



PP52 – Student Transfer Policy

1. Purpose

This policy establishes the requirements and procedures for assessing and managing student transfer requests. It ensures Vocational RTO complies with the Education Services for Overseas Students Act 2000 and the National Code 2018 – Standard 7, while supporting students' educational interests and welfare.

2. Scope

This policy applies to:

- All international students enrolled at Vocational RTO on a student visa, and
- All staff involved in the management of student enrolments and transfers.

It specifically relates to transfers prior to the completion of six (6) months of a student's principal course.

3. Definitions

Term	Definition
Principal Course	The final course in a packaged offer.
CoE	Confirmation of Enrolment issued via PRISMS.
PRISMS	Provider Registration and International Student Management System.
Compassionate or Compelling Circumstances	Circumstances beyond the student's control that impact their ability to continue the course.

4. Legislative References

This policy is guided by the following:

- ESOS Act 2000
- National Code of Practice for Providers of Education and Training to Overseas Students 2018 – Standard 7
- Standards for RTOs 2015
- National Vocational Education and Training Regulator Act 2011

5. Policy Statement

RTO is committed to supporting the rights of international students to transfer between education providers in a manner that is transparent, student-focused, and fully compliant with legislative requirements under the





Education Services for Overseas Students (ESOS) Act 2000 and the National Code of Practice for Providers of Education and Training to Overseas Students 2018 – Standard 7.

This policy outlines the principles, conditions, and procedures under which international students may request to transfer:

- ✚ To another registered provider, either before or after completing six months of their principal course of study
- ✚ From another registered provider, subject to eligibility and documented evidence, including where a release is granted or exemptions apply
- ✚ Within the RTO, to another course or program, where the transfer is educationally justified and does not breach student visa conditions.

In alignment with Standard 7, Vocational RTO will:

- ✚ **Not knowingly enrol a student from another provider who has not completed six months of their principal course unless:**
 - The releasing provider or course is no longer registered
 - A government sponsor supports the transfer
 - A sanction affects the student's ability to continue
 - A release has been granted and recorded in PRISMS
- ✚ **Implement and make available a documented policy and process for assessing transfer requests prior to the six-month restriction period, clearly outlining:**
 - Student responsibilities, including written requests and submission of a valid Letter of Offer
 - **Situations in which transfers will be approved in the student's best interests, such as:**
 - Documented compassionate or compelling circumstances
 - Misleading conduct by an agent or provider
 - Failure of course delivery
 - Poor academic progress despite intervention
 - Mismatch between course and student expectations
 - Favourable outcome of an appeal
 - **Circumstances under which a transfer may be refused, such as:**
 - Unresolved support issues
 - Financial arrears
 - Lack of genuine academic or personal justification
- ✚ Ensure decisions are made within 10 working days, communicated in writing, and include reasons and advice on accessing the RTO's Feedback, Complaint and Appeal Policy





✚ For students under 18, ensure a transfer is only processed when:

- Written consent is provided by a parent or legal guardian; and
- The receiving provider confirms it will assume welfare responsibilities under Standard 5;

✚ Not charge a fee for issuing a release and advise the student to contact the Department of Home Affairs to determine if a new visa is required

✚ Not finalise any refusal in PRISMS until:

- The student has chosen not to appeal within 20 working days
- The appeal process is complete and the outcome supports refusal
- The student withdraws from the appeal process

✚ Maintain complete records of all transfer requests, decisions, and supporting documentation for a minimum of two (2) years after the student ceases to be an accepted student at the RTO.

6. Step-by-Step Procedure Tables for Transfer Requests

A. Transfer Request to Another Institution – *Before* Completing Six Months of Principal Course

Step	Action	Responsibility	Guidance/Details
1	Obtain a Letter of Offer from new provider	Student	Letter must be from a CRICOS-registered provider.
2	Collect and complete Transfer Request Form	Student	Available at Reception or International Office.
3	Attach required documents	Student	Includes: Letter of Offer, academic transcript, medical or support documentation (if applicable).
4	Submit transfer request	Student	Submit form + documents to International Office.
5	Acknowledge receipt	International Office	Acknowledge in writing within 2 working days.
6	Assess application	Compliance Manager	Assess reasons and documents: academic, health, personal, or compassionate circumstances.
7	Make decision	Compliance Manager & Academic Manager (if required)	Must decide within 10 working days.
8	Inform student of outcome	Administration Manager	If approved: update PRISMS. If refused: give written notice with appeal info.





