International Student Transfer Request from UTS College to Other Provider Procedure

PROCEDURE PURPOSE

Under the National Code 2018 UTS College is required to have a documented procedure for the assessment of international student requests to transfer either from other institutionsto UTS College or from UTS College to other institutions. This procedure is to enable transparent decision making when dealing with requests to transfer from UTS College.

Students undertaking a packaged course of English and UTS Foundation Studies and/or Diploma or Degree, will have the Diploma or Degree respectively as their principal course. Legislation only allows students who have completed 6 calendar months of their principal course (the course for which they have been granted a visa, or the final course in a visa package), to transfer without the need for approval.

Any student on a UTS package visa, if still studying at UTS College, will not have completed the required 6 calendar month period.

SCOPE

This procedure applies to all International students and UTS College staff who deal with International student requests to transfer from UTS College to another provider, specifically staff in the Student Centre, and Student Sponsorship, Compliance and Reporting Team.

This document does not apply to foreign government sponsored students. These students do not require a release although confirmation of release is required on PRISMS.

For students wishing to transfer from other providers to UTS College, refer to the Student Application and Admission procedure.

DEFINITIONS are set out at the end of this procedure.

PROCEDURE STEPS

Activity	Description	Responsible
REQUESTING TRANSFER		
Lodge request to transfer from UTS College to Other Provider	1. Completes the Application to Transfer to Another Provider form 2. Includes the following with the application: a. current offer letter from the new institution to which the student wishes to transfer b. a statement indicating why the student would like to transfer to another provider 3. Pays any outstanding fees to UTS College and UTS library where applicable before lodging the request.	Student

Confirm student's age	4. Asks for a Parent's or legal guardian's signature on the form if the student is under 18 years of age. **NOTE:** a homestay host or an approved welfare guardian is not permitted to sign the form. 5. Files the complete documentation in iRecords and forwards it to the SSCR team for assessment. 6. Enter SS Comment in Ci- Release Letter application received specifying date received.	Student Centre
Validation	7. Confirms that the student has met the minimum length of studies to leave. (refer to International Student Transfer Request Assessment Policy)	SSCR Co-ordinator
Check the length of studies	8. If the student does not meet the minimum length of study requirement but still wants to apply, asks for a written statement that explains why the minimum length of study requirement should not apply.	SSCR Co-ordinator
Evaluate special conditions	9. Evaluates if the student has any compelling or compassionate circumstances that justify a transfer request within the first five weeks of ELT program or the first eight weeks of a diploma or UTS Foundation Studies program. 10. Assesses case and determines what is in the student's best interests. **NOTE**: Under the SSVF program a transfer to a lower AQF level course will not be granted	SSCR Co-ordinator
UTS COLLEGE APPROVES A TRANSFER FROM UTS COLLEGE		
Generate the Release letter and advise student	11. Seeks approval for this transfer from UTSI as required (if student is the holder of a UTS package visa). 12. Confirms with UTS Library/ UTS College HELPS that there are no outstanding loans or fees (as appropriate). 13. If the student is under 18 years of age and is not being cared for in Australia by a parent or suitable nominated relative, verifies that the valid offer from the new provider confirms that they will accept responsibility for approving and monitoring the student's accommodation, support and general welfare arrangements from the day the student is released from UTS College, as per Standard 5 of the National Code (Younger students). 14. Withdraws student from course in Ci	SSCR Co-ordinator

