

# Russo Business School Transfer Between Registered Providers Policy

## Scope & Purpose

This policy and procedure applies to all staff and students of Russo Business School Pty Ltd ABN 34 601 105 319 trading as Russo Business School (RBS) (CRICOS Provider Code – 03441F).

This Policy states the principles to be applied and the procedures to be followed when assessing international student visa holders who request a 'Transfer' to another educational institution.

This policy applies to any current Russo Business School student who:

- Is studying in Australia under a student visa program and
- Requests a 'Transfer' to another Registered Provider in Australia, in accordance with Commonwealth and Queensland legislated requirements.

## Definitions and Abbreviations

An **appeal** is in response to a decision made on a particular matter. A **complainant** is a person lodging a complaint.

An **appellant** is a person lodging an appeal.

A **complaint** is a consequence of dissatisfaction with an aspect of a student's studies, student life, the institution or the institution's environment.

An **International Applicant** is an applicant who does not hold citizenship of Australia or New Zealand, Australian permanent residence status or a permanent visa. The language of instruction at Russo Business School is English. International students must demonstrate a suitable level of English language proficiency before being admitted to a Russo Business School course.

A **Letter of Release** A letter from the Russo Business School giving approval to an international student visa-holder to transfer to another Registered Provider of education prior to them completing six months of their Principal Course of study. The letter must provide information about whether or not the student demonstrated a commitment to their studies during the course and paid all outstanding fees for the course

**National Code** – National Code of Practice for Providers of Education and Training to Overseas Students 2018.

**Package of Courses** – A Package of Courses is offered to a student for the purpose of arranging one student visa for the full expected duration of their studies, for example where one course is a prerequisite to another of the courses

**Principal Course** – the student's main course of study with the Russo Business School, or that leading to the highest qualification in a student's Package of Courses.

**Registered Provider** - an institution that is registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) as an approved provider of courses for the state.

A **respondent** is a person responding to a complaint or appeal.

**CRICOS** – Commonwealth Register of Institutions and Courses for Overseas Students

**ESOS** - Education Services for Overseas Students

**DHA** – Department of Home Affairs

## Policy

Russo Business School adheres to National Code Standard 7 whereby providers are restricted from enrolling transferring international students prior to the student completing 6 months of their principal course.

Russo Business School does not enrol any transferring international student prior to the 6 months of their principal course being completed unless that student has been approved for transfer and their details appear in PRISMS confirming the approval.

The purpose of an approval to Transfer is to enable an international student to enrol with another Australian education provider of their choosing, recognising international students as consumers with the right to set their educational goals and choose an appropriate course to meet those goals. Therefore this Policy reflects the following principles:

1. Russo Business School aims to support international students in their transition to study in Australia. However, will not support a transfer if it is determined that a premature change of course will be detrimental to the student
2. Before submitting an application to study with another Registered Provider, students are encouraged to consider and clearly understand how a transfer would better meet their personal requirements or long term goals
3. Requests for a 'Transfer' will be assessed and responded to in a timely manner. Responses to requests will be issued in writing, regardless of the decision
4. Where a 'Transfer' is requested and approved it will be provided without conditions and at no cost to the student
5. A student has the right to appeal a decision by Russo Business School not to grant a 'Transfer'
6. A student must maintain their enrolment with Russo Business School and participate in classes while their application for a 'Transfer' is considered

### **1. Grounds for Granting a Transfer**

A 'Transfer' will be granted at no cost to an international student provided that there are no grounds for denying a request, as listed in section 2 below, a 'Transfer' will generally be granted if the following circumstances exist:

- a. 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)
- b. there is evidence of compassionate or compelling circumstances
- c. the registered provider fails to deliver the course as outlined in the written agreement
- d. there is evidence that the overseas student's reasonable expectations about their current course are not being met
- e. there is evidence that the overseas student was misled by the registered provider or an education or migration agent regarding the registered provider or its course and the course is therefore unsuitable to their needs and/or study objectives
- f. an appeal (internal or external) on another matter results in a decision or recommendation to release the overseas student.

## **2. Grounds for Denying a Letter of Release**

A Letter of Release will not be granted in the following instances:

- a. The student has outstanding course fees for the current study period.
- b. A valid enrolment offer from another Registered Provider is not provided.
- c. A student under the age of 18 years at the request date and has not provided written confirmation from their legal guardian or parent to support the transfer.
- d. The student's government sponsor has not provided written support for the change.
- e. The student has not completed 6 months of their principal course.
- f. The student requesting a transfer has an accurate understanding of what the transfer represents to their study options

A 'Transfer' will not be granted if a transfer is assessed as being detrimental to the student's welfare or their future studies after taking into account all relevant factors such as:

- a. Where a student applies to transfer to another provider in a different Education sector (e.g. VET sector) or another course level (e.g. Master to Bachelor course) and Russo Business Schools Academic Advisor or Academic Program Manager determines that the transfer is not in the student's best interests, for example where the student is downgrading for reasons unrelated to their academic ability and they are likely to succeed in their present course
- b. Where the transfer may jeopardise the student's progression through a package of courses
- c. Where a student has not accessed the Russo Business School's available support services for assistance with their studies and/or personal problems, for example, they have not sought assistance from Russo Business School's learning support or counselling services following a referral; or
- d. The scheduled date for commencing classes at the other Registered Provider has passed at the date of lodging the request for a 'Transfer'
- e. A 'Transfer' will not generally be granted if the only reasons provided with the request are that the student changed their mind or wants to live somewhere else

### *Calculating six months completion of the Principal Course*

The start date for calculating the six month limitation period is when the student starts, or is scheduled to start, their Principal Course. Where a student has had a break from their studies due to a deferment or suspension, that break is not counted for the purpose of determining if the student has completed six months of the Principal Course.

Students who have studied longer than a 6 month period can apply to withdraw from their principle course as no Letter or release is required.

