until the following semester which begins after the six-month restricted period; or

- 5.9.5 the student has not engaged any student support services to discuss the reasons for seeking a transfer and the implications of transferring courses and provider.

Application Requirements

- 5.10 The following documents must be provided to apply to transfer from Another Provider
 - 5.10.1 complete a Perth Bible College Application Form;
 - 5.10.2 provide a Letter of Release from the other provider; and
 - 5.10.3 and, if necessary, provide written evidence demonstrating a requirement in 5.4 above has been met.
- 5.11 The following documents must be provided to apply for a transfer to Another Provider
 - 5.11.1 A request for a Letter of Release;
 - 5.11.2 A valid Letter of Offer from another registered provider;
 - 5.11.3 Evidence demonstrating the student meets one of the requirements outlined in 5.7 or 5.8 above.

Timeframes

- 5.12 Perth Bible College will process the transfer request within 14 working days of receipt of an Application for Release, together with supporting documents listed in 5.10 above.

Approved Transfer Requests

- 5.13 If the transfer request has been approved, Perth Bible College will:
 - 5.13.1 issue a Letter of Release at no cost to the student;
 - 5.13.2 cancel the student's CoE and report the approved transfer request via PRISMS; and
 - 5.13.3 notify the student to contact DoHA to seek advice on whether a new visa is required.

Refused Transfer Requests

- 5.14 If Perth Bible College refuses the request to transfer, Perth Bible College will:
 - 5.14.1 issue a written response to the student outlining the reasons for the refusal; and
 - 5.14.2 inform the student of their right to appeal the decision within 20 working days, as per Student Complaints and Appeals Policy.

Record Keeping

- 5.15 Perth Bible College will retain a retain copies of the following documents in the student's folder within the Student Management System:
 - 5.15.1 the application for release;
 - 5.15.2 the assessment of the release request;
 - 5.15.3 all supporting documentation provided by the student;
 - 5.15.4 the decision about the request for release; and
 - 5.15.5 documentation, if any, related to appeals as per 5.13.2 above; and
 - 5.15.6 the notification sent to the student.

Refunds

5.16 If the student is granted a *Letter of Release* and is entitled to a refund, the refund will be assessed in accordance with Perth Bible College's *Student Refund Policy*.

Appeals

5.17 Applicants may appeal the decision of the student transfer request if they are dissatisfied by lodging an appeal of the decision. Refer to the *Complaints, Appeals and Opportunities for Improvement Policy* and accompanying procedure.

5.18 This policy and the availability of complaints and appeals procedures do not remove the rights of the student to take action under Australia's consumer protection laws (including the *ESOS Act 2000*) or to pursue other legal remedies.

6. Policy Information

Date first approved: 29/06/2009	Date of effect: 29/06/2009	Date last amended: 28/07/2021	Date of next review: 28/07/2022
Approved by		Academic Council	
Authorised Officer		Dean of Studies	
Supporting documents, procedures & forms of this policy		<i>Student Transfer Procedure – Overseas Students</i> <i>Student Refund Policy</i> <i>Complaints, Appeals and Opportunities for Improvement Policy</i> <i>Letter of Release</i> <i>Application for Enrolment Form</i> <i>Letter of Offer</i> <i>Acceptance of Offer</i>	
Related Legislation and Codes of Practice		<u><i>National Code 2018, Standard 7</i></u> <u><i>Education Services for Overseas Student Act 2000</i></u>	
Audience		Public	

7. Version History

Review Table			
Date	Review Type	Summary of Changes	Review person/group
	<ul style="list-style-type: none"> ● Scheduled ● Policy amendment ● Admin update 		
29/06/09	Admin Update	Conversion from Policy Manual to new format.	Adam Niven
18/12/14	Scheduled	Minor Grammatical. Updated Titles. Section 1.2 b) & c) deleted as PBC does not permit Overseas students under 18 to enrol.	Adam Niven

07/05/2018	Scheduled	2.6 and minor admin updates	David Smith
14/02/2019	Policy amendment	Added 2.2 d, e, f and expanded 2.7 as a CRICOS requirement	Hanlie van Rooyen
06/03/2019	Policy amendment	Adjusted 1.1 and added 2.2.g as a CRICOS requirement	Hanlie van Rooyen
15/08/2019	Policy amendment	New template and amendments made.	Natalie Tierney Capital Review Group consultant
26/07/2021	Scheduled review	Minor typographical and grammatical changes to facilitate greater clarity of intent.	PBC Board of Management