

RMIT English Worldwide (REW) Transfer to Another Education Provider Instruction

Supports the REW Enrolment and Enrolment Variation Procedure by setting out instructions for REW international student transfers to other education providers.

What is it?

Students who have not yet completed six months of the principal program on their student visa are required to be released from REW if they wish to transfer to another education provider. This instruction provides the steps for processing applications from student visa holders requesting a release from REW in order to transfer from REW to another education provider.

Who is this for?

This instruction is for staff responsible for processing applications from REW ELICOS student visa holders requesting to transfer to another education provider and thereby seeking release from REW. This instruction is also available to students making these transfer requests. Specific information for students can be found on the [Academic English website](#).

Part A. Transfer from REW to another provider

1. Students seeking release from REW only

1.1. Eligible reasons to transfer to a new education provider and required supporting documentation

- a) Applications for release from REW will be approved in circumstances where REW has assessed the transfer to be in the best interest of the student, including but not limited to the following:

Reasons eligible for release approval	Examples of documents required from student include but not limited to:
The RMIT formal program accepted by the student has been cancelled or ceased to be offered for the student's accepted intake	Not required, verified internally
The student is not achieving satisfactory course progress despite genuine engagement with the intervention strategy for students at risk	Not required, verified internally
Evidence that the overseas student's reasonable expectations about the course are not being met	Correspondence or marketing material received by the student from RMIT Training prior to enrolment
Evidence that the program is inappropriate because it does not meet the academic needs of the student	Letter from academic or careers counsellor or psychologist
The student provides evidence of compassionate and compelling circumstances beyond the student's control, that impact on plans for study or wellbeing	Letter from a registered medical practitioner, or the student's parents stating release is in the student's best interests.

An appeal on another matter results in a decision or recommendation to release the overseas student	Appeal outcome document
A government sponsor considers the change to be in the student's best interests	Letter/email from the sponsor

- b) Applications to transfer to another education provider may be refused in the following circumstances:
- the student desires to change to a similar program with lower fees
 - the student has either not commenced studying, or has been enrolled at REW for less than 5 weeks and has not experienced the full range of academic and transitional support services available at REW
 - where a visa was granted but the student fails to enrol at REW before the end of the enrolment period. In this situation, the student should apply to defer their REW commencement
 - there is strong evidence that the student has not genuinely engaged in study
 - the student failed to read or understand the REW Offer or REW Refund and Transfer of Fees Guidelines
 - the student has provided insufficient evidence to support the application
- c) If the REW course is packaged with an RMIT formal program, students should be aware that changing from REW to another provider may affect admission to their RMIT formal program and REW may therefore not approve the release.

1.2. Applying to transfer

- a) Students submit the following documents to RMIT Training Student Services reception or via email to rewstudent.services@rmit.edu.au:
- completed REW Transfer Application form
 - personal statement giving the reasons for the transfer request
 - a valid letter of offer from another CRICOS registered provider
 - evidence to support their application (which may be one of the eligible criteria for release as described in 1.1(a))
 - ELICOS Refund Application Form (if applicable).
- b) If the student is under 18:
- where the student is not being cared for in Australia by a Department of Home Affairs approved student guardian, the student must provide written confirmation from their intended new provider that they will accept responsibility for approving a student's accommodation, support and general welfare (i.e. CAAW from the new provider)
 - RMIT Training Student Services staff will obtain written consent from the parent or legal guardian via the email address listed in Studylink before proceeding with the request for transfer.
- c) Currently enrolled students should continue to attend class and remain enrolled until they receive approval for their release.

