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Government of Western Australia
Department of Training
and Workforce Development

**TAFE INTERNATIONAL WESTERN AUSTRALIA TRANSFER AND
RELEASE POLICY**

EFFECTIVE: 28 AUGUST 2024

VERSION: 5.0

All policy and procedural statements contained within this document are lawful orders for the purposes of section 80(a) of the Public Sector Management Act 1994 (WA) and are therefore to be observed by all Department of Training and Workforce Development employees.

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1. POLICY STATEMENT

This policy outlines the processes followed by TAFE International Western Australia (TIWA) for assessing and managing requests from international students to change courses, campus/school locations or to transfer to another registered provider.

2. SCOPE

This policy applies to all international students who are enrolled, or applying to enrol, with TIWA.

3. PRINCIPLES

TIWA will not knowingly enrol international students seeking to transfer from another registered provider's course prior to students completing six months of their principal course, except when:

- the releasing provider, or the course in which a student is enrolled, has ceased to be registered on CRICOS;
- the releasing provider has had a sanction imposed on its registration, preventing a student from continuing their course with that provider;
- the releasing provider has agreed to releasing a student and recorded the date of effect and reason for release in PRISMS; or
- a government sponsor of a student considers the change to be in a student's best interests and has provided written support for the change.

4. BACKGROUND

This policy outlines the standards and procedures TIWA follows in order to ensure compliance with Standard 7 of the *National Code of Practice for Providers of Education and Training to Overseas Students 2018* (National Code 2018).

5. DEFINITIONS AND ACRONYMS

5.1 CRICOS

Means the Commonwealth Register of Institutions and Courses for Overseas Students. Education providers must be registered on CRICOS to be able to enrol international students to study in Australia on a student visa. A CRICOS registered provider must also have any course/s registered on CRICOS to be able to offer and enrol international students to study that course.

5.2 International student

Means a person from overseas living and studying in Australia on a student visa and enrolled in a CRICOS registered course of study.

5.3 Principal course

The principal course of study refers to the main course of study to be undertaken by an international student where a student visa has been issued for multiple courses of study. The principal course of study is typically the final course within a package of courses. If a student has only enrolled in one course, that is the principal course.

5.4 Principal provider

The provider that an international student is enrolled with to study their principal course.

5.5 Restricted transfer period

The period from the date of the visa issue to the end of the first six calendar months of the principal course identified in the student's Confirmation of Enrolment (CoE).

5.6 PRISMS

Means the Provider Registration and International Student Management System. PRISMS is the information management system used by Department of Education and the Department of Home Affairs to record international student program enrolment details.

5.7 Registered provider

An education provider registered on CRICOS to enrol international students to study in Australia on a student visa.

5.8 TIWA

TAFE International Western Australia (TIWA) is the unit within the Western Australian (WA) Department of Training and Workforce Development responsible for the recruitment, admission and enrolment of international students studying at WA TAFE colleges and WA Government schools. TIWA is a Registered Training Organisation (RTO) and CRICOS registered provider.

6. PROCEDURES**6.1 Students requesting to transfer from another registered provider to TIWA**

6.1.1 Where an application is received by TIWA from a student currently enrolled with another registered provider, TIWA will not accept the student unless they have completed at least six months of their principal course, except where:

- the releasing registered provider, or the course in which the student is enrolled, has ceased to be registered on CRICOS;
- the releasing registered provider has had a sanction imposed on its registration, preventing a student from continuing their course with that registered provider;
- the releasing provider has agreed to releasing a student and recorded the date of effect and reason for release in PRISMS; or
- any government sponsor of a student considers the change to be in the student's best interests and has provided written support for the change.

6.1.2 If the student is applying to study at a WA Government School, section 6.1.1 applies to students that have not completed at least six months in their first registered school sector course.

6.2 Students requesting to transfer from TIWA to another registered provider

6.2.1 Students requesting to transfer to another registered provider who have not completed at least six months of study in their principal course (or first registered school sector course for school students) with TIWA must complete a *Release Letter Request Form* and submit to TIWA.

6.2.2 Students requesting to transfer to another registered provider must provide TIWA with a valid offer of enrolment from the other registered provider.

- 6.2.3 TIWA will approve a student's transfer request where the transfer is deemed by TIWA to be in the best interest of the student. Circumstances where TIWA may approve a student's transfer request include, but are not limited to, where TIWA has assessed that:
- the student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with TIWA's intervention strategy;
 - TIWA fails to deliver the course as outlined in the student's written agreement;
 - there is evidence that the student's reasonable expectations about their current course are not being met;
 - there is evidence that the student was misled by TIWA, or by an education or migration agent, regarding TIWA or its course and the course is therefore unsuitable to their needs and/or study objectives;
 - an appeal (internal or external) on another matter results in a decision or recommendation to approve the student's transfer request;
 - the student does not successfully complete a prerequisite course as part of a package of programs;
 - it is in the interest of the student's welfare, such as when a relative relocates and the student remaining alone in Western Australia is not an option; or
 - there is evidence of other compassionate or compelling circumstances.
- 6.2.4 Circumstances where TIWA will refuse a student's transfer request include, but are not limited to, the following circumstances:
- the student has outstanding fees due to TIWA;
 - the student requests to transfer to another course with lower fees;
 - the student has an active complaint and/or appeal process awaiting an outcome;
 - the student is currently in a resolution process for unsatisfactory course progress or for not meeting course attendance requirements;
 - the student is not genuinely engaging with their intervention strategy;
 - the student has breached a student visa condition(s) and has been reported on PRISMS;
 - the transfer may jeopardise the student's progression through a package of courses;
 - the student has not provided required documentation to TIWA, as per section 6.2.1 and 6.2.2, or appropriate evidence to support their request;
 - the transfer is deemed by TIWA as detrimental to the student;
 - the transfer request is based on change of course and the course is also offered by TIWA;
 - the course commencement date on the letter of offer from the other registered provider has passed (i.e. the program of study into which the student is requesting to transfer has already begun);
 - the student has changed their mind;
 - the transfer request is based on issues such as living a long distance away from campus and travel difficulties; or
 - the student has not utilised support services; or academic resources and assistance.
- 6.2.5 TIWA will assess the application to transfer from TIWA to another registered provider, in accordance with this policy, within 10 working days of the request being received by TIWA.

