

Transfer Between Providers Policy

1. Purpose

The purpose of this policy is to implement a documented policy and process for assessing overseas student transfer requests prior to the overseas student completing six months of their principal course.

Hawk Institute will not knowingly enrol an overseas student seeking to transfer from another registered provider's course prior to the overseas student completing six months of his or her principal course as per standard 7 of the National Code 2018.

This policy details the procedures for assessing applications to transfer within this period. The procedures outlined below will ensure that it does not enrol any transferring international student prior to 6 months of their principal course being completed unless that student has a valid release and the below procedures will be implemented.

Students who have studied longer than this period of 6 months can apply as normal.

2. Scope

This policy applies to all students currently studying or formally enrolled at Hawk Institute and prospective students wishing to transfer to Hawk Institute from another provider.

3. Responsibility

Administration Manager will be responsible for the implementation of this policy, procedure and to ensure that staff members and students at Hawk Institute are aware of its application and that staff implement its requirements.

4. Procedures

Any request that is received in relation to a student wishing to transfer education providers shall be the responsibility of Administration Manager. Administration Manager or representative will assess the applications for transfer between education providers and will conclude an outcome based on the following procedures within 7 working days or as soon as possible.

Students wanting to apply for a release from Hawk Institute to another provider

- a. Students wanting to apply for a course from Hawk Institute to another provider can do so by completing a request to transfer form and by providing a valid enrolment offer received from another provider. Alternatively, Students can also send an email at info@hawkinstitute.edu.au to request for a release from Hawk Institute.
- b. If release is granted, Hawk Institute may provide students with PRISMS generated report for release.
- c. Decision to grant a release or decline release request will depend on the circumstances mentioned in this policy and as per standard 7 of the National Code 2018.

Students wanting to apply for a release from another provider to Hawk Institute

- a. Students wanting to apply for a course at Hawk Institute from another provider can do so by completing an application form and by providing a valid release document (e.g. an email) from another provider. PRISMS will be checked to ascertain if the student has been released from their current provider.
- b. Hawk Institute's Administration Manager or representative will access student's information via PRISMS. It will be ascertained if the length of studies completed in their current principal course of study is greater than 6 months. Copy of the student visa can also be used to ascertain what the principal course is and when the student arrived in Australia.
- c. After completing this process, Administration Manager will print a copy of the PRISMS record and attach it with the student application.
- d. If a student has completed more than 6 months, the enrolment will proceed as applicable. However, if a student has not completed more than 6 months of their course, Hawk Institute will check PRISMS.
- e. If the current provider provides a release on PRISMS, the application will proceed accordingly.

5. Providing release from Hawk Institute

Hawk Institute will grant transfer request or release where circumstances is for the overseas student's best interests including but not limited to::

1. Where Hawk Institute has assessed that overseas student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with Hawk Institutes intervention strategy to assist the overseas student. In such circumstances, if student requests for a release for another college by presenting an offer letter of other suitable course. Hawk Institute will grant the release in student's best interest.
2. Where there is evidence of compassionate or compelling circumstances
3. If a student is moving to another state that imply the condition, that student will not be able to attend his/her classes or continue the course with Hawk Institute.
4. If Hawk Institute fails to deliver the course as outlined in the written agreement
5. If there is evidence that the overseas student's reasonable expectations about their current course are not being met.
6. There is evidence that overseas student was misled by Hawk Institute, an education or migration agent regarding Hawk Institute, or its course and the course is therefore unsuitable to their needs and/or study objectives.
7. An appeal (internal or external) on another matter results in a decision or recommendation to release the overseas student.
8. Release will be provided if a student has provided a valid offer letter from another registered provider and has paid all the remaining fees that was due or that a student is required to pay for the course.

Note: If release is granted from Hawk Institute it will be at no cost to the overseas students and it is advisable that students should contact Immigration department to seek advice on whether a new student visa is required.

6. Refusing release from Hawk Institute

Circumstances under which release will not be granted to overseas students include but are not limited to:

- i. If a student wishes to request a release for same course at different institute or registered provider.
- ii. Course progress of student is not up to date i.e. the overseas student has been unable to achieve satisfactory course progress at the level they are studying, and intervention strategy has not been implemented to assist the overseas student. In this case, Hawk Institute will provide students with an opportunity to maintain satisfactory course progress by implementing intervention strategy.
- iii. Student has not paid his/her fees for the course or has remaining fees left to be paid.

If Hawk Institute intends to refuse the transfer request, students will be informed in writing about:

- the reasons for the refusal
- Overseas student's right to access Hawk Institute's complaints and appeals process, in accordance with Standard 10 (Complaints and appeals), within 20 working days.

Hawk Institute will not finalise the student's refusal status in PRISMS until the appeal finds in favour of Hawk Institute, or the overseas student has chosen not to access the complaints and appeals processes within the 20 working days period, or the overseas student withdraws from the process.

Hawk Institute's Administration Manager or representative will maintain records of all requests from overseas students for a release and the assessment of, and decision regarding, the request for two years after the overseas student ceases to be an accepted student.

7. Transfer from another provider

Hawk Institute will accept students from another registered provider only if they have completed six months of their principal course, except where any of the following apply:

- The releasing registered provider, or the course in which the overseas student is enrolled, has ceased to be registered
- The releasing registered provider has had a sanction imposed on its registration by the ESOS agency that prevents the overseas student from continuing his or her course at that registered provider.
- The releasing registered provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS
- 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

Note: Hawk Institute will record the release on PRISMS along with the reasons for granting release to the student with date of effect.