Step	Action	Responsibility	Guidance/Details
9	Appeals (if needed)	Student	Lodge appeal under Grievance Policy within 20 working days.
10	Update records	Administration Officer	Retain all records for minimum 2 years.

B. Transfer Request to Another Institution – *After* Completing Six Months of Principal Course

Step	Action	Responsibility	Guidance/Details
1	Obtain Letter of Offer from receiving institution	Student	Required for all external transfer requests.
2	Complete Transfer Request Form	Student	Form available at Reception or International Office.
3	Attach supporting documents	Student	Include offer letter, transcripts, any personal or medical documentation.
4	Submit request	Student	Submit full application to International Office.
5	Assess application	Compliance Manager	Evaluate based on attendance, academic progress, and valid reasons.
6	Decide on outcome	Compliance Manager	Must decide within 10 working days.
7	Notify student	Administration Manager	Inform student in writing.
8	PRISMS update	Admin/Compliance Officer	If approved, update PRISMS for release.
9	Appeals	Student	Follow RTO Complaints and Appeals Policy.
10	Finalise and record	Administration Officer	Keep all documentation and update student record.

C. Transfer Request from Another Provider to RTO

Step	Action	Responsibility	Guidance/Details
1	Apply to RTO	Student	Submit application form + all required documents.





Step	Action	Responsibility	Guidance/Details
2	Provide CoE	Student	If <6 months at current provider, a PRISMS Update is mandatory.
3	Attach supporting documents	Student	Includes transcripts, reason for transfer, ID, etc.
4	Assess application	Administration Manager	Confirm eligibility, evaluate academic history and documents.
5	Make decision	Admin/Compliance Officer	If approved, proceed with next steps.
6	Issue CoE	Admissions Team	If accepted, issue CoE to finalise transfer and enable visa update.
7	Notify student	Administration Manager	Provide outcome via email and/or letter.
8	Appeals (if needed)	Student	Lodge as per Feedback, Complaint and Appeal Policy.
9	Recordkeeping	Administration Officer	Retain full documentation securely.

D. Internal Course Transfer – *Within RTO*

Step	Action	Responsibility	Guidance/Details
1	Complete Course Transfer Form	Student	Form available at Reception.
2	Provide supporting documents	Student	Academic transcript, attendance report, reasons for transfer.
3	Get Academic Department sign-off	Student / Faculty	Approval from new course coordinator.
4	Submit full application	Student	Submit to International Office.
5	Assess application	Academic Coordinator	Check course suitability, space availability, and visa implications.
6	Make decision	Compliance Manager	Must finalise outcome within 10 working days.
7	Update enrolment	Administration Officer	Issue new CoE if required.
8	Inform student	Administration Manager	Send written notice of decision.





Step	Action	Responsibility	Guidance/Details
9	Appeals	Student	Use internal grievance process.
10	Record update	Admin Officer	Document changes in SMS and retain evidence.

E. Concurrent Enrolment – Additional Course (Optional Study)

Step	Action	Responsibility	Guidance/Details
1	Submit written request	Student	Must explain why they seek concurrent study.
2	Provide Statutory Declaration	Student	Must confirm commitment to attendance and progression in principal course.
3	Assess application	Compliance Manager	Ensure new course doesn't conflict with visa or principal course requirements.
4	Approve concurrent study	Compliance Manager	If compliant, issue CoE for additional course.
5	Recordkeeping	Administration Officer	Document and monitor student's primary course progression.

7. Related Documents

- ✚ Course Transfer Request Form
- ✚ PP16-Feedback, Complaint and Appeal Policy
- ✚ International Student Handbook
- ✚ PP12-Student Support Services Policy
- ✚ PP34-Data Privacy and Record Keeping Policy
- ✚ PP49 – Course Progress Policy
- ✚ National Code of Practice for Providers of Education and Training to Overseas Students 2018 – Standard 7
- ✚ Education Services for Overseas Students (ESOS) Act 2000
- ✚ National Vocational Education and Training Regulator Act 2011
- ✚ PRISMS Provider User Guide
- ✚ Department of Education Concurrent Enrolment Guidance

