



Policy

Veritas Institute Australia is restricted from enrolling and transferring students prior to a student completing 6 months of their principal course of study. This means Veritas Institute Australia is unable to knowingly enrol a student transferring to Veritas Institute Australia, who has not completed at least 6 months of their initial principal course without meeting specified criteria outlined in the ESOS National Code 2018.

This policy details the procedures for assessing applications to transfer within this period. The procedures outlined below will ensure that it does not enrol any transferring international student prior to the 6 months of their principal course being completed unless that student has a valid letter of release agreeing to such a transfer and the below procedures will be implemented.

Students who have studied longer than this period of 6 months can apply as normal and no letters of release need to be sighted.

The following procedures have been separated into 'Incoming students' and 'Outgoing students.'

Responsibility

The Administrative Department and marketing manager are responsible for the implementation of this procedure and to ensure that the staff members and students at Veritas Institute Australia are aware of its application and that staff implement its requirements

Procedure

Any requests that are received in relation to a student wishing to transfer education providers shall be the responsibility of Administrative Department. Administrative Department shall assess the applications to transfer education providers and conclude an outcome based on the following procedure at no cost to the student.

Incoming students

The following procedure is relevant to any student who applies for a course within Veritas Institute Australia and is currently studying on-shore with another registered provider.

For this procedure to be completed the applicant must provide a copy of their Student Visa and appropriate student number (to look up PRISMS). Once this information is obtained the following steps are taken:

- Administrative Department accesses the student information via PRISMS. They are to ascertain if the length of studies completed in their current Principal course of study is greater than 6 months. They also use the copy of the student visa in the passport to ascertain what the principal course is and when they arrived in Australia.
- In completing this process, they would print a copy of the PRISMS record and attach to the student application.
- If they have completed more than 6 months of their principal course of study, the application process proceeds as for all off-shore students.
- Where a student has **NOT** completed 6 months of their principal course of study, PRISMS is to be checked to ascertain if the student has been released from their current provider.
- To support the application, they can be provided with an "Offer of Enrolment" which clearly states that an offer of a place is contingent on their being released by their current provider.



- If the current provider provides a Release on PRISMS, the application proceeds as for all off-shore applicants.
- If the current provider has not advised on PRISMS that the student has been released, the application process is halted and the student informed that they are unable to transfer at this time. They are welcome to re-activate their application when the 6-month period has passed.
- Note that in the very rare circumstances where the original institution or course has ceased to be registered, or sanctions have been placed on the original institution by the Australian government which do not allow the student to continue with the course, no letter of release is required. Evidence of this occurrence would need to be placed in the student file.
- If the student is in receipt of a Government scholarship, they should provide written support from the government agreeing to the change which will stand in lieu of any letter of release.

Outgoing students

The following procedure is relevant to those students wishing to transfer to another education provider prior to completing six (6) months of their principal course of study.

- Students make a written request (e-mail is satisfactory) to Administrative Department to transfer to another provider. The only reasons under which a student will be released are if:
 - Veritas Institute Australia has cancelled/ceased to offer the students program (letter from Veritas Institute Australia supplied)
 - the overseas student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with that registered provider's intervention strategy to assist the overseas student in accordance with Standard 8
 - there is evidence of compassionate or compelling circumstances
 - Veritas Institute Australia has failed to deliver the course as outlined in the written agreement
 - there is evidence that the overseas student's reasonable expectations about their current course are not being met
 - there is evidence that the overseas student was misled by Veritas Institute Australia or an education or migration agent, regarding Veritas Institute Australia or its course, and the course is therefore unsuitable to their needs and/or study objectives
 - there is evidence that the overseas student's reasonable expectations about their current course are not being met
- an appeal (internal or external) on another matter results in a decision or recommendation to release the overseas student.
- The student is asked to provide a valid "Offer of Enrolment" from the new provider.
- In assessing the application to transfer, the Student Administration will check the following points:
 - Ensure any outstanding fees are paid
 - Ensure the student is fully aware of all issues relating the transferring of providers.
 - Check student records to ensure the student is not trying to avoid being reported to the appropriate government agency(s) due to lack of course progress or poor attendance records.



