



TRANSFER BETWEEN REGISTERED PROVIDERS POLICY AND PROCEDURE

POLICY NUMBER: NC18-PP023

RESPONSIBILITY: CAMPUS MANAGER

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1. Policy and Procedure Background

- 1.1 This policy and procedure details the policy and related procedures for assessing applications to transfer either into or out of WAIFS before an overseas student has completed 6 months of their principal course in accordance with the requirements of Standard 7 of the National Code 2018.
- 1.2 **After the first six months of the principal course no restrictions apply – see also exception: school sector courses below.**
- 1.3 Generally, overseas students cannot transfer between registered providers prior to completing six calendar months of their principal course. There is one exception for school sector students (see 'Exception: school sector courses' below).
- 1.4 The principal course is the main course of study to be undertaken by an overseas student where the student visa has been issued for multiple courses, and is usually the final course of study. The first six months is calculated as six calendar months from the date an overseas student commences their principal course.
- 1.5 This means the transfer restriction applies to a student during all courses they undertake prior to the principal course.
- 1.6 For an overseas student to transfer before completing six months of their principal course, the overseas student must either obtain a release from their registered provider, or meet one of the following conditions:
 - 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 their course with that registered provider;
 - 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. This usually applies where the overseas student's study in Australia is sponsored by the government of another country.



Exception: School Sector Courses

Overseas students enrolled in school sector courses cannot transfer between registered providers prior to completing six calendar months of their first **school** course (as opposed to the principal course for all other overseas students). If they wish to transfer, they must obtain a release from their registered provider or meet one of the other conditions listed above.

If the overseas student has to complete a non-school sector course prior to their first school sector course, for example ELICOS, they are restricted from transferring during this course.

Overseas students can transfer without needing a release or meeting one of the above conditions after completing six calendar months of their first registered school course.

2. WAIFS' broad policy on issuing letters of release - students requesting transfer OUT of WAIFS

2.1 WAIFS' broad policy is to agree to transfer requests if they meet the requirements for release of this policy and procedure.

2.2 WAIFS will generally not release a student who does not:

- (i) Meet the requirements of this policy and procedure;
- (ii) Supply a fully and accurately completed enrolment variation form (EVF) to WAIFS which meets all of the requirements in section 3 "Procedure for assessing Students wishing to transfer OUT OF WAIFS" and of this policy and procedure as a whole.

2.3 WAIFS will approve transfer requests in the following circumstances, such transfers being considered **in the best interests of the students** (*subject to Notes 1-4 as applicable*):

- (i) The overseas student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with that registered provider's intervention strategy to assist the overseas student in accordance with Standard 8 (Overseas student visa requirements) [See Note 1 below](#).
- (ii) There is evidence of compassionate or compelling circumstances – [See Note 4 below](#).
- (iii) WAIFS fails to deliver the course as outlined in the written agreement.
- (iv) There is evidence that the overseas student's reasonable expectations about their current course are not being met. [See Note 2 Below](#).
- (v) There is evidence that the overseas student was misled by WAIFS or an education or migration agent regarding WAIFS or its course and the course is therefore unsuitable to their needs and/or study objectives. [See Note 3 Below](#).
- (vi) An appeal (internal or external) on another matter results in a decision or recommendation to release the overseas student.

NOTES:

Note 1 – An overseas student will only be released to another provider if they have done everything they reasonably could to progress in their course/(s) at WAIFS. When WAIFS considers this they look at a number of issues, including, but not limited to:

- (a) Did the student have at least 80% attendance in their course? This is the benchmark attendance outlined by the National Code 2018 for ELICOS attendance and is therefore considered a reasonable attendance benchmark for all students.
- (b) If not, do they have genuine medical certificates for their absence? Have the medical certificates only just been obtained and are they dated sometime after some or all of the periods of absence (irrespective of whether the medical certificate comes from a General Practitioner)
- (c) Did the student actively take part in classes and try to progress? Indicators of this could be:
 - The student submitted plagiarised work;
 - The student submitted work which is at a level not consistent with their history of academic results and or stated/proven English ability.
- (d) Did the student submit any assessments?
- (e) Any other matter considered relevant by WAIFS.

