

Draft SV500 STUDENT TRANSFER POLICY

1. PURPOSE

The *SV500 Student Transfer Policy* addresses the obligations and responsibilities of The Friends' School (Friends', School, TFS) in the case of an SV500 student requesting to transfer from Friends' to another CRICOS registered provider or a student requesting to transfer from another CRICOS Registered provider to Friends'.

2. SCOPE

The SV500 Student Transfer Policy includes:

- 2.1. Students studying on an SV500
- 2.2. Principal
- 2.3. Deputy Principal
- 2.4. K-12 International Student Coordinator
- 2.5. Heads of School, (Morris, High School and Clemes)
- 2.6. Director of Teaching and Learning
- 2.7. Deputy Heads of Morris
- 2.8. International Student Coordinator, High School
- 2.9. Dean of Students
- 2.10. School Psychologist
- 2.11. Head of Boarding
- 2.12. TCE Coordinator and IBDP Coordinator
- 2.13. Enrolments Manager

3. POLICY

3.1. Students requesting to transfer to The Friends' School within the first 6 months of first registered school sector course (principal course)

- 3.1.1 The first six (6) months of enrolment is deemed to be 6 calendar months from the date the student commenced their principal course of study.
- 3.1.2 The Friends' School will not consider nor accept a request for an SV500 student to transfer from another School (principal course) to Friends' within the first 6 months of the student's enrolment in their principal course, unless:
 - The student's principal provider has supplied the student with a release form due to the principal provider being unable to continue to offer the student's principal course of study and/or the provider has ceased to be registered
 - The student's principal provider has supplied the student with a release form on the basis that a change to a new school is in the best interests of the student's well-being and/or academic progress
 - The student's principal provider has had a sanction imposed on its registration by the ESOS agency that prevents the SV500 student from continuing their course with that registered provider
- 3.1.3 In addition to the provision of a release form, a student requesting to change schools with the first 6 months of enrolment at their principal provider, consideration of the request will include the following:
 - Completion and submission of the SV500 Student Transfer (Entry) Form, to be accompanied by a certified copy of the student's passport, Confirmation of Enrolment (CoE) at current provider, Confirmation of Appropriate

Accommodation and Welfare (CAAW) at current provider. In the case that a student is residing full time with a parent on a Guardianship Visa then the student will be required to provide a certified copy of the parent's passport and Guardianship Visa

- The parents of the student are required to provide Friends' with a signed letter supporting the decision for the student to change schools and to be considered for entry to The Friends' School
- The parents of the student are required to have an interview, in person or via app (e.g. skype), with the Principal (or nominee) of The Friends' School
- The student and their parents are required to provide Friends' with permission (*SV500 Student Transfer Communication Permission Form*) to communicate with the Principal (or nominee) of their current school
Permission to communicate with the Principal (or nominee) must include full disclosure about the student's academic and attendance progress, well-being, behaviour, any matters which may impact on the student's ability to successfully meet course requirements and fee payment history
- The student will be subject to all requirements of the TFS *International Student Entry Requirements Policy*
- The student will be required to have an interview through standard enrolment processes
- The student will be subject to all policies concerning international students, including the *International Student Accommodation Policy*

3.1.4 The Friends' School will aim to respond in a timely manner to the student's request, taking into account the following:

- The availability of a position in the year level deemed appropriate for the student
- The availability of a boarding position, in the case of a student not residing full time with their parent/s
- The time required to meet the conditions of the *International Student Entry Requirements Policy*, including the requirement to sit a new AEAS Test
- The timing of the request and availability of key staff to assess the request

3.2. Students requesting to transfer to The Friends' School after 6 months of their first registered school sector course

3.2.1. Requests to transfer to The Friends' School will be considered, subject to the following:

- There is a vacancy in the year level deemed appropriate for the student
- There is a vacancy in boarding, in the case of a student not residing full time with their parent/s
- Completion and submission of the SV500 Student Transfer (Entry) Form, to be accompanied by a certified copy of the student's passport, Confirmation of Enrolment (CoE) at current provider, Confirmation of Appropriate Accommodation and Welfare (CAAW) at current provider. In the case that a student is residing full time with a parent on a Guardianship Visa then the student will be required to provide a certified copy of the parent's passport and guardianship Visa

