

EQI International Student Transfer Policy and Procedure

Education Queensland International (EQI) is registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) as a Registered Provider of courses to students in Queensland. EQI provides primary and secondary school courses to international students through selected Queensland Government Schools. As a Registered Provider, EQI must comply with the provisions of the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007 (National Code 2007).

The National Code 2007 set out the requirements of education providers in relation to the educational outcomes and services which must be delivered to students on student visas.

Standard 7 of the National Code 2007 requires Registered Providers to have and implement a documented student transfer request assessment policy and procedure, which is available to staff and students.

This policy applies to international students enrolled in Queensland Government Schools who wish to transfer to another Registered Provider (external transfers), and also to transfers from one Queensland Government School to another Queensland Government School (internal transfers). This policy will be used to assess students' applications for a letter of release.

External Transfer Requests

The steps outlined below state the procedure followed by EQI in relation to external student transfer request assessment.

1. Requests for a transfer to another education provider must:
 - (a) be in writing;
 - (b) be signed by both the student and the student's parent/guardian; and
 - (c) outline in detail the reason/s for the requested transfer.
2. Unless EQI is reasonably satisfied that there are extenuating circumstances relating to the welfare and best interests of the student, a student will normally be required to complete at least six months of their principal course of study in order to qualify for a transfer.
3. A transfer request will only be accepted if EQI is satisfied that a transfer will be in the best interest of the student.
4. A decision to release/not release a student will take account of all relevant factors (e.g. student ability, suitability to the program, age, behaviour, results, academic progress as well as any other extenuating factors including compassionate and compelling circumstances).
5. A transfer request will be refused unless:
 - (a) the student provides a valid offer of a place from the prospective Registered Provider; and
 - (b) there is written evidence that the Student's parent or legal guardian supports the transfer; and
 - (c) where the student is not being cared for in Australia by a parent or suitable nominated relative, the valid enrolment offer also confirms that the Registered Provider will

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accept that responsibility for approving the student's accommodation, support and general welfare arrangements as per Standard 5 of the National Code 2007 (Younger Students).

6. A decision in response to a request for a transfer will be communicated in writing to the student and the student's parents/guardian within 5 working days.
7. If the request is approved, EQI will provide a letter of release outlining whether the student still owes fees to EQI. This letter will be issued at no cost to the student and must advise the student of the need to contact the Department of Immigration and Citizenship (DIAC) to seek advice as to whether a new student visa is required. If the student transfers to another Registered Provider, any refunds of course fees paid to EQI will be made in accordance with EQI's refund policy in relation to a student withdrawal from a program.
8. If the request is not approved EQI will issue a letter of non-release, outlining the reasons for refusing the request and informing the student of his or her right to appeal the Registered Provider's decision in accordance with National Code Standard 8 (Complaints and Appeals).
9. An exit interview should be conducted with all students to establish the reason for transferring to another education provider. This interview should be conducted by a senior staff member in the relevant EQI processing centre using the standard exit interview template.
10. EQI will maintain records of all requests from students for a letter of release and the assessment of, and decision regarding, the request on the student's file.

Internal Transfer Requests

1. Requests for a transfer to another Queensland Government School must
 - a) be in writing;
 - b) be signed by both the student and the student's parent/guardian; and
 - c) outline in detail the reason/s for the requested transfer.
2. Requests to change school prior to confirmation of the contract between the family and EQI (i.e. prior to payment of initial program fees), should be from within the school preferences listed on the student's application form. No transfer fee is payable in this instance.
3. Placement at a school will depend on a place being available for the student for the commencement of enrolment. EQI reserves the right to nominate a host school in the preferred location should none of the student's school preferences be available.
4. EQI will only approve transfers to other Queensland Government Schools if the grounds for the request are deemed for compassionate or compelling reasons. Please refer to EQI International Student Application Form Terms and Conditions Part C: Enrolment Matters – Transfer.
5. A transfer request will only be accepted if EQI is satisfied that a transfer will be in the best interest of the student.
6. Where possible attempts should be made by EQI and the host school to address the concerns behind the transfer request prior to approval being given for the transfer.
7. Written approval must be obtained from the Principal of both schools involved in the transfer prior to the transfer being processed.

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8. Decisions involving school transfers between Alliances and in cases where compassionate and compelling circumstances warrant special consideration should be referred to the Director, EQI. A written response will be made within 5 working days of receipt of the request.
9. A decision in response to a request for a transfer will be communicated in writing to the student and the student's parents/guardian within 5 working days.
10. A school to school transfer after a student's enrolment has been confirmed (i.e. payment of fees has been made), will attract a charge of \$500. Additional homestay and/or tuition fees may apply if a student transfers to another EQI program.
11. If compassionate and compelling circumstances cannot be demonstrated, the requested transfer will not be approved.
12. Students have the right to access the EQI complaints and appeals process in relation to internal transfer decisions.
13. EQI will maintain records of all requests from students for internal transfers and the assessment of, and decision regarding, the request on the student's file.