WAIFS' intends to only release students who have genuinely made every reasonable effort to engage in and succeed in their studies and cannot do so. WAIFS will not release a student WAIFS believes is trying to use this as a means to receive a non-genuine release.



Note 2 - An overseas student will only be released to another provider if they have verifiable proof of this. An expectation is something the student believed through marketing of a course by WAIFS or its education/migration agents before enrolling into the course. For example:

- (i) The course was advertised as being for 20 hours per week and is for 25 – this does not include a student taking longer to do their study outside of the classroom than WAIFS’ timetable anticipates or a student working and not having time to do their study outside of the classroom.
- (ii) The course was described as being delivered predominantly in the classroom and is delivered predominantly in the workplace. International students are required to research their course and their provider in Australia. This therefore cannot be a vague “it was not what I was expecting”.

Note 3 – The student must provide proof they were significantly misled. The student must not have reasonably been able to verify the details themselves in order to have been misled. If a student has reasonably had access to the internet and/or other means to contact WAIFS themselves to clarify the information, WAIFS is unlikely to approve release for this reason.

Note 4 – WAIFS’ will use their professional judgement to assess each transfer request it receives on its own merits. Students should note that it is unlikely that a transfer request will be approved if there is no third party evidence to support the claim being made. For example:

A student may provide a transfer request to WAIFS stating the reason for the request is the death of a close family member – e.g. a parent. The student provides a death certificate for the parent and proof of the relationship. WAIFS would be unlikely to approve a transfer request to a different course/different state/different provider for this reason alone. The student would be required to show why the death of the parent means that they have to study a different course at a different college (potentially in a different state). However, if the student has a close relative in another state in Australia (parent/sibling/aunt/uncle/cousin/grandparent) and the student can provide:

- Proof of relationship;
- Proof of support in that state from the relative (emotional support is adequate for this purpose);

Then the release may be granted.

2.4 In general, WAIFS will not release a student from studies at WAIFS if any of the following apply:

- (i) WAIFS has reason to believe that the student requesting a transfer does not have an accurate understanding of what the transfer represents to their study options;
- (ii) The transfer may jeopardise the student’s progression through a package of courses;
- (iii) The student owes tuition and/or other fees to WAIFS;
- (iv) The new course/(s) suggested will take longer or cost more for the student and WAIFS does not consider the outcome will be more beneficial for the student;
- (v) The student has only recently applied for a student visa with WAIFS as the principal course provider and the student has not been studying their course/(s) for an amount of time considered reasonable to make the decision to change;
- (vi) The student’s request is based on reasons such as “my spouse has been offered a potential sponsorship in another state” and the WAIFS student is the principal visa holder;
- (vii) The student request includes reasons such as “I cannot find work” – the student has stated in their visa application that they can afford to live and work in Australia for their course duration at WAIFS. This is particularly relevant for requests made in the first 12 months of their courses at WAIFS;
- (viii) The student has only recently started studying the course/(s) and the full range of support services are yet to be provided or offered to the student;
- (ix) The student’s course/(s) have “dropped off” a list which a student believed (before, at or post enrolment) may lead to a longer temporary/permanent migration outcome in Australia, and/or;
- (x) WAIFS considers the transfer to be not in the best interests of the student– reasons for this need to be documented and retained along with any transfer refusal email which is issued (if appropriate) including the student’s right to access WAIFS complaints and appeal process in accordance with Standard 10, within 20 working days. ;

3. Procedure for assessing students wishing to transfer OUT OF WAIFS

Note: Under 18 student transfer requests should be handled between WAIFS and the parent/guardian (although the parent/guardian may request the student provides WAIFS with the EVF and/or supporting documents) i.e. WAIFS should use common sense and the Under 18 can assist the parent/guardian in the process. However WAIFS will always insist on a written confirmation from the under 18 student’s parent or legal guardian that support the transfer. Furthermore



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where the under 18 student is not being cared for in Australia by a parent or suitable nominated relative, the receiving provider must confirm it accepts responsibility for approving the student's accommodation, support and general welfare arrangements in accordance with WAIFS under 18 policy and procedure.

