

Course Transfer Policy and Procedure – CRICOS (Overseas Students)

A. Purpose

This policy outlines the requirements and procedures for the transfer of overseas students to or from Job Training Institute Pty Ltd (JTI). It ensures compliance with:

- National Code 2018 – Standard 7: Overseas Student Transfers
- ESOS Act 2000 and ESOS Regulations 2019
- Standards for RTOs 2015 (Clauses 5 and 6)

The policy ensures that JTI does not knowingly enroll a student wishing to transfer from another CRICOS provider prior to the student completing six (6) months of their principal course, unless specific exceptions apply. This policy is provided to all prospective students prior to enrolment and is published on the JTI website.

B. Scope

This policy applies to:

- All overseas students on a student visa enrolled at JTI.
- All staff involved in processing applications for course transfer.

C. Definitions

- Principal course: The main course of study to be undertaken by an overseas student (generally the final course in a package of courses).
- Release: Approval granted by the current provider to enable a student to transfer to another provider prior to completing six months of their principal course.
- PRISMS: Provider Registration and International Student Management System, used to report student transfers and enrollment changes.

D. Policy

1. JTI will not knowingly enrol a student transferring from another provider prior to completing six months of their principal course, unless:
 - The original provider has ceased to be registered, or had its course removed from CRICOS.
 - The original provider has provided a written letter of release.
 - The student is government-sponsored and the sponsor supports the transfer.
 - A valid appeal against the refusal to release has been upheld.
2. JTI may grant a release to a student prior to six months of their principal course where it is in the best interests of the student. Valid reasons may include:
 - Evidence of compassionate or compelling circumstances.
 - Evidence the student is unable to achieve satisfactory progress at JTI, even after

support.

- Evidence that the student's reasonable expectations about the course have not been met.
- The student can provide a valid offer from another CRICOS provider.

3. JTI may refuse a transfer request where:

- The student has not provided an offer letter from another CRICOS provider.
- The student is seeking to avoid being reported for unsatisfactory progress or attendance.
- The student has outstanding fees or financial obligations.
- The transfer is considered detrimental to the student's welfare or progression.

4. JTI will:

- Provide students with written reasons for refusal of release.
- Advise students of their right to appeal the decision within 20 working days under the Complaints and Appeals Policy.
- Maintain the student's enrolment during the appeal process.

E. Procedure

1. Incoming Transfers to JTI

- Admissions staff confirm whether the student has completed six months of their principal course with another provider.
- If not, a valid release and/or government sponsor approval must be provided before enrolment.
- Evidence is recorded and retained in the student's file.

2. Outgoing Transfers from JTI

- Student completes a Course cancellation Form and provides supporting evidence.
- The Admissions Manager assesses the application within 10 working days.
- If approved, a release is issued at no cost to the student and reported via PRISMS within 10 business days.
- If refused, the student is given a written explanation and information about their right to appeal.

F. Responsibilities

- Admissions/SSO: Manage incoming transfer checks, provide students with forms and information.
- International Admissions Manager: Assess transfer requests, issue decisions, update PRISMS.
- General Manager/CEO: Review appeals, ensure policy compliance.

G. Recordkeeping

- All applications, decisions, correspondence, and supporting evidence are securely stored in the student file and Transfer Register.

- Records are retained for a minimum of 2 years after the student ceases enrolment (per ESOS Act s.21) and for 7 years internally.
- Student confidentiality and privacy are protected at all times.

H. Continuous Improvement

Transfer requests and outcomes are reviewed at management meetings to ensure fairness, compliance, and identification of systemic issues.