



# MACKAY CHRISTIAN COLLEGE

a place where you belong

## INTERNATIONAL STUDENT TRANSFER REQUEST POLICY

Mackay Christian College's Overseas student transfer policy and processes apply to:

- a. Overseas students requesting to transfer prior to completing the first six months of their first registered school sector course
- b. All records for requests for transfers and outcome decisions will be kept on the student's file for two years after the student ceases to be an accepted student.

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

1. Overseas 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 the college becomes unregistered
  - b. The college 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. 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.
3. Mackay Christian College 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 college
  - 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 Mackay Christian College'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. Mackay Christian College 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 they were misled by Mackay Christian College regarding the college or its course and the course is therefore unsuitable to their 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 Mackay Christian College

4. Students under 18 years of age MUST also have:
  - a. Written evidence that the student's parent / 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
5. Mackay Christian College will NOT agree to the transfer before the student before 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. Mackay Christian College 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 college 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 semester
6. To apply for transfer to another provider, students need to:
  - a. Complete an Application for Student Transfer Form available from the College Website and Enrolment Pack
  - b. Give this completed application form and a valid offer of enrolment from another provider to the Enrolment Officer for assessment
  - c. If under 18 years of age, attach written confirmation of the parent / legal guardian's support for the transfer to the nominated provider

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

7. Mackay Christian College will assess the student's transfer request application and notify the student of a decision within 10 working days.
8. If Mackay Christian College grants the student's transfer request, the student will be notified and the decision will be reported to the Department of Home Affairs (Immigration) via PRISMS.
9. If Mackay Christian College intends to refuse a student's transfer application request, the college will provide the student with reasons for refusal in writing and include a copy of Mackay Christian College's Complaints and Appeals Policy available from the College Website and Enrolment Pack. The student has the right to access Mackay Christian College's Complaints and Appeals process and has 20 working days to do this. Mackay Christian College will maintain the student's enrolment until the Complaints and Appeals process has been completed. 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 Mackay Christian College's Complaints and Appeals process
  - b. The student confirms in writing they withdraw from any appeals process they have commenced
  - c. The appeals process is completed and a decision has been made in favour of the student or Mackay Christian College
10. Applications to transfer to another registered provider may have visa implications. The student is advised to contact the Department of Home Affairs (Immigration) office as soon as possible to discuss any implications. See <https://immi.homeaffairs.gov.au/help-support/contact-us>.