Students will sometimes prefer that their education agent/migration agent or another named person acts on their behalf for transfer requests OUT OF WAIFS.

A student, in the context of this policy and procedure, can be taken to also cover someone acting on behalf of the student with the student's permission (not required for parent/guardian of under 18). WAIFS does not need new, specific permission to deal with an education/migration agent in these circumstances. WAIFS does need the student to provide written confirmation that WAIFS should deal with another party than a parent/guardian (under 18) or education agent/migration agent.

- 3.1 A student makes a written request to WAIFS requesting a transfer to another provider. WAIFS strongly prefers all requests to be emailed/scanned by the student to admissions@waifs.wa.edu.au.
- 3.2 The Request MUST be completed on the *current version* of the Enrolment Variation Form ("EVF") which is available from the Student Portal, WAIFS' website www.waifs.wa.edu.au, by emailing admissions@waifs.wa.edu.au and asking for an EVF to be emailed or from Reception.
- 3.3 The student must accurately complete the reason for their request for a transfer on the EVF form. Appropriate supporting evidence must be included so WAIFS can make an assessment of their stated reasons for a transfer request. If no additional documentation is supplied the EVF may be declined.
Note: A valid Letter of Offer from another provider MUST be provided by a student when they are requesting transfer to another provider and are on a student visa. All transfer applications are incomplete without this.
- 3.4 Students should always request a Delivery and/or Read Receipt from WAIFS to ensure their EVF and supporting documents (if any) have been received. Without a delivery receipt, a student cannot prove that WAIFS has received the EVF and supporting documents (if any) if there is a subsequent disagreement;
- 3.5 If a student does not have access to scanning facilities, they can hand the EVF and supporting documents to WAIFS' reception to scan on their behalf.
- 3.6 In these cases, a WAIFS' staff member must ensure that the EVF and supporting documents are all numbered and each page is signed by the student.

For example:

A student provides a hard copy EVF and letter of offer from a new provider to WAIFS' reception as they do not have access to a scanner.

In total they submit 6 pages: 2 pages of EVF and 4 pages of new letter of offer.

The student must number each of the pages and sign each page.

In this case, the student would write 1/6, 2/6, 3/6, 4/6, 5/6, 6/6 and sign each page.

Note: if paperwork is double-sided, each side of the page must be numbered and signed.

- 3.7 WAIFS' staff member then scans the documents to admissions@waifs.wa.edu.au and CC's the student so that all parties have a full copy of all submitted documents.
- 3.8 The WAIFS staff member who receives the EVF and supporting documents (or the Campus Manager or appropriate alternative) if the EVF and supporting documents are emailed to WAIFS) enters the received EVF into the EVF Register maintained by WAIFS which lists all EVF's received and their date of receipt.. This is an important tool as it easily tells WAIFS' campus manager (or appropriate alternative) what is in progress and assists with meeting 10 working day deadlines. The WAIFS staff member must also update the address in the student management system if applicable
- 3.9 Within ten (10) working days of receipt (**sooner is better**), the EVF (and supporting documents, if applicable) is reviewed by the Campus Manager (or appropriate other staff member):
 - (i) Review the EVF form and ensure it has been completed properly. For example:
 - Has the student put the correct date on the form?
 - Has the student chosen the correct reason for the EVF submission?
 - Has the student put their full name, student number, contact details and correct address (if any address/contact details have changed, email the student for confirmation of the change and update it in the student management system once confirmed by the student)?
 - Has the student provided a written reason for the transfer request as required by the EVF form?
 - Has the student provided a letter of offer from another registered provider?
 - Has the student provided additional supporting documentation for any other statements made in the EVF? E.g. provided a death certificate and proof of relationship where the death of a close relative has been claimed.
 - Check VEVO for student's current visa status



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- Check PRISMS for transfer restricted periods

After the review, there are then the following options:

- (a) Email that information is missing and request it – [See Example 1 in Appendix A](#);
- (b) Email requesting a meeting to discuss further (no additional information needed) [See Example 2 in Appendix A](#);
- (c) Email requesting a meeting to discuss further (and bring additional information) [See Example 3 in Appendix A](#);
- (d) Email that the request is approved and decision has been/will be recorded in PRISMS. [See Example 4 in Appendix A](#);
- (e) Email that the request is declined and that the student can appeal – [See Example 5 in Appendix A](#);

3.10 If the Campus Manager (or appropriate alternative) considers the reasons for the request to be unclear or that an interview with the student would assist WAIFS in reaching a fair decision, the Campus Manager (or an appropriate administration or marketing person) will be requested to interview the student in person (and to receive the additional information supplied at request from WAIFS to gain a fuller understanding of the circumstances.

