



# International Transfer Request Assessment Policy

<b>Status:</b>	Current	<b>Supersedes:</b> All previous Rockhampton Girls Grammar School International Fees Refund policies
<b>Authorised by:</b>	Executive	<b>Date of Authorisation:</b> June 2022
<b>References:</b>	<ul style="list-style-type: none"><li>• <i>RGGS-359-POL-INTERNATIONAL FEES REFUND POLICY</i></li><li>• <i>RGGS-427-PRO-INTERNATION COMPLAINTS AND APPEALS PROCEDURE</i></li></ul>	
<b>Review Date:</b>	This policy will be reviewed as required by International Education Access.	
<b>Policy Owner:</b>	Board of Trustees of Rockhampton Girls Grammar School <i>trading as</i> Rockhampton Girls Grammar School CRICOS Provider No: 00508E	<b>Access:</b> S:\All Staff - Policies Procedures and Forms\INTERNATIONAL STUDENT DOCUMENTS\POLICIES & PROCEDURES <b>Publicly available:</b> SCHOOL WEBSITE



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## 1. PURPOSE OF THE POLICY

The purpose of this policy is to outline Rockhampton Girls Grammar School's guidelines in relation to any Transfer Request Assessment of international students.

## 2. POLICY

Rockhampton Girls Grammar School's International student transfer policy and processes apply to:

- International students requesting to transfer prior to completing the first six months of their first registered school sector course or
- Where the student has completed the first six months of their enrolment in their first registered school sector course and wishes to transfer but the provider holds welfare responsibility via a CAAW.

Overseas students requesting to transfer prior to completing the first six months of their first registered school sector course:

- 2.1. International students are restricted from transferring from their first registered school sector course of study for a period of six months. This restriction also applies to any course(s) packaged with their first registered school sector course of study. Exceptions to this restriction are:
  - a. If the student's course or school becomes unregistered.
  - b. The School has a government sanction imposed on its registration.
  - c. A government sponsor (if applicable) considers a transfer to be in the student's best interests.
  - d. If the student is granted a release in PRISMS.
- 2.2. Students can apply to be released by submitting a Student Transfer Request Application at no charge to enable them to transfer to another education provider. However, if a student has not completed the first six months of the first registered school sector course of study or is under 18 years of age, conditions apply.
- 2.3. Rockhampton Girls Grammar School will only release a student before completing the first six months of their first registered school sector course in the following circumstances:
  - a. The student has changed welfare and accommodation arrangements and is no longer within a reasonable travelling time of the school.
  - b. The student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with Rockhampton Girls Grammar School's intervention strategy to assist them in accordance with Standard 8 (Overseas student visa requirements).
  - c. The student provides evidence of compassionate or compelling circumstances.
  - d. Rockhampton Girls Grammar School fails to deliver the course as outlined in the written agreement.
  - e. The student provides evidence that their reasonable expectations about their current course are not being met.
  - f. The student provides evidence that she was misled by Rockhampton Girls Grammar School or an education or migration agent regarding Rockhampton Girls Grammar School or its course and the course is therefore unsuitable to her needs and/or study objectives.
  - g. An appeal (internal or external) on another matter results in a decision or recommendation to release the student.
  - h. Any other reason stated in the policies of Rockhampton Girls Grammar School.
- 2.4. Students under 18 years of age MUST also have;
  - a. Written evidence that the student's parent(s)/legal guardian supports the transfer application



- b. Written confirmation that the receiving provider will accept responsibility for and communicate with the student about approving the student's accommodation, support, and general welfare arrangements from the proposed date of release where the student is not living with a parent / legal guardian or a suitable nominated relative
- 2.5. Rockhampton Girls Grammar School will NOT agree to the transfer before the student completes the first six months of their first registered school sector course in the following circumstances:
- a. The student's progress is likely to be academically disadvantaged.
  - b. Rockhampton Girls Grammar School is concerned that the student's application to transfer is a consequence of the adverse influence of another party.
  - c. The student has not had sufficient time to settle into a new environment in order to make an informed decision about transfer
  - d. The student has not accessed school support services which may assist with making adjustments to a new environment, including academic and personal counselling services.
  - e. School fees have not been paid for the current study period.
- 2.6. In To apply for transfer to another provider, students need to:
- a. Complete an Application for Student Transfer Form available from the school website [www.rggs.qld.edu.au](http://www.rggs.qld.edu.au).
  - b. Give this completed application form and a valid offer of enrolment from another provider to the Principal for assessment.
  - c. If under 18 years of age, attach written confirmation of the parent/s or legal guardian/s support for the transfer to the nominated provider.  
In this case, the valid offer of enrolment must also confirm the new provider's acceptance of responsibility for approving the student's accommodation, support and general welfare arrangements from the proposed date of the student's release from Rockhampton Girls Grammar School, in accordance with Standard 5 (Younger overseas students) of the 2018 National Code of Practice for Providers of Education and Training for Overseas Students.
- 2.7. Rockhampton Girls Grammar School will assess the student's transfer request application and notify the student of a decision within ten working days.
- 2.8. If Rockhampton Girls Grammar School grants the student's transfer request, the student will be notified and the decision will be reported to the Department of Immigration via PRISMS.
- 2.9. If Rockhampton Girls Grammar School intends to refuse the student's transfer application request, Rockhampton Girls Grammar School will provide the student with reasons for refusal in writing and include a copy of Rockhampton Girls Grammar School 's complaints and appeals policy (available at [www.rggs.qld.edu.au](http://www.rggs.qld.edu.au)). The student has the right to access Rockhampton Girls Grammar School's complaints and appeals process and has 20 working days to do this. The student's transfer request application will only be finalised in PRISMS after one of the following occurs:
- a. the student confirms in writing they choose not to access Rockhampton Girls Grammar School's complaints and appeals process, or
  - b. the student confirms in writing they withdraw from any appeals process they have commenced, or
  - c. the appeals process is completed and a decision has been made in favour of the student or Rockhampton Girls Grammar School.
- 2.10. Applications to transfer to another registered provider may have visa implications. The student is advised to contact the Department of Immigration office as soon as possible to discuss any implications. <https://immi.homeaffairs.gov.au/help-support/contact-us>.

Student who are no longer subject to the transfer restriction but Rockhampton Girls Grammar School where holds welfare responsibility via a CAAW.



2.11. Students under 18 years of age MUST have:

- a. Written evidence that the student's parent(s)/legal guardian supports the transfer application.
- b. Written confirmation that the receiving provider will accept responsibility for and communicate with the student about approving the student's accommodation, support, and general welfare arrangements from the proposed date of release where the student is not living with a parent / legal guardian or a suitable nominated relative.

2.12. To apply or a transfer to another provider, students need to:

- a. Complete an Application for Student Transfer Form available from [www.rggs.qld.edu.au](http://www.rggs.qld.edu.au).
- b. Give this completed application form and a valid offer of enrolment from another provider to the Principal for assessment and response within ten working days.
- c. If under 18 years of age, attach written confirmation of support for the transfer to the nominated provider by a parent/s or legal guardian/s.

In this case, the valid offer of enrolment must confirm acceptance of responsibility for approving the student's accommodation, support and general welfare arrangements from the proposed date of the student's release from Name of School in accordance with Standard 5 (Younger overseas students) of the 2018 National Code of Practice for Providers of Education and Training for Overseas Students.

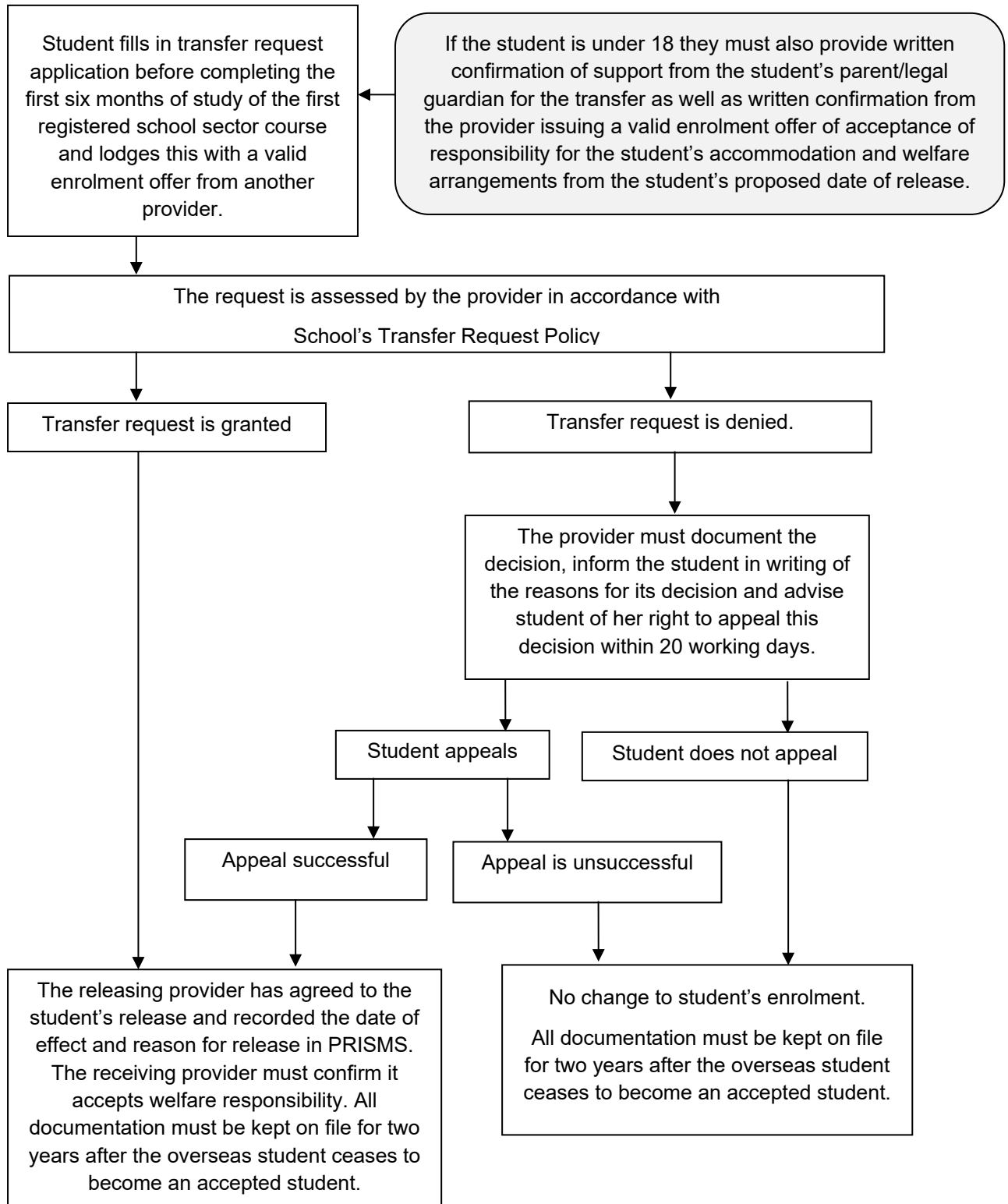
2.13. Rockhampton Girls Grammar School will negotiate the welfare transfer date with the receiving provider and will advise the student of the welfare transfer date within five working days.

2.14. Transfers to another registered provider may have visa implications. The student is advised to contact the Department of Immigration office as soon as possible to discuss any implications:

<https://immi.homeaffairs.gov.au/help-support/contact-us>.



APPENDIX A – STUDENT TRANSFER REQUEST ASSESSMENT FLOWCHART





## APPENDIX B – APPLICATION FOR STUDENT TRANSFER

Please read the attached Student Transfer Request Assessment Policy before filling out this form to request a transfer to another education provider, if you have not yet completed the first six months of your first school sector course OR if you are under 18 years of age.

Student Name:

Year Level:

Current Address in Australia:

Post Code:

Address in Home Country:

Country:

Post Code:

Phone No:

Mobile Ph:

Email:

### Please indicate if any of the following apply:

I have not yet completed the first six months of my first school

course

I am under 18 years of age

I have completed the first six months of my first school sector

course

I am over 18 years of age

Please note, if you have completed the first six months of first school sector course AND you are over 18 years of age, you do not need to use this form.

### Reason(s) for transfer:

If you **have not yet completed the first six months of your first school sector course**, please provide details of the reason or reasons why you wish to transfer to another education provider.

- i. Please indicate if any of the following apply, and attach evidence where requested.
  - You are providing evidence (attached) that you / your family have changed welfare and accommodation arrangements and these are no longer within a reasonable travelling time from school.
  - Rockhampton Girls Grammar School supports your decision to apply for a course that is not offered by this school.
  - You have received notice you will be reported because you are unable to achieve satisfactory course progress, even after receiving support from Rockhampton Girls Grammar School to assist you, in accordance with Standard 8 (Overseas student visa requirements) of the 2018 National Code of Practice for Providers of Education and Training for Overseas Students.



- You are providing evidence (attached) of compassionate or compelling circumstances.
  - Rockhampton Girls Grammar School is unable to deliver the course in which you are enrolled as outlined in the written agreement.
  - You are providing evidence (attached) that your reasonable expectations about your current course are not being met.
  - You are providing evidence (attached) that you were misled by Rockhampton Girls Grammar School or an education or migration agent regarding Rockhampton Girls Grammar School or its course and the course is therefore unsuitable to your needs and/or study objectives.
  - An appeal decision (internal or external) on another matter has been made or recommended in favour of your release from enrolment at Rockhampton Girls Grammar School.
- ii. Please provide details of any other reason, with evidence if applicable, for why you wish to transfer to another education provider.

**Enrolment offer from another registered provider**

- Attach a valid enrolment offer / letter of offer from the education provider to which you wish to transfer.

If you are under 18 years of age

- If you are under 18 years of age and not in the care of a parent or suitable nominated relative, the valid enrolment offer / letter of offer you are providing must also show that the receiving education provider will accept responsibility for approving your accommodation, support and general welfare arrangements from the date of your proposed release.
- If you are under 18 years of age, attach written confirmation from your parents or legal guardian showing that you have their support to transfer.

Attach any other relevant documentation as evidence to support your application.

Your application will be assessed once all documentation has been received within five working days. Rockhampton Girls Grammar School may ask for more documentation if it requires it.

\_\_\_\_\_  
Student signature

\_\_\_\_\_  
Date





## APPENDIX C – LETTER OF RELEASE

Student Name

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Year Level

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Current Address in Australia

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Post Code

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Address in Home Country

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Country

Post Code

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Phone No

Mobile Ph

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Email

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We have received your application for a Letter of Release. As the reasons stated in your application fall within the School's Student Transfer Request Assessment Policy, the School is pleased to grant your request.

While studying in [enter course name/Year levels] at Rockhampton Girls Grammar School from [--/--/-- until --/--/--], [name of student]

- a) [give statement about whether or not the student demonstrated a commitment to her studies]
- b) [give statement about whether or not the student had a good attendance record]
- c) [give statement about whether or not the student paid all fees for course]

You should be aware that your decision to transfer to a different education provider may have visa implications and you should contact the nearest Department of Immigration office as soon as possible to discuss this with them. <https://immi.homeaffairs.gov.au/help-support/contact-us>

If you wish to seek a refund of fees, please refer to the *School's Refund Policy (RGGS-359-POL)* provided in the International Enrolment Package and located on the website [www.rggs.qld.edu.au](http://www.rggs.qld.edu.au) and follow the appropriate procedure.

Please note that Rockhampton Girls Grammar School's responsibility for your welfare and accommodation arrangements will cease as of [--/--/--] and your new provider will be responsible for approving these arrangements after this date.

[Name]

Principal

Rockhampton Girls Grammar School

Date:



## APPENDIX D – LETTER OF REFUSAL TO RELEASE

Student Name

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Year Level

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Current Address in Australia

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Post Code

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Address in Home Country

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Country

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Post Code

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Phone No

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Mobile Ph

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Email

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We have received your application for a Letter of Release. As the reasons stated in your application do not meet the School's Student Transfer Request Assessment Policy, regrettably Rockhampton Girls Grammar School has refused to grant your application for the following reason/s:

[Insert Reasons]

You have the right to appeal the School's decision in accordance with the School's Complaints and Appeals Policy which is available on the website [www.rggs.qld.edu.au](http://www.rggs.qld.edu.au) and have 20 working days to do this.

Please advise Rockhampton Girls Grammar School in writing if you

- i. decide not to appeal this decision
- ii. intend to appeal this decision
- iii. decide to withdraw from the appeals process after initially lodging an appeal.

If you choose to appeal, until the process is complete, you must continue to maintain your enrolment and attendance at all classes as normal.

[Name]

Principal

Rockhampton Girls Grammar School

Date: