

Students Transfer Policy and Procedure – International Students

Policy Context

This policy relates to the following:	
Registration Manager	Australian Skills Quality Authority (ASQA)
Conditions of Registration	VET Quality Framework (VQF)
Codes and Standards	ESOS Act and National Code 2018 – Standard: 7

Purpose

The policy is developed to provide a structured, transparent process that adheres to the Australian guidelines, specifically the National Code of Practice for Providers of Education and Training to Overseas Students (National Code 2018). This policy ensures that the interests of international students are protected while facilitating their academic mobility and promoting a high-quality educational experience.

Objective

The objectives of the student transfer policy for international students in RTO are:

- Safeguarding student interests: The policy ensures that the transfer process is fair, transparent, and in the student's best interest while adhering to the standards set by the National Code 2018.
- Informed decision-making: The policy ensures that international students are provided with accurate and relevant information about their options for transferring between RTOs and the potential implications of such a transfer.
- Compliance with legislative requirements: The policy ensures that RTO complies with the Education Services for Overseas Students (ESOS) Act 2000 and the National Code 2018 in managing the transfer of international students.
- Maintaining academic integrity: The policy promotes the academic integrity of RTO by setting clear guidelines on the assessment of transfer requests, recognition of prior learning, and maintaining the quality of educational outcomes.
- Encouraging collaboration between RTOs: The policy fosters collaboration between RTOs by outlining a clear framework for cooperation in the transfer process, ensuring that students' educational experiences are not disrupted.
- Supporting student visa conditions: The policy aligns with the Australian student visa requirements, ensuring that international students maintain their visa status while transferring between RTOs.

- Providing transparency and fairness: By outlining a clear and consistent process for student transfers, the policy promotes transparency, fairness, and accessibility for all international students.

Scope

The policy applies to all onshore international students holding a student visa who apply for admission or are enrolled at RTO. It covers the guidelines and procedures for transfers between courses or institutions, ensuring compliance with Australian regulations while prioritising the welfare and interests of these students.

Definitions

- International student: A person who is not a citizen or permanent resident of Australia, enrolled in an educational program in Australia, and holds a valid student visa.
- Onshore international student: An international student currently residing in Australia while pursuing their education on a valid student visa.
- Student visa: A visa granted by the Australian government to international students, allowing them to study in Australia for a specified period.
- Registered Training Organisation (RTO): Australia's vocational education and training organisation registered with the Australian Skills Quality Authority (ASQA) to deliver nationally recognised training and qualifications.
- National Code 2018: The National Code of Practice for Providers of Education and Training to Overseas Students establishes the standards for Australian RTOs in providing education and training services to international students.
- Education Services for Overseas Students (ESOS) Act 2000: The primary legislation governing the provision of education to international students in Australia aimed at protecting their interests and ensuring the quality of their education.
- Transfer request: A formal application made by an international student seeking to change their course, institution, or level of study within Australia.
- Confirmation of Enrolment (CoE): A document issued by the RTO to international students confirming their enrolment in a specific course and serving as evidence for obtaining or extending a student visa.
- Principal Course of Study: The principal course of study is the main or final course to be undertaken by an international student visa holder where the enrolment covers multiple courses in its scope (as stated on the Confirmation of Enrolment). For example where a student is enrolled in an ELICOS and diploma course, the diploma course is the principal course.

Policies

Transfer request process (To another institute prior to six months of principal course)

Eligibility

International students seeking an early transfer to another institution must meet the following criteria:

- Provide a valid and well-documented reasons for requesting the early transfer, such as academic, personal, or health-related reasons.
- Obtain a Letter of Offer from the new institution for the desired course.

Application Procedure

Students must submit an early transfer request by completing the following steps:

- Obtain a Letter of Offer from the new institution.
- Complete the Transfer Request Form, available at the RTO Office.
- Attach all required supporting documents, including the Letter of Offer, academic transcripts, and any other relevant documentation.
- Submit the completed form and supporting documents to the International Office.

Assessment and Decision

RTO will assess early transfer requests based on the following factors:

- The student's reasons for requesting the early transfer, including any supporting documentation.
- The potential impact on the student's academic progress and welfare.

The institution will notify the student of the decision in writing within 10 working days of receiving the completed application.

Note: Refer to “**Reasons for transfer request**” information in this policy before submitting the forms and documents.

Release on PRISMS

If the transfer request is approved, RTO will update the PRISMS, enabling the student to transfer to the receiving institution or course.

Appeals

Students may appeal the decision by following the institution's appeals process, as outlined in the RTO Grievance Policy.

Transfer request process (To another institute after completion of six months)

Eligibility

International students seeking a transfer must meet the following criteria:

- Have completed at least six months of their principal course of study at Austra, as required by the National Code 2018.

- Have a valid reason for requesting a transfer for academic, personal, or health-related reasons.
- Provide evidence of an offer of enrollment from the receiving institution or course.

Application Procedure

Students must submit a transfer request by completing the following steps:

- Complete the Transfer Request Form from reception.
- Attach all required supporting documents, including a copy of the offer letter from the receiving institution, academic transcripts, and any other relevant documentation.
- Submit the completed form and supporting documents to the International Office.

Assessment and Decision

RTO will assess transfer requests based on the following factors:

- The student's academic progress and attendance record.
- The reasons provided for the transfer request.
- Any potential impact on the student's visa status.
- The student's financial standing with RTO.

Release on PRISMS

If the transfer request is approved, RTO will update the PRISMS, enabling the student to transfer to the receiving institution or course.

Appeals

Students may appeal the decision following the institution's appeals process, as outlined in the RTO complaint and appeal Policy.