3.11 When the Campus Manager (or suitable alternative) is in a position to make a decision the transfer request will be assessed in accordance with this policy and procedure – this will be when:

- (i) The EVF application form is considered complete and adequate supporting documentation has been provided for WAIFS to make a decision, or;
- (ii) The EVF application form is considered complete and adequate supporting documentation has NOT been provided to WAIFS. WAIFS believes no further information will be provided by the student either because:
 - The student has confirmed there is nothing more they can/will supply, or;
 - WAIFS has contacted the student requesting additional information and the student has not responded to WAIFS' requests for additional information to be supplied or has not supplied additional information even if they have previously stated that they would. 20 working days must have passed since the FIRST time WAIFS requested that the additional information be provided that has not been provided i.e. if WAIFS sends follow-up emails to a student about the same matter, the 20 working days commences on the FIRST time WAIFS requests the information – the 20 working days does not get reset for follow up emails.

4. Student Transfer OUT OF WAIFS APPROVED – Procedures to Follow

Note: The reason for the decision and all documentation relating to it must be maintained by WAIFS for at least 2 years. Documentation should be saved in the student's file electronically, including all email correspondence.

4.1 When the Campus manager (or appropriate alternative) is satisfied that the transfer release can be approved, they:

- Inform the student (at no charge to the Student) release has been approved. An email can be used for this purpose. The email must cover all requirements of The National Code 2018, Standard 7 - [See Appendix A, example 5](#)

4.2 The Campus manager (or appropriate alternative) informs:

- The Manager, Student Administration Services (or suitable alternative staff member).
- The student's Trainer
- The appropriate Head of Department

That the student has been released from their course/(s) at WAIFS. An email is adequate for this purpose.

4.3 On receipt of this information the following occurs:

- (a) The student's trainer:
 - Finalises the students current course outcomes in the student management database (currently WISENET);
 - Finalises the student's current course file and all other appropriate trainer administration.
- (b) The Head of Department (training):
 - Audits and finalises the student's current course enrolment file and signs off as ready for certificate/statement of attainment issue (if applicable);
 - Requests the certificate/statement of attainment (if applicable) in the student management system (currently WISENET), and
 - Finalises any other Head of Department administration/requirements.
- (c) The Manager, Student Administration Services (or suitable alternative staff member)
 - Logs into PRISMS and cancels the student's CoE's with WAIFS (for current AND future courses, recording that WAIFS has approved a release and the reason why.



- Full details on how to record an approved student transfer is available at:
 - <https://internationaleducation.gov.au/Regulatory-Information/Pages/National-Code-2018-Implementation.aspx>
 - “How to Guides”
 - Standard 7 – How to Manage Student transfers in PRISMS
 - A copy of this information is also available in Administration/Student Enrolments/How_to_Manage_student_transfers_PRISMS

5. Student Transfer OUT OF WAIFS DECLINED – Procedures to Follow

Notes:

Note 1 - The reason for the decision and all documentation relating to it must be maintained by WAIFS for at least 2 years. Documentation should be saved in the student's file electronically, including all email correspondence.

