

1. PURPOSE

- 1.1. To provide a documented process for assessing and administering requests from international students holding a student visa seeking Transfer of Provider within the first six months of commencement of the principal program, in accordance with the National Code of Practice, Standard 7. Quality Training & Hospitality College (QTHC) recognises overseas students as consumers and supports them to exercise choice, while acknowledging that they may also be a group that requires support to transition to study in Australia.

2. SCOPE

- 2.1. This policy applies to:
- i) all international students, currently enrolled at Quality Training & Hospitality College (QTHC) in a CRICOS registered course, seeking to transfer to another registered provider within the first 6 months of their principal course of study; and
 - ii) all international students, currently enrolled at another registered provider in a CRICOS registered course, seeking to transfer to QTHC within the first 6 months of their principal course of study.

3. POLICY AND PROCEDURE

3.1. Students Seeking to Transfer from Quality Training & Hospitality College

- 3.1.1. International students seeking to transfer from QTHC to another registered provider, prior to completion of the first 6 months of their principal course must apply for approval to transfer and obtain a Release letter.
- 3.1.2. To request a transfer, students must complete QTHC Transfer Request form (available online at www.qthc.edu.au or from the International Student Support Officer at head office) and submit the completed form to the International Student Support Officer. The student should provide evidence and a comprehensive statement of the reasons the transfer should be approved.
- 3.1.3. For a letter of release to be considered, the student must provide a valid letter of offer from the prospective provider.
- 3.1.3. QTHC will approve the application for transfer and issue a Release Letter only if:
- i) the course the student is currently enrolled in is academically unsuitable for the student, for example, where the student is better suited to a different learning environment or the course does not meet their educational or developmental needs; and/or
 - ii) compassionate or compelling reasons for the transfer exist.

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3.1.4 QTHC will not approve the application for transfer:

- i) if QTHC forms the view that the student is trying to avoid being reported to DIBP for failure to meet QTHC attendance or academic progress requirements;
- ii) if the student applies to transfer to another sector (e.g. Higher Education) or another level (e.g. Bachelor), unless the student has discussed the request with the International Student Support Officer and the International Student Support Officer has made a recommendation supporting the transfer, based on an assessment of what is in the student's best interests, whether there are compassionate and compelling circumstances, and whether the student is likely to succeed in his or her present course;
- iii) if QTHC forms the view that the student is trying to avoid paying their course fees;
- iv) if the student does not have a letter of offer from another registered provider;
- v) if the transfer may be considered detrimental to the student and the circumstances for approving the issue of a Release Letter have not been satisfied; or
- vi) if the intended course will not provide adequate preparation for further study, nor be recognised by higher education or VET providers as meeting their entry requirements and the transfer would be detrimental to the student's future study plans.

3.1.5. A decision will be made within 10 business days of receiving the application and the student will be informed in writing of the result.

3.1.6. If the application is approved, QTHC will issue a release letter free of charge. The student will also be advised to contact DIBP to seek advice whether a new student visa is required.

3.1.7. If the application is not approved, the student will receive notification in writing stating the reason/s the application was not approved and the student will be advised of their right to appeal the decision. Any appeals should be made in accordance with QTHC Complaints and Appeals Policy.

3.1.8 All correspondence will be filed in students individual file

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4.1 Students Seeking to Transfer to Quality Training & Hospitality College

4.1.1. In accordance with Standard 7 of the National Code 2007, QTHC will not knowingly admit an international student wishing to transfer from another registered provider prior to the student completing 6 months of his or her principal course of study, except where:

- i) the original provider has provided a written letter of release.
- ii) the original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered.
- iii) the original registered provider has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or her principal course; or
- iv) any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.

4.1.2. Students seeking to transfer to QTHC from another registered provider should apply through the usual admissions process; however, they must note on their application form that they are transferring from another registered provider within 6 months of commencing their principal course.

4.1.3. When the application is received, QTHC must sight evidence showing the student is eligible to transfer to QTHC, and then process the application according to standard admissions procedures.

5. RECORD KEEPING

5.1. All records of all requests from students for a letter of release and the assessment of, and decision regarding, the requests are kept on the student's file.

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