- 6.2.6 If the transfer request is approved, TIWA will notify the student in writing of the outcome within 10 working days. TIWA will also advise the student to contact the Department of Home Affairs to seek advice as to any potential impact on their visa.
- 6.2.7 If the transfer request is refused, TIWA will notify the student in writing of the outcome, and the reason/s for the outcome, within 10 working days. TIWA will also advise the student of their right to access TIWA's complaints and appeals process within 20 working days.
- 6.2.8 TIWA will not finalise the student's refusal status in PRISMS until the student has been provided a 20 working day period to access TIWA's complaints and appeals process but chosen not to do so.
- 6.2.9 Should the student choose to appeal the outcome within 20 working days, TIWA will not finalise the student's refusal status in PRISMS until:
- the appeal finds in favour of TIWA; or
 - the student withdraws from the process.
- 6.2.10 TIWA will maintain records of requests to transfer, including the assessment and outcome, for two years after the student ceases to be an accepted student.

6.3 Students under 18 years of age

- 6.3.1 If the student requesting to transfer is under 18 years of age:
- TIWA will obtain written confirmation that the student's parent or legal guardian supports the transfer; and
 - where the student is not being cared for in Australia by a parent or suitable nominated relative, TIWA will ensure that the receiving provider confirms that they accept responsibility for approving the student's accommodation, support and general welfare arrangements in accordance with Standard 5 of the *National Code 2018*.

6.4 Request to change TAFE college/campus/school or course

- 6.4.1 Students who request to transfer from one TAFE college or campus to another, or from one school to another, must submit a *Change of Course/Campus Form* (TAFE students) or a *Change of School Request Form* (school students) to TIWA's Manager Customer Service.
- 6.4.2 If a student requests to change their course and commence study at a new campus or school, their request must be approved by TIWA's Manager Customer Service.
- 6.4.2.1 Approval is dependent on available intakes and capacity at the new campus or school.
- 6.4.2.2 Any approved change will not be permitted mid-semester.
- 6.4.2.3 If a student is currently on an intervention strategy, TIWA will consult the new TAFE college or school, prior to the request being approved.
- 6.4.2.4 Students will be notified of the outcome of their request in writing within 10 working days.

- 6.4.3 If a student requests to change to a new campus or school location, but remain in the same course, their request must be approved by the new TAFE college campus or school.
- 6.4.3.1 Where applicable, previously completed units will be factored into the student's adjusted study load to ensure that a suitable program and transition arrangements are available for the student.
- 6.4.3.2 TIWA will process the change request once the new TAFE college or school has granted approval.
- 6.4.3.3 Students will be notified of the outcome of their request in writing within 10 working days.
- 6.4.4 If a student is not satisfied with the outcome of their request, they have the right to access TIWA's complaints and appeals process.

7. GUIDELINES

N/A

8. RELATED POLICIES AND OTHER RELATED DOCUMENTS

- *Change of Course/Campus Form (TAFE)*
- *Change of School Request Form (WA Government Schools)*
- *TAFE International Western Australia Admissions and Enrolment Policy*
- *TAFE International Western Australia Complaints and Appeals Management Policy*
- *International Student Complaints and Appeals Policy - Schools*
- *TAFE International Western Australia Fee Payment and Refund Policy*
- *International Student Admissions and Enrolment Policy - Schools*
- *Release Letter Request Form*

9. RELEVANT LEGISLATION

- *Educational Services for Overseas Students Act 2000*
- *National Code of Practice for Providers of Education and Training to Overseas Students 2018*
- *Vocational Education and Training (General) Regulations 2009*
- *Vocational Education and Training (VET) Act 1996*

10. REVIEW DATE

28 August 2026

Development Date		June 2014 Version 1	
Revision History			
Date	Name	Reason	Outcome and Changes
2014	Director, Academic Strategy	Continuous Improvement	Insertion of Department of Immigration and Border Protection updates to course change and transfer policy.
2015	Director, Academic Strategy	Continuous Improvement	Amendments relating to SVP students inserted.

2016	Director, Academic Strategy	Sectoral Changes	Amendments to reflect changes from ETI to TIWA and from STPs to TAFE colleges; changes to ESOS; and changes to TIWA business processes.
2018	Director, Academic Strategy	National Code changes	Amendments made to reflect changes from the National Code 2007 to the National Code 2018
2019	Manager, Education Programs	Annual Review	Annual policy review and clearer alignment to the regulatory standards.
2021	Manager, Customer Services and Compliance	Continuous Improvement	Annual review V4
2024	Manager Quality and Compliance	Policy review	Updated template and amendments to Policy Statement, Scope, Principles, Background, Definitions and Acronyms, Procedures, Related Policies and Other Related Documents and Relevant Legislation sections.

11. CONTACT INFORMATION

TAFE International Western Australia
Service Delivery Directorate

APPENDIX

N/A