Note 2 - WAIFS cannot finalise a decision in PRISMS and state that release has been refused and why until:

- The student has not accessed WAIFS' internal appeal process within 20 working days of being informed that their transfer request has been declined;
 - The student has not informed WAIFS that they will access the external appeal process within 20 working days of being informed that their internal appeal has been refused;
 - All appeals have been exhausted and the external appeals body has found in WAIFS' favour.
 - Extenuating circumstances exist (see WAIFS' Complaints and Appeals Policy and Procedure).
- 5.1 If the Campus Manager (or appropriate alternative) considers the student transfer request should be declined, this should be discussed with another appropriate staff member e.g. MD, CEO, Head of Student Administration Services, Marketing Manager.
- 5.2 If a decision is made to decline the request, the Campus Manager (or appropriate alternative)
- Informs the student in writing - see **Appendix A, example 5**. An email is adequate for this purpose.
 - Provides the student with a written reason for the decision
 - Informs the Student that they can now access the internal appeals process as detailed in WAIFS' Complaints and Appeals Policy and Procedure and provides details of where to find this information.
 - Informs the following at WAIFS:
 - *Informs the trainer and the appropriate Head of Department (HoD):*
 - That the transfer request has been declined and the student should be attending classes and progressing in their courses as normal.
 - That the trainer should treat the student as a normal enrolled student including monitoring course progress, implementing intervention strategies and/or requesting admin report the student for poor progress (if applicable).
 - That the trainer should inform the Campus Manager (by email and CC to the HoD) if the student is not attending classes so that the student can be contacted about their course.
 - That the trainer should liaise with their Head of Department if any additional support/extension is required/recommended for the student. This should be dealt with following normal procedures in the training departments.
 - *Informs the Manager, Student Administration Services (or appropriate alternative):*
 - That the transfer request has been declined.
 - That the student's CoE's cannot be cancelled
 - That the refusal CANNOT be confirmed in PRISMS at this stage (unless extenuating circumstances exist. Refer to WAIFS' Complaints and Appeals Policy)
- 5.3 **If a student's transfer request is APPROVED after INTERNAL appeal**, the Campus Manager (or appropriate alternative) follows/initiates the steps in Section 4 i.e. the student release has been approved and all of the steps in Section 4 now have to occur.
- 5.4 **If a student's transfer request is DECLINED after INTERNAL appeal** the Campus Manager (or appropriate alternative):
- Informs the student that the internal appeal has been denied and the reasons for it (in accordance with WAIFS' complaints and appeals policy). An email is adequate for this purpose.
 - Informs the student they can access the external appeals process as outlined in WAIFS' complaints and appeals policy and that no amendments will be made to the student's CoEs in PRISMS during this period (*unless extenuating circumstances exist. Refer to WAIFS' Complaints and Appeals Policy*).



(iii) Informs the following at WAIFS:

- *Informs the trainer and the appropriate Head of Department (HoD):*
 - (a) That the transfer request appeal has been declined and the student should be attending classes and progressing in their courses as normal.
 - (b) That the trainer should treat the student as a normal enrolled student including monitoring course progress, implementing intervention strategies and/or requesting admin report the student for poor progress (if applicable).
 - (c) That the trainer should inform the Campus Manager (by email and CC to the HoD) if the student is not attending classes so that the student can be contacted about their course.
 - (d) That the trainer should liaise with their Head of Department if any additional support/extension is required/recommended for the student. This should be dealt with following normal procedures in the training departments.
- *Informs the Manager, Student Administration Services (or appropriate alternative)–*
 - (a) That the transfer request appeal has been declined.
 - (b) That the student's CoE's cannot be cancelled
 - (c) That the refusal CANNOT be confirmed in PRISMS at this stage (*unless extenuating circumstances exist – see WAIFS' Complaints and Appeals Policy*)

5.5 **If a student's transfer request is APPROVED after EXTERNAL appeal**, the Campus Manager (or appropriate alternative) follows/initiates the steps in Section 4 i.e. the student release has been approved and all of the steps in Section 4 now have to occur.