- The parents of the student are required to provide Friends' with a signed letter supporting the decision for the student to change schools and to be considered for entry to The Friends' School
- The parents of the student are required to have an interview, in person or via app (e.g. skype), with the Principal (or nominee) of The Friends' School
- The student and their parents are required to provide Friends' with written permission (*SV500 Student Transfer Communication Permission Form*) to communicate with, and the contact details of, the Principal (or nominee) of their current school. Permission to communicate with the Principal (or nominee) must include full disclosure about the student's academic and attendance progress, well-being, health, behaviour, any matters which may impact on the student's ability to successfully meet course requirements and fee payment history
- The student will be subject to all requirements of the *International Student Entry Requirements Policy*
- The student will be required to have an interview through standard enrolment processes
- The student will be subject to all policies concerning international students, including the *International Student Accommodation Policy*

3.2.2 The Friends' School will aim to respond in a timely manner to the student's request, taking into account the following:

- The availability of a position in the year level deemed appropriate for the student
- The availability of a boarding position, in the case of a student not residing full time with their parent/s
- The time required to meet the conditions of the *International Student Entry Requirements Policy*, including the requirement to sit a new AEAS Test
- The timing of the request and availability of key staff to assess the request

3.3. Students requesting to transfer from (exit) The Friends' School within first six months of first school sector enrolment

3.3.1. The first six (6) months of enrolment is deemed to be 6 calendar months from the date the student commenced their principal course of study at Friends'

3.3.2. A student requesting to transfer from Friends' to another provider within the first six months of enrolment is required to complete the *SV500 Student Transfer (Exit) Request Form* and lodge this with the appropriate Head of School (Morris, High School or Clemes). The form must be signed by both the student and their parents

3.3.3. On receipt of the form the Head of School will implement *The SV500 Student Transfer Procedures*

3.3.4. In the case of a student requesting to transfer from Friends' to another provider, the student and their parents will be invited to meet with the relevant Head of School and K-12 International Student Coordinator to discuss their request. The purpose of this meeting is to establish whether the School can offer the student any additional support with a view to the student successfully continuing their enrolment at Friends

- 3.3.5. A request to transfer to another provider must be accompanied by a valid enrolment offer from the new provider and the contact details of the Principal of the other provider. This will be used by Friends' to validate the enrolment offer
- 3.3.6. In the case that the new provider will request to communicate with Friends' about the student, prior to or following the Letter of Offer, the student and their parents are required to provide Friends with written permission (*SV500 Student Transfer Communication Permission Form*) to communicate with, and the contact details of, the Principal (or nominee) of their current school. Permission to communicate with the Principal (or nominee) must include:
- full disclosure about the student's academic and attendance progress, well-being, health, behaviour, any matters which may impact on the student's ability to successfully meet course requirements and fee payment history.
 - requests from the Principal of the new school for copies of the student/s ELICOS Assessments, academic reports, attendance records, supporting documents such as allied health assessments.
- 3.3.7. Students will not be granted permission to change to another provider within the first 6 months of the student's enrolment at Friends, unless:
- The student will likely need to be reported because they are unable to achieve satisfactory course progress and it is viewed that the change of provider may be in the student's best interests. In such cases the student must be prepared to allow Friends' staff to discuss the student's progress with the new preferred provider, in the interest of transparency and enabling a smooth and successful transition for the student
 - The student can demonstrate evidence of compassionate or compelling reasons to support the change. This may include matters related to the student's wellbeing, significant changes in family circumstances (e.g. financial or relocation to another city)
 - It is evident that the School is unable to deliver the course for which the student is enrolled
 - There is evidence that the student will have opportunities at the other provider which better suit the student's learning needs
 - There is evidence that the student has been misled by a representative of the school, or an education agent, about the courses offered by Friends' and there is compelling evidence that the student's needs and/or study objectives cannot be met at Friends'
- 3.3.8. Should Friends' refuse to grant the student's request to transfer schools the Principal will advise the student and their parents in writing of the decision, within three working days
- 3.3.9. In the case that The Friends' School does not grant permission for the student to transfer schools the student will be advised of their right to appeal and will be directed to the *SV500 Complaints and Internal Appeals Policy* and *SV500 External Appeals Policy*
- 3.3.10. The student will remain enrolled at Friends', pending the student exercising their right to appeal and the outcome of the appeals processes.
- 3.3.11. All requests to transfer schools will be subject to the School's policy regarding the period of notice of a student withdrawing/exiting the School. Typically,

one term's notice is required, and fees are payable for this period. See *SV500 Fee Policy* and *SV500 Refund Policy*