- Once the above points have been addressed by the Administration Staff, information on the release of the student is entered into PRISMS
 - Where the request to transfer to another RTO is be refused, the student is to be advised in writing of the reasons for the refusal, and the student's right to appeal the decision within 20 working days of being advised of the decision and Veritas Institute Australia will keep the student enrolment until the complaints and appeals process is finalised.
 - All requests, considerations, decisions and copies of letters of release should be placed on student's file for a period of two years after student ceased to be a student.
 - The approval of transfer of a student to another institution does not indicate the agreement to provide any refund. Refunds are governed by the refund policy independent of this policy.
- Veritas Institute Australia will assess and reply to the overseas student's transfer request within 10 working days.

ASSOCIATED DOCUMENTS

- 1) Release letter Template
- 2) Student offer
- 3) Release Request Application Form
- 4) Refusal of the Letter of release
- 5) Written correspondence on assessment outcome (i.e., refusal of letter of release)
- 6) eCoE (s) from previous providers including the principle course
- 7) Enrolment documents (i.e., Pre-enrolment Analysis, Enrolment Application Form, Student Offer & Course acceptance written agreement)
- 8) International Student Prospectus

DEFINITIONS

Principal course

The principal course is usually the final course of the study to be undertaken. For example, if a student is studying ELICOS followed by a Diploma program, the Diploma program will be the principal course. If a student is requesting a transfer before completing 6 months of the principal course of study, the administration staff is to provide a copy of the transfer procedure and the application form to the student.

Student default

The student not meeting their obligations as per the signed written agreement between the student and the College. For example, student not paying fees, not meeting course progress requirements and not accessing the available student support, student misbehavior, disruptive class behavior, cancelled and suspended eCoe.

Provider default

The provider not providing services as per the written agreement between the student and the College. Furthermore, if the student claims or can provide evidence that his or her reasonable expectations about the current course are not being met.

Restricted period

A time-frame of up to **6 calendar months** of the principal course being completed in which a student cannot change providers without satisfying certain conditions.



Veritas Education Pty Ltd *Trading as* Veritas Institute Australia
RTO Code: 41406 | CRICOS Provider No: 03762M

REF/ADMN/2022/Sep

Date: date / month / year

Letter of release

This is to certify that Mr. XXXXXXXXX (DOB: (dd/mm/year) was enrolled at Veritas Institute Australia as a full-time student in the **qualification, CODE – NAME.**

Student Name XXXX has fulfilled his/her obligations with the College. We hereby provide a letter of release to the student based on our assessment of the student's transfer request guided by our policy and procedure, and documentation provided by the student. We wish STUDENT NAME every success in the future. However, we remind STUDENT NAME to contact **department of home affairs (DoHA)** to seek further advise on whether his/her student visa implications.

If you have any further queries, please don't hesitate to contact the college.

Regards,

Nidhi Taluja
Chief Executive Officer CEO

Veritas Institute Australia



Veritas Education Pty Ltd *Trading as* Veritas Institute Australia
RTO Code: 41406 | CRICOS Provider No: 03762M

REF/ADMN/2022/SEP

Date: date / month / year

Refusal of the Letter of release

This is to certify that Mr. XXXXXXXXX (DOB: (dd/mm/year) was enrolled at Veritas Institute Australia as a full-time student in the qualification, CODE – NAME.

Student Name XXXX has not met the conditions of our student transfer policy & procedure towards changing his/her education provider. We hereby refuse the student's application for a letter of release based on our assessment. We have refused the grant of the release letter for the following reasons: 1)2).....3).....4).....

We therefore advise STUDENT NAME to continue his/her studies at the college. Student is advised to access the College's available student support if needed. I am also attaching our Student transfer policy and procedure for your knowledge. You may also appeal the College decision to refuse the grant of the release letter within **20 working days** as per our appeal policy and procedure. However, we remind STUDENT NAME to contact **department of home affairs (DoHA)** to seek further advise on his/her student visa requirements.

If you have any further queries, please don't hesitate to contact the college.

Regards,

Nidhi Taluja

Chief Executive Officer CEO
Veritas Institute Australia