5.6 **If a student's transfer request is DECLINED after EXTERNAL appeal** the Campus Manager (or appropriate alternative):

- (i) Informs the student that the **EXTERNAL** appeal has been DECLINED and the reasons for it (in accordance with WAIFS' complaints and appeals policy). An email is adequate for this purpose.
- (ii) Informs the student that they remain a current, enrolled student of WAIFS and should attend classes, progress in their course and pay their fees.
- (iii) Informs the student that WAIFS has informed the Department of Education and Training through PRISMS that the release request has been refused and the reasons for it.
- (iv) Informs the following at WAIFS:
 - *Informs the trainer and the appropriate Head of Department (HoD):*
 - (a) That the transfer request EXTERNAL appeal has been declined and the student should be attending classes and progressing in their courses as normal.
 - (b) That the trainer should treat the student as a normal enrolled student including monitoring course progress, implementing intervention strategies and/or requesting admin report the student for poor progress (if applicable).
 - (c) That the trainer should inform the Campus Manager (by email and CC to the HoD) if the student is not attending classes so that the student can be contacted about their course.
 - (d) That the trainer should liaise with their Head of Department if any additional support/extension is required/recommended for the student. This should be dealt with following normal procedures in the training departments.
 - *Informs the Manager, Student Administration Services (or appropriate alternative)–*
 - (a) That the EXTERNAL appeal for transfer release has been REFUSED
 - (b) That they should now log into PRISMS and record that a transfer release request has been REFUSED and the reasons why.
 - (c) Full details on how to record an approved student transfer is available at:
www.internationaleducation.gov.au/Regulatory-Information/Pages/National-Code-2018-Implementation.aspx
 - "How to Guides"
 - Standard 7 – How to Manage Student transfers in PRISMS
 - A copy of this information is also available in Administration/Student Enrolments/How_to_Manage_student_transfers_PRISMS

6. Important administration requirements including EVF register

6.1 The above assessment **procedure should not take more than 10 working days** once the Student has provided ALL of the necessary documentation requested (if applicable) and attended the meeting with WAIFS (if requested). There may be occasions when this is not possible.



- 6.2 All requests, considerations, decisions and supporting documentation should be placed on the Student's file, and **maintained by WAIFS for 2 years. The preference is for this to be maintained in the student database under the student's name.**
- 6.3 The approval of transfer of a Student to another institution does not indicate the agreement to provide any refund. Refunds are governed by the refund policy which is independent of this policy.
- 6.4 WAIFS maintains an EVF register which is available at: [EVF Register](#) (if this link changes, it is in Shared/Admin/Enrolment Variations Spreadsheet/)
- 6.5 Reception are responsible for inputting all initial details of an EVF on receipt.
- 6.6 Any WAIFS staff member who works on an EVF is responsible for updating the EVF register accordingly and should familiarise themselves with its requirements.
- 6.7 The Campus Manager (or appropriate person) is responsible for ensuring close off of all EVF's within the desired WAIFS' time frame.

7. Policy and Procedure for assessing students wishing to transfer INTO WAIFS

There are a number of specific situations where WAIFS can appropriately enrol a student who has not completed six (6) calendar months of their principal course. These include those listed in 7.1.3 and:

- (i) During breaks between courses (this will need to be confirmed by WAIFS Admin and a record of the confirmation kept for 2 years in the student's electronic file).
- (ii) During breaks within a course i.e. A student is studying Course A. Course A is delivered for 4 weeks and then the student has a 3 week break before classes in Course A resume. During this course gap, WAIFS can enrol a student without a PRISMS release being required from the other provider (this will need to be confirmed by WAIFS Admin and a record of the confirmation kept for 2 years in the student's electronic file).
- (iii) If the student confirms they will be studying the WAIFS course AS WELL AS the other course/courses (WAIFS admin must ensure that this is reasonable).

For example:

- Are the course delivery days on different days?
- Will the student have enough money to pay rent etc.?

WAIFS Admin must ensure the student signs a statutory declaration confirming this. A record of the confirmation must be kept for 2 years in the student's electronic file.

Detailed examples from The Australian Government are provided at Appendix B. Where an enrolment meets these requirements, WAIFS continues with the enrolment as a normal enrolment and the transfer between providers policy is not applicable.

The policy of **WAIFS** is to ensure that it does not enrol any transferring international Student prior to 6 calendar months of their principal course being completed, *unless* that Student has a valid PRISMS release recorded or specific circumstances apply which enable enrolment without a PRISMS-recorded release (See 7.1.3)

The procedure is as follows:

- 7.1 Marketing/Student Administration/Admissions receives an application from a Student who states that they are currently studying at another institution.
- 7.2 WAIFS Admin will assess the application for all normal entrance requirements and for whether the student requires an approved release in PRISMS i.e. if the student is requesting release before 6 calendar months of their principal course have been completed.
- 7.3 If the student has provided genuine evidence of any of the following:
 - 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. *If the Student is in receipt of a Government scholarship, they should provide written support from their government agreeing to the change which will stand in lieu of any letter of release.*



Then WAIFS proceeds with the application as normal as the transfer requirements are automatically met.

- 7.4 The student application form asks if the student is currently enrolled with another provider in Australia.
- 7.5 The student application form asks the student if they require a release from their current provider.
- 7.6 WAIFS' admin should access the specific student details in PRISMS by performing a search. Note: For instruction on how to search for a student, refer to Error! Reference source not found in the "Provider User Guide" for PRISMS and see if there is a record of a student release from the registered provider.

The PRISMS Information for the student will include the following information by course:

CoE Status	Principal Course	Released	Transfer Restricted
Finished			Y
Studying		Y	
Visa Granted	Y		Y

- 7.7 If PRISMS states that the student has been released from the course/s, WAIFS can proceed with the enrolment. *Note: If a student provides a cancelled COE, this is not equivalent to a letter of release. There is no excuse for enrolling a student within a Transfer Restricted Period as all records are in PRISMS and specific to the student.*
- 7.8 If no release is recorded in PRISMS and the student's CoE is in a "Transfer Restricted" Period (i.e. before 6 calendar months of the principal course has been completed) then WAIFS admin must ask the student to go back to their registered provider and request a release.
- 7.9 The student's current registered provider will ALWAYS require a student to show them a "conditional" letter of offer for a course at another registered provider for a release to be considered – this is exactly what WAIFS asks for when a student is requesting a release to study with an alternative education provider. WAIFS staff should issue a conditional letter of offer to the student which clearly states that an offer of a place is contingent on their obtaining a confirmed release from their current provider in PRISMS. If this is obtained then enrolment proceeds as normal.
- 7.10 If release is NOT granted and recorded in PRISMS by the other registered provider, the application process is halted and the Student should be informed that they are unable to transfer at this time. They are welcome to re-activate their application when they have completed 6 calendar months of their principal course or they are able to obtain a release which WAIFS can confirm through PRISMS.

Note: Conditional letters of offer MUST not go out with the wording "Letter of Release from current provider (if applicable). This is no longer how release is undertaken AND WAIFS can confirm whether a release has been granted or not. A conditional Letter of Offer should therefore state ONLY when it is applicable i.e. Record of confirmed release in PRISMS from current provider.

8. Under-18 students

- 8.1 A student under-18 should not be enrolled by WAIFS on a transfer from another provider unless the transferring provider has confirmed release in PRISMS and WAIFS has sighted approval for the transfer from the parent/legal guardian (not necessarily the same person they are living with in Australia).
- 8.2 A release must **not** be confirmed in PRISMS for a student who is under 18 without 8.1.1 being met.
- 8.3 If WAIFS is the receiving provider, WAIFS is responsible for ensuring continuity of support and welfare arrangements – see WAIFS policy for management of under-18 students for further information.

9. Important Information on Transfer Requests and Packaged Courses

- 9.1 If a transfer will affect the start dates of any subsequent courses covered by a student's visa, the student must be released from those courses, or gain the subsequent registered providers' agreement to delay the start of those courses.



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9.2 WAIFS should advise overseas students that changes to their preliminary courses may have ramifications for their admission to their principal course, for example if a preliminary course is a prerequisite entry requirement to the principle course.

10. Policy and Procedure Dissemination to staff and students

10.1 To staff:

- At induction
- Throughout employment on shared drive and at www.waifs.wa.edu.au
- By email – notifications of changes

10.2 To students:

- At orientation
- Before, during and after enrolment at www.waifs.wa.edu.au
- By email – notifications of significant changes

APPENDICES A, B AND C ARE FOR USE BY WAIFS STAFF ONLY AND HAVE BEEN REMOVED FROM THE STUDENT VERSION OF THIS POLICY AND PROCEDURE.