

 <p>S P Jain School of Global Management DUBAI • MUMBAI • SINGAPORE • SYDNEY</p>	<b>Provider Transfer Policy and Processes</b>
Document Type	Policy and Processes
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## 1. Scope

This policy applies to international students studying at S P Jain School of Global Management (S P Jain) in Australia under the Australian student visa system administered by the Department of Home Affairs and regulated under the ESOS Framework. This policy sets out the process for international students in Australia seeking to transfer to or from another registered provider. This policy does not apply to students studying at S P Jain campuses outside Australia.

## 2. Purpose

The purpose of this policy is to:

- a. ensure that S P Jain 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 seeking a transfer between Australian registered providers onshore in Australia.
- 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.

## 3. Transferring from S P Jain to another Provider

International students studying at S P Jain in Australia on a student visa are required to complete the first six months of study at the School before transferring to another registered provider. A student's current visa may be impacted if they transfer from S P Jain to another registered provider, and they should be advised to contact or seek

information from Australian Government's Department of Home Affairs website for clarification.

However, as outlined below, S P Jain will consider releasing a student for transfer to another registered provider before the first six months of study in Australia is complete, only in particular circumstances as follows:

**a. *Transfer before the first six months is complete***

i. 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 in certain circumstances, which may include (but is not limited to) the following:

- 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
- there are compassionate or compelling circumstances, such as the student provides evidence that he/she is under a real threat to his/her mental or physical health by remaining in the course, or provides evidence of other significant personal reasons
- S P Jain is unable to deliver the course for whatever reason
- there is evidence that current courses do not meet the international student's reasonable expectations
- 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
- an appeal (internal or external) on another matter results in a decision or recommendation to release the international student.

ii. Government-sponsored students

Government-sponsored students will require a letter from their sponsor supporting the transfer to the new registered provider or a financial guarantee from the sponsor for the new program at the new registered provider.

iii. In accordance with ESOS National Code Standard 7, a student's application to transfer may be refused in the following circumstances:

- they failed to read or understand the S P Jain Offer, Tuition Fee and Refund Policies.
- if a student visa was granted, they failed to enrol at S P Jain before the enrolment deadline. In this situation, they should apply to defer their offer from S P Jain
- they are planning to transfer to a standalone ELICOS program
- there is strong evidence that they have not genuinely engaged in study
- a 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
- there are unpaid course fees for the current study period
- S P Jain finds that their supporting documents are fraudulent.

- iv. Transfer process :
- Students must request a transfer in writing to the School's Registrar.
  - S P Jain will acknowledge the request within 5 working days assuming that the request is not within the restricted 6-month period.
  - S P Jain's Course Manager or a staff assigned by Registrar's Office for this instance will meet with the student to discuss and assess their request.
  - S P Jain will provide a student with a written response within 14 days from the receipt of the request for release.
  - 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.
  - Records of interviews and correspondence will be documented in the student's file and relevant information entered into PRISMS.
  - All due and outstanding tuition and non-tuition fees must be paid.
  - 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.
  - If the student is struggling with their academic work, S P Jain will provide additional support as part of an intervention strategy.
  - S P Jain will provide relevant information on the refund of fees.
  - S P Jain cannot release a student unless a letter is provided from another registered provider confirming that a valid enrolment offer has been made.
  - Records of interviews and correspondence must be placed in the student's file
- v. 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.
- vi. If S P 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.

***b. Transfer after six months of principal course is complete***

- i. S P Jain cannot prevent an international student from transferring to another provider after he/she has completed six months of their principal course with the School in Australia.
- ii. Transfer process :
- Students must request a transfer in writing to the School's Registrar.
  - S P Jain will acknowledge the request within 5 working days assuming that the request is not within the restricted 6-month period.

- S P Jain Course Manager or a staff assigned by Registrar's Office for this instance will meet with the student to discuss and assess their request.
- S P Jain will provide a student with a written response within 14 days from the receipt of the request for release.
- 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.
- Records of interviews and correspondence will be documented in the student's file and relevant information entered into PRISMS.
- All due and outstanding tuition and non-tuition fees must be paid.
- 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.
- If the student is struggling with their academic work, S P Jain will provide additional support as part of an intervention strategy.
- S P Jain will provide relevant information on the refund of fees.
- S P Jain cannot release a student unless a letter is provided from another registered provider confirming that a valid enrolment offer has been made.
- Records of interviews and correspondence must be placed in the student's file and relevant information entered into PRISMS.

### **c. Transferring to S P Jain from another Provider**

- i. 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:
  - The other registered provider has released the student and confirmation is received in writing
  - 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
  - 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
  - The student is above 18 years of age
- ii. 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:
  - ask permission to contact the institution concerned
  - check the student's commencement date
  - request that the student gets the principal provider to report the release, where the student is on a packaged offer.
- iii. Where a release from the provider cannot be provided, S P Jain will check the status of the international student at the institution and enquire if exceptional circumstances exist such as:
  - the original registered provider has ceased to be registered
  - the course in which the student is enrolled has ceased to be registered

- the original registered provider has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or her principal course
- any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.

#### **4. Appeals**

- a. Students that are dissatisfied with the application of this Policy by the School may refer to the S P Jain Student Grievance and Mediation Policy and Procedures for information regarding their options.

#### **5. Related Documents**

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