3.3.12. Requests for refunds on fees paid will be subject to the *SV500 Refund Policy*

3.4. Students requesting to transfer from (exit) The Friends' School after first six months of first school sector enrolment

3.4.1. The first six (6) months of enrolment is deemed to be 6 calendar months from the date the student commenced their principal course of study at Friends'

3.4.2. A student requesting to transfer from Friends' to another provider after the first six months of enrolment is required to complete the *SV500 Student Transfer (Exit) Request Form* and lodge this with the appropriate Head of School (Morris, High School, Clemes). The form must be signed by both the students and their parents

3.4.3. On receipt of the form the Head of School will implement *The SV500 Student Transfer Procedures*

3.4.4. In the case of a student requesting to transfer from Friends' to another provider, the student and their parents will be invited to meet with the relevant Head of School and K-12 International Student Coordinator to discuss their request. The purpose of this meeting is to establish whether the School can offer the student any additional support with a view to the student successfully continuing their enrolment at Friends.

3.4.5. A request to transfer to another provider must be accompanied by a valid enrolment offer from the new provider and the contact details of the Principal of the other provider. This will be used by Friends' to validate the enrolment offer

3.4.6. In the case that the new provider will request to communicate with Friends' about the student, prior to or following the Letter of Offer, the student and their parents are required to provide Friends with written permission (*SV500 Student Transfer Communication Permission Form*) to communicate with, and the contact details of, the Principal (or nominee) of their current school
Permission to communicate with the Principal (or nominee) must include:

- Full disclosure about the students' academic and attendance progress, well-being, health, behaviour, any matters which may impact on the student's ability to successfully meet course requirements and fee payment history
- Requests from the Principal of the new school for copies of the students ELICOS Assessments, academic reports, attendance records, supporting documents such as allied health assessments

3.4.7. The School will typically not refuse a student's request to transfer schools, if supported by parents, and if lodged after the first six months of study at Friends

3.4.8. All requests to transfer schools will be subject to the School's policy regarding the period of notice of a student withdrawing/exiting the School. Typically, one term's notice is required, and fees are payable for this period. See *SV500 Fee Policy* and *SV500 Refund Policy*

3.4.9. The student will be expected to continue full time attendance and meet the course requirements at Friends' until such time as their enrolment commences at the new school

3.4.10. Requests for refunds on fees paid will be subject to the *SV500 Refund Policy*

3.5. Students requesting to transfer from ELICOS Course to Friends

- 3.5.1. As a general rule, students will be required to complete their full ELICOS course, according to the duration recommended by their AEAS Test and subsequent enrolment in the ELICOS course
- 3.5.2. In the case of a student who is enrolled to commence at Friends on the completion of their ELICOS course, the School will consider a request for an earlier transition if the following apply:
- The student has made exceptional progress and met all requirements of their ELICOS course prior to the completion date of the ELICOS course. The School may require the student to sit an additional AEAS Test to confirm progress
 - There is reasonable evidence that the student's needs are not being met by the ELICOS Course, and can be better met at Friends'
 - The student can demonstrate evidence of compassionate or compelling reasons to support the change. This may include matters related to the student's wellbeing, significant changes in family circumstances
 - It is evident that the ELICOS Provider is unable to deliver the course for which the student is enrolled. In this case, the student will be required to resit the AEAS Test and meet the School's English entry requirements
 - The student's ELICOS provider has supplied the student with a release form due to the ELICOS provider being unable to continue to offer the student's course of study and/or the provider has ceased to be registered. In this case, the student will be required to re-sit the AEAS Test and meet the School's English entry requirements
 - The ELICOS provider has supplied the student with a release form on the basis that a change to a new school is in the best interests of the student's well-being and/or academic progress. In this case the student will be required to re-sit the AEAS Test and meet the School's English entry requirements
 - The student's ELICOS provider has had a sanction imposed on its registration by the ESOS agency, that prevents the overseas student from continuing their course with that registered provider. In this case, the student will be required to re-sit the AEAS Test and meet the School's English entry requirements