Transfer request process (from another institution)

Eligibility

International students seeking a transfer from another institution to RTO must meet the following criteria:

- Have completed at least six months of their principal course of study at their current institution, as required by the National Code 2018, or obtain a release letter from their current institution if the six-month requirement has not been met.
- Have a valid reason for requesting a transfer for academic, personal, or health-related reasons.
- Provide evidence of an offer of enrolment from RTO.

Application Procedure

Students must submit a transfer request by completing the following steps:

- Complete the Transfer Request Form from reception.
- Attach all required supporting documents, including a copy of the offer letter, academic transcripts, and other relevant documentation.
- If the student has not completed six months of their principal course at their current institution, obtain a release letter from the current institution.

- Submit the completed form, release letter (if applicable), and supporting documents to the International Office at RTO.

Assessment and Decision

RTO will assess transfer requests based on the following factors:

- The student's academic progress and attendance record at their current institution.
- The reasons provided for the transfer request.
- Any potential impact on the student's visa status.

The institution will notify the student of the decision in writing within 10 working days of receiving the completed application.

Confirmation of Enrolment (CoE)

If the transfer request is approved, RTO will issue a Confirmation of Enrolment (CoE) to the student, enabling them to complete the transfer process and update their student visa, if necessary.

Appeals

Students may appeal the decision following the institution's appeals process, as outlined in the RTO Grievance Policy.

Transfer request (to another course)

Eligibility

International students seeking a course transfer within the same institution must meet the following criteria:

- Have completed at least six months of their principal course of study at RTO, as required by the National Code 2018.
- Provide valid reasons for requesting a transfer, such as academic, personal, or health-related reasons.
- Obtain approval from the academic department responsible for the course they wish to transfer into.

Application Procedure

Students must submit a course transfer request by completing the following steps:

- Complete the Transfer Request Form from reception.
- Attach all required supporting documents, including academic transcripts and other relevant documentation.
- Submit the completed form and supporting documents to the International Office.

Assessment and Decision

RTO will assess course transfer requests based on the following factors:

- The student's academic progress and attendance record.
- The reasons provided for the transfer request.
- Availability of space in the requested course.
- Any potential impact on the student's visa status.

The institution will notify the student of the decision in writing within 10 working days of receiving the completed application.

Confirmation of Course Transfer

If the course transfer request is approved, RTO will update the student's enrollment record and issue a new Confirmation of Enrolment (CoE), if necessary.

Appeals

Students may appeal the decision following the institution's appeals process, as outlined in the RTO Grievance Policy.

Concurrent course

A student on a student visa who is seeking to undertake additional study should be aware of the requirements of their student visa and the need to:

- remain enrolled in a registered course
- achieve satisfactory course attendance, and
- progress in their principal course of study.

RTO needs a written statutory declaration from the student related to additional study requirements prior to issuing COE.

Reasons for transfer request

Academic reasons

- Difficulty in coping with the current course's academic requirements or content.
- Realisation that the current course does not align with the student's career goals or interests.
- The desired course is not available at the current institution but is offered at another institution.

Personal reasons

- Changes in the student's personal circumstances, such as financial constraints, family issues, or relocation.
- Difficulty in adapting to the current institution's environment, culture, or location.
- A preference for a different institution based on its reputation, facilities, or student support services.

Health-related reasons

- The student's physical or mental health has been adversely affected by their current course or institution.
- The new course or institution better accommodates the student's health or disability-related needs.

Compassionate or compelling circumstances

- The student has experienced a major personal crisis, such as the death of a close family member or a significant life event that has impacted their ability to study effectively.

- Natural disasters or political upheavals in the student's home country have affected their ability to continue their current course or institution.

Visa-related reasons

- The student's visa status has changed, requiring them to transfer to a different course or institution.
- The current institution has lost its registration or accreditation, making it impossible for the student to continue their studies there.

Procedures

Action	Responsibility	Guidance
Transfer request	Student	Students complete the transfer request form and submit the relevant documents.
Assess transfer request	Manager commercial operations	The manager evaluates the request based on eligibility, academic progress, and reasons for transfer.
Advise and process outcome.	Administration Manager	If approved, the officer informs the student of the decision and guides the next steps.
Complaints and appeals process	Students	If needed, students follow the institution's grievance policy to appeal the transfer decision.
Record transfer request outcome according to appeal	Administration Manager	The manager documents the outcome of the transfer request and any appeals in the student's record.
Process request	Administration Manager	The manager issues the release letter (if needed) and assists the student in completing the transfer.

Transfer request To RTO from another provider near the completion of six months of the course:

Action	Responsibility	Guidance
Apply to RTO	Student	Student submits the application and relevant documents to Australe
Assess application	Administration Manager	The manager evaluates the application based on eligibility, academic progress, and reasons for transfer.

Record Keeping and Reporting

RTO will maintain accurate records of all transfer requests, outcomes, and related documentation. These records will be retained for at least two years after the student ceases to be enrolled at the institution. RTO will also report any changes to the student's enrollment status to the Department of Home Affairs, as required by the ESOS Act 2000 and the National Code 2018.

Communication and Support

RTO will provide clear and timely communication to students regarding the transfer process and offer support and guidance to help them make informed decisions about their educational pathways. This support may include academic counselling, support services access, and external agency referrals.

Review processes

Policy review frequency: Annually	Responsibility for review: Compliance Manager (CM)
Documentation and communication: Describe how the policy decisions will be documented and communicated	
Version 5.0 <ul style="list-style-type: none"> • Major updates are made after an Internal audit • The Policy is reviewed for grammatical errors • The Policy is forwarded to all staff members via an email • The Policy is uploaded to the website 	

