



## International Student Transfer and Withdrawal Policy

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<b>Related Policy/Procedure:</b>	<ul style="list-style-type: none"> <li>➤ International Student Refund Policy and Procedure</li> <li>➤ Student Grievance Policy</li> </ul>		
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# International Student Transfer and Withdrawal Policy

## Purpose

This Policy sets out how Lyons College will deal with international students who request a transfer to or from another provider, or request to withdraw.

## Scope

This Policy applies to:

1. any international student who requests to transfer from Lyons College to another provider within six months of them completing six months of their principal course with Lyons College; or
2. any international student who wishes to transfer to Lyons College from another provider prior to completing six months in their principal course with that provider; or
3. any international student who wishes to withdraw from studies at Lyons College.

## Transfer Policy

Lyons College acknowledges that situations change, and that students have the right to request a transfer to another provider.

The *National Code of Practice for Providers of Education and Training to Overseas Students 2018* (**National Code**) sets out requirements and obligations for providers on either side of transfers. In particular, where the student wishes to transfer before completing six months of their principal course.

Lyons College may grant a request for a transfer in certain circumstances.

### Transfer from Another Provider to Lyons College

Lyons College will not knowingly enrol a student wishing to transfer from another registered provider prior to the student completing six months of their principal course at the other provider, except where:

1. the other provider where the student is enrolled ceases to be registered; or
2. the course in which the student is enrolled ceases to be registered; or
3. the other provider where the student is enrolled has had a sanction imposed on its registration by their ESOS agency that prevents the student from continuing their course with the other provider; or
4. the student provides a letter of release from the other provider, and Lyons College confirms the details on PRISMS; or
5. any government sponsor of the student considers the change to be in the student's best interest and has provided written support for the change.

### **Transfer from Lyons College to Another Provider (Prior to Completing Six Months)**

International students can request to transfer to another registered provider from Lyons College before they have completed six months of the principal course in which they are enrolled. The student must complete an “International Student Transfer Request Form” and provide all relevant evidence, including a valid offer of enrolment from the other provider, for it to be a valid request.

Students must have no outstanding fees when applying for a transfer or release. This includes the deposit payable for their principle course. Applications will not be accepted where there are any outstanding fees or deposits.

Once a valid request has been received, the outcome will be determined by the Administration Manager within 15 business days. The student will be informed in writing of the outcome as soon as the decision is made.

Lyons College will consider granting a transfer for a student who has not completed six months of their principal course in the following circumstances:

- Lyons College is no longer able to offer the principal course to the student;
- if the student is under 18 years of age, written evidence that their parent/legal guardian supports the transfer is provided;
- the student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with Lyons College’s Course Progression and At Risk Student Policy and Procedure to assist them in accordance with Standard 8 (Overseas student visa requirements)
- if the student is under 18 years of age, written confirmation is provided that the new provider will accept responsibility for approving a student’s accommodation, support and general welfare arrangements;
- there is evidence that the student was misled by Lyons College or an education agent acting on behalf of Lyons College;
- Lyons College, based on assessment of the evidence, is satisfied that the course at Lyons College is not in the student’s best academic interest;
- Lyons College believes there are compelling and compassionate reasons to allow the student to transfer to another provider.

If the transfer to another provider is granted prior to the student completing six months of their principal course with Lyons College, a release letter will be provided at no cost. The letter will advise the student of the need to contact DHA to seek advice on whether a new student visa is required.

Lyons College may reject a request from a student who has not completed six months of their principal course to transfer to another provider where:

- a transfer would jeopardise a student's progress through a package of courses; or

- the student may be reported because they are unable to achieve satisfactory course attendance or progress; or
- Lyons College believes that the student may be reported to the Department of Home Affairs (DHA), formerly known as the Department of Immigration and Border Protection, for breaching any student obligations or student visa conditions; or
- the course to which the student wishes to transfer is at a lower Australian Qualifications Framework level than that in which the student is currently enrolled; or
- the student claims financial hardship and wishes to transfer to a provider with lower fees.

If a transfer request is rejected the student will be advised in writing, outlining the reasons the request was rejected. The student will be advised of their rights to appeal under the Student Grievance Policy and Procedure. The student must remain enrolled until any appeal is finalised.

There may be financial implications for the student if a transfer is granted prior to them completing six months of their principal course with Lyons College. The student should consult their Student Agreement and the International Student Refund Policy and Procedure.

#### **Transfer from Lyons College to Another Provider (After Completing Six Months)**

Once a student has completed six months of their principal course at Lyons College, they may transfer to another provider without requiring permission from, or a letter of release from Lyons College. The student must have a valid enrolment with the new provider.

Students must have no outstanding fees when applying for a transfer or release. This includes the deposit payable for their principal course. Applications will not be accepted where there are any outstanding fees or deposits.

There may be financial implications for the student if a transfer is granted. The student should consult their Student Agreement and the International Student Refund Policy and Procedure.

## Withdrawal Policy

Lyons College acknowledges that situations change, and that students have the right to request to withdraw from studying at Lyons College.

If a student wishes to withdraw after commencing studies, they must complete an “International Student Transfer Request Form” and provide any evidence that they think is relevant.

Students must have no outstanding fees when applying for withdrawal. This includes the deposit payable for their principle course. Applications will not be accepted where there are any outstanding fees or deposits.

When a student withdraws from their studies, Lyons College has a legal obligation to inform DHA that the student has ceased a student. When a student withdraws after commencing studies, Lyons College must inform the DHA of the following:

- The date of withdrawal
- The reason for withdrawal
- Any other relevant information as deemed necessary

When a student withdraws after commencing studies, the International Student Refund Policy will apply. This means that students will not be eligible for a refund of any of the tuition fees they have paid for the course (for VET courses) or units (for higher education courses subject to TEQSA approval) that they have commenced.