1.3. Application outcome

- a) The RMIT Training Administrator – Operations will assess the application for transfer and the outcome will be emailed to the student’s RMIT email account within 10 working days of the date the student submits the full request.
- b) A student approved to transfer to another education provider will be granted release from REW and will be advised to contact the Department of Home Affairs (DHA) to seek advice related to their student visa.
- c) If the request to transfer to another education provider is approved, REW will issue the approved release through the Provider Registration and International Student Management System (PRISMS) and the student’s enrolment at REW will be cancelled from the date the transfer application was submitted in full.
- d) If the student is under 18, and the request to transfer to another education provider is approved, REW will also:
 - upload all of the approval documents to the student’s file on Studylink
 - inform RMIT International Compliance (U18 International Student Management) via email to isunder18@rmit.edu.au of the enrolment variation and include relevant dates. RMIT International Compliance (U18 International Student Management) will manage any matters related to the CAAW that are impacted by the enrolment variation.
- e) If the request for transfer is denied, the outcome email to the student will include reasons for the outcome and information about the appeal process.
- f) If the transfer application is denied, REW will report the refusal of release to DHA via PRISMS if:
 - the student has chosen not to access the internal appeal process within 20 working days, or
 - the student has chosen not to access the external appeal process within 10 working days, or
 - the external appeal finds in favour of REW, or
 - the student has withdrawn from the appeal process and notified REW in writing.

1.4. Internal Appeal

- a) A student may appeal a decision not to release them to transfer to another institution, if they can provide evidence that:
 - significant relevant circumstances have not been taken into account in the decision, and/or
 - there was an error in process, or a breach of policy that had a significant impact on the decision, and/or
 - there is new relevant information that was not available at the time the student made the application, which would have had a significant impact on the decision.
- b) The student should remain enrolled and attend classes during the appeal process.
- c) Internal appeal applications must be submitted within 20 working days of the date of the email advising them of the outcome of the application for transfer.

- d) Internal appeal applications should be lodged in writing to the RMIT Training Executive Director Academic and submitted either in person at RMIT Training Student Services reception or via email to rewstudent.services@rmit.edu.au.
- e) The student will be notified of the outcome of the appeal via their student email within 10 working days of submission.
- f) If the appeal is upheld, REW will issue the release through PRISMS and the student's enrolment will be cancelled, effective from the date the application to transfer was submitted in full.
- g) If the appeal is dismissed, the student will be advised of their right to seek external appeal of the decision.

1.5. External Appeal

- a) Students who wish to seek review of the outcome of the internal appeal must lodge an appeal with the Commonwealth Ombudsman at <https://www.ombudsman.gov.au/How-we-can-help/overseas-students> within 10 working days of the date the appeal outcome was emailed to them.
- b) Students must notify REW of the lodgement reference number for the external appeal to rewstudent.services@rmit.edu.au within 10 working days of the date the appeal outcome was emailed to them to avoid the refusal of release being reported on PRISMS.
- c) The student should remain enrolled and attend classes during the appeal process.

2. Students seeking release from REW and their RMIT formal program

2.1. Applying for transfer

- a) Students must first apply for transfer and seek a release from the RMIT formal program via the [RMIT website](#).
- b) If RMIT approve the request to transfer to another provider and be released from the RMIT formal program, the student must then complete the REW Transfer Application Form and submit it either in person at RMIT Training Student Services reception (or via email to rewstudent.services@rmit.edu.au).
- c) REW will release a student to another education provider where the student has been released by RMIT from the principal course of study and has a valid offer for a formal program offered by another registered CRICOS provider that includes a direct entry English pathway program at an appropriate level.

Part B: Transfer from another provider to REW

3. Students transferring from another provider to REW only, or to REW as part of a new RMIT University package of programs

3.1. REW will consider an application from a student transferring from another education provider if:

- a) The student provides evidence of satisfactory attendance and academic progress from the previous provider, or
- b) The original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to exist

Note: REW can accept a student only if RMIT University has approved and managed the transfer.

Document history

Version	Last updated	Authority	Author	Register reference
1.0	Nov 2020	REW Enrolment and Enrolment Variation Procedure	RMIT Training, Executive Director, Commercial & Operations	TPOL/2020/00009