3.6. Managing student welfare during transfer process

3.6.1. Entry process

Student welfare arrangements for students requesting to transfer to The Friends' School will be as follows:

- The Friends' School will only take responsibility for the CAAW if the student is a full time boarder or there is a short term arrangement for the student to be placed in homestay until such time as a vacancy in boarding becomes available.
- In the case of the student's previous school being responsible for the CAAW, these arrangements will remain in place until the student's CAAW arrangement commences at Friends', which will coincide with the commencement of the student's enrolment at Friends'.

- If the student's parent is responsible for their welfare and resident in Hobart on a Guardianship Visa then these arrangements can remain in place for the duration of the student's enrolment at Friends

3.6.2. Exit process

In the case of a student exiting The Friends' School, student welfare arrangements will be as follows:

- If The Friends' School is responsible for the CAAW, Friends' will maintain welfare arrangements for the student until the commencement of new CAAW arrangements with the new school. The student will therefore be considered a fulltime student of Friends' until both the commencement of the CAAW and CoE at the new School, and will remain subject to all TFS policies
- Where the student's parent is responsible for the welfare of the student and resident in Hobart on a Guardianship Visa, these welfare arrangements will remain in place until the student's welfare arrangements commence with the new school.
- The School will inform the student and parent in writing of their visa obligation to maintain their current approved welfare arrangements or return to their home country until the new approved welfare arrangements take effect.

3.6.3. Appeal process

If the School denies the student's request to exit Friends and transfer to another school, the welfare arrangements identified in 3.6.2 will remain in place until such time as the Complaints and Internal Appeals Process and the External Appeals Process have been completed.

3.6.4 Cost

The process of assessing and granting a release for a student to change providers will be at no cost to the students. As applicable, students who leave the School must provide one term's notice in writing to the Principal and will be subject to the School's SV500 Refund Policy.

3.6.5 Visa Status

All students who are granted a release to change providers (entry and exit) will be advised to contact immigration to see if a new visa is required.

4. DEFINITIONS

- 4.1. See definitions documents

5. LEGAL AND OTHER REQUIREMENTS

- 5.1. ESOS Act 2000
- 5.2. National Code 2018
- 5.3. National Code 2018 Factsheets
- 5.4. Tuition Protection Scheme (TPS)
- 5.5. Education Act 2016 (Tasmania)
- 5.6. Registration to Work with Vulnerable People (WWVP) (Tasmania)
- 5.7. Children, Young Persons and Their Families Act 1997 (Tasmania)
- 5.8. Right to Information Act 2009 (Tasmania)
- 5.9. Personal Information and Protection Act 2004 (Tasmania)
- 5.10. Australian Consumer Law

5.11. Australian Consumer Law (Tasmania) Act 2010

6. **ASSOCIATED POLICIES, PROCEDURES, GUIDELINES AND FORMS**

- ❖ **SV500 Student Transfer Procedures and Guidelines**
- ❖ **SV500 Student Transfer (Exit) Request Form**
- ❖ **SV500 Student Transfer (Entry) Request Form**
- ❖ **SV500 Student Transfer Communication Permission Form**
- ❖ **SV500 Student Transfer (Exit) Release Form**
- ❖ Attendance Policy
- ❖ Enrolment Policy
- ❖ Homestay Policy
- ❖ International Student Accommodation Policy
- ❖ International Student Entry Requirements Policy
- ❖ International Student Health Management Policy
- ❖ International Student Support Services Policy
- ❖ International Student Welfare Policy
- ❖ Privacy Policy
- ❖ SV500 Complaints and Internal Appeals Process
- ❖ SV500 External Appeals Process
- ❖ SV500 Course Delivery and Duration Policy
- ❖ SV500 Course Progress Policy
- ❖ SV500 Fees Policy
- ❖ SV500 Refund Policy
- ❖ SV500 Visa Requirements Policy