	15. Notes the release on PRISMS, advises the student of the release and to contact the Department of Home Affairs to seek advice on whether a new student visa is required and to contact UTS Compliance Team to lodge a UTS release request. 16. Places copy of all documentation on iRecords and asks student to complete the Refund form where appropriate 17. Cancels the CoE on PRISMS within 15 days of the student ceasing study with UTS College (on UTS PRISMS and or UTS College PRISMS as required). This cancellation will notify the Department of Home Affairs immediately of the student's termination of studies. **End of Procedure (if transfer from UTS College is approved)**	
TRANSFER FROM UTS COLLEGE IS NOT APPROVED		
Communicate unsuccessful withdrawal requests	18. Provides the student with • a written response explaining the reasons for refusing the transfer request • informs them of their right to appeal the decision in accordance with Standard 10 (Complaints and Appeals) and the UTS College Student Complaints and Appeals Policy and Procedure. • advises the student that f they wish to appeal the decision they must lodge an appeal with UTS College within 20 days of receiving the transfer rejection. 19. The Release status on PRISMS must not be finalised until • the student has chosen not to access the Complaints and Appeals process within the 20 working day period or • The Appeal finds in favour of UTS College.	SSCR Co-ordinator
STUDENT WISHES TO LODGE APEAL AGAINST REJECTION OF TRANSFER REQUEST		
	19. Applications for appeal are addressed to the Registrar and are lodged through the Student Centre or SSCR Student.Compliance@utscollege.edu.au .	Student

Lodge Appeal	20. Receives all the documentation supporting the request. A new statement from the student is sufficient. As it is an appeal, it must be lodged within 20 working days of the date of the rejection letter and all other conditions should be the same including the request to be transferred to the same institution. 21. Verifies there are no outstanding UTS College fees nor UTS library fees and loans 22. File appeal documentation on the Student's file in iRecords 23. Forwards appeal to the Registrar.	Student Centre/SSCR Co-ordinator
Assess the case	24. Evaluates according to the International Student Transfer Request Assessment Policy	Registrar
And Respond	25. If the appeal is upheld, follow steps from 11 to 17. 26. If the appeal is not upheld, provides the student with a written response explaining the reasons for refusing the transfer request and informs them of their right to appeal to the appropriate external body in accordance with Standard 10 (Complaints and Appeals) and the UTS College Student Complaints and Appeals Policy and Procedure 27. Files documentation on the student's file in iRecords. 28. Standard 7.7 states that UTS College must maintain a record of all transfer requests for two years after the overseas student ceases to be an accepted student. **End of Procedure**	
	29.	

DEFINITIONS

Affiliates	Insearch Limited Board members, honorary appointees, contractors, labour hire personnel, volunteers, agency staff and any other person appointed or engaged by UTS College to perform work or functions for UTS College.
AQF	The Australian Qualifications Framework (AQF) is the national policy for regulated qualifications in Australian education and training. It incorporates the qualifications from each education and training sector into a single comprehensive national qualifications framework.
Ci	UTS College's student database otherwise known as Student 1 or S1
CoE	Confirmation of Enrolment – a document provided electronically, which is issued by UTS College to intending international students and which must accompany their application for a student visa. It confirms the international student's eligibility to enrol in a particular program.
ELT	English Language Teaching. In the context of this procedure this means full time English courses registered on CRICOS.

HELPS	Previously known as the Learning Centre or LC
iRecords	UTS College's electronic student filing system.
SSCR	Student Sponsorship, Compliance and Reporting.
SSVF	Simplified Student Visa Framework.
Staff	People employed to work on an ongoing, fixed term, sessional or casual basis under the terms and conditions of an employment agreement (contract) issued by UTS College.
UTS College	Insearch Limited, its representative offices and its controlled entities.

SUPPORTING DOCUMENTS:

- Education Services for Overseas Students Act 2000
- National Code 2018
- Student Application, Admission and Enrolment Policy
- Student Application and Admission Procedure
- Student Complaints and Appeals Policy
- Student Complaints and Appeals Procedure
- Application to Transfer to Another Provider Form
- International Student Transfer Request Assessment Policy
- Refund Policy
- Refund Procedure
- Student Application and Admission Procedure

ADMIN USE ONLY

APPROVAL		
Signature: Name: Sally Chatterjee	**Chief Operating Officer**	Date: 7/6/2022
Procedure Title	International Student Transfer Request from UTS College to Other Provider Procedure	
Executive	Chief Operating Officer	
Manager	Registrar	
Procedure ID	PR/OPS/05/19	
Effective Date:	7 June 2022	