

 <p>SPJ S P Jain School of Global Management DUBAI • MUMBAI • SINGAPORE • SYDNEY</p>	Provider Transfer Policy and Processes
Document Type	Policy and Processes
Administering Entity	Vice President – Administration, Registrar, Course Managers, Director - Admissions
Latest Approval/ Amendment Date	January 13, 2025
Last Approval/ Amendment Date	October 19, 2022
Approval Authority	Board of Directors
Indicative Time of Review	January 12, 2027

1. Purpose

The purpose of this policy is to:

- a. ensure that S P Jain School of Global Management (S P Jain / the School) complies with the Education Services for Overseas Students Act 2000 (ESOS) and the requirements of Standard 7 of the National Code of Practice 2018 (NC18) for administering requests from international students holding an Australian student visa and seeking a transfer between Australian registered providers onshore in Australia or release prior to the completion of six months of their principal course.
- b. provide information about the conditions under which S P Jain will consider an international student’s request for a transfer to or from another registered provider, and the procedures for students to follow in relation to changing their provider.

2. Scope

- a. This policy applies to all international students studying S P Jain, holding a student visa and requesting a transfer or release before the completion of six months of their principal course¹. This policy does not apply to international students who:
 - have completed six months of their principal course with the School;
 - seek a transfer to another course within the School; or

¹ The principal course of study refers to the main course of study to be undertaken by an overseas student where a student visa has been issued for multiple courses of study. The principal course of study would normally be the final course of study where the overseas student arrives in Australia with a student visa that covers multiple courses.

- hold a visa, that is not a student visa, and that visa is not subject to the National Code.
- b. This policy does not apply to domestic students in Australia or students studying at S P Jain campuses outside Australia.
 - c. S P Jain does not enrol international students under 18 years of age onshore in Australia.

3. Transferring from S P Jain to another Provider

- a. International students studying at S P Jain in Australia on a student visa are required to complete the first six months of study for their principal course at the School before seeking transfer to another registered provider. Approval is not needed to transfer to another provider if the student has completed more than six months of their principal course.
- b. S P Jain will consider permitting an international student to transfer to another registered provider in Australia prior to the completion of six months of their study where the School determines granting the release is in the best interests of the student in certain circumstances, which may include (but is not limited to) the following:
 - i. the international student is unable to achieve satisfactory course progress even after engaging with the strategies for improvement provided in S P Jain's *Students at Risk Policy*;
 - ii. there are compassionate or compelling circumstances that are beyond the student's control and which emerged after accepting the offer of enrolment from S P Jain, such as:
 - serious illness or injury affecting a student's ability to study.
 - witnessing or being the victim of a serious crime.
 - bereavement of close family members, such as parents or grandparents.
 - major political upheaval or natural disaster in a student's home country, or
 - traumatic upheaval.
 - iii. S P Jain is unable to deliver the course as outlined in the written agreement;
 - iv. there is evidence that current courses do not meet the international student's reasonable expectations;
 - v. there is evidence that the international student was misled by S P Jain or an education agent acting on behalf of S P Jain and the course of study is therefore unsuitable for the student's needs or objectives, or
 - vi. an appeal (internal or external) on another matter results in a decision or recommendation to release the international student.
- c. A student's application to transfer to another registered provider before the completion of six months of their principal course may be refused by the School, including (but not limited to) where:
 - i. The request is considered detrimental to the student's future study plans or wellbeing;

- ii. The student does not meet a stated requirement, as per Section 3.b, or not provided adequate evidence;
- iii. The circumstances forming the basis of the request were known to the student before accepting the offer of enrolment at S P Jain and the student was given adequate information at the time of enrolment to make an informed decision to undertake the course;
- iv. The student is changing the principal course to a lower level AQF or a non -AQF level course (e.g. a standalone ELICOS program);
- v. The student has not submitted a valid offer of transfer from another registered provider;
- vi. The student has not submitted a valid enrolment offer from another registered provider;
- vii. The student requires or has access to particular support services at S P Jain that will not be delivered by the new registered provider or accessible to the student following the transfer;
- viii. The student has unpaid course fees or outstanding debt with the School, or
- ix. S P Jain finds that the supporting documents provided by the student for the transfer request are fraudulent.

d. Transfer process:

- i. Students must request a transfer in writing to the Office of the Registrar through the *Withdrawal Declaration Form* along with:
 - A written statement with supporting documentary evidence setting out compelling reasons for transferring to another course and registered provider and exactly how the student will benefit from the transfer, and
 - A copy of the offer letter from the other institution confirming that the student has been offered an unconditional place at that institution.
- ii. The Registrar's office will acknowledge the request within 5 working days.
- iii. The staff assigned by Registrar's Office for this instance will meet with the student to discuss and assess their request.
- iv. S P Jain will provide a student with a written response within 10 working days from the receipt of the request for release.
- v. If approved, S P Jain will record the release in PRISMS. The student will also be advised to contact the Department of Home Affairs to seek advice about whether a new student visa is required.
- vi. Records of interviews and correspondence will be documented in the student's file and relevant information entered into PRISMS.
- vii. All due and outstanding tuition and non-tuition fees must be paid.
- viii. Where the student is close to completion of a subject or near the end of term, S P Jain will advise the student to complete the term, including relevant examinations.
- ix. Any requests for refund of tuition fees will be in accordance with the School's *International Student Refund Policy*.
- x. Records of interviews and correspondence will be placed in the student's file.

- e. Where S P Jain approves the request, the release will be recorded in PRISMS as detailed in the *Confirmation of Enrolment (CoE) Issuance, Suspension, Cancellation and Monitoring Procedures* and the student will be required to apply for a refund in line with the School's policies for student refunds.
- f. If S P Jain does not grant a release, the student will be advised of the reasons for refusing the request and his or her right to access the complaints and appeal process. S P Jain will not finalise the refusal in PRISMS until the student has been given an opportunity to access the complaints and appeals process, the student withdraws from the process, or if the process finds in favour of S P Jain.

4. Transferring to S P Jain from another Provider

- a. S P Jain will not willingly enrol international students studying onshore in Australia from another registered provider prior to the six-month requirement except under the following circumstances:
 - i. The other registered provider has released the student and confirmation is received in writing;
 - ii. The registered provider has ceased to be registered, or the course in which the student is enrolled has ceased to be registered or is no longer being offered;
 - iii. A government sponsor of the student considers the change to be in the student's best interest and has provided written support for the change, or
 - iv. 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.
- b. Any request to transfer into the School must be in writing and may include S P Jain conducting an interview with the student. The School may then proceed to:
 - i. ask permission to contact the institution concerned
 - ii. check the student's commencement date
 - iii. request that the student gets the principal provider to report the release, where the student is on a packaged offer.

4. Appeals

- a. Students that are dissatisfied with the application of this Policy by the School may appeal within 20 working days of the School's decision letter. Details of S P Jain's appeals processes are provided in the *School's Student Grievance and Mediation Policy and Procedures*.

5. Related Documents

- a. Written Agreement (Offer of Admission and Acceptance Letter/ and Acceptance)
- b. International Student Refund Policy
- c. Students at Risk Policy
- d. Student Grievance and Mediation Policy and Procedures
- e. PRISM and Confirmation of Enrolment (CoE) Issuance, Suspension, Cancellation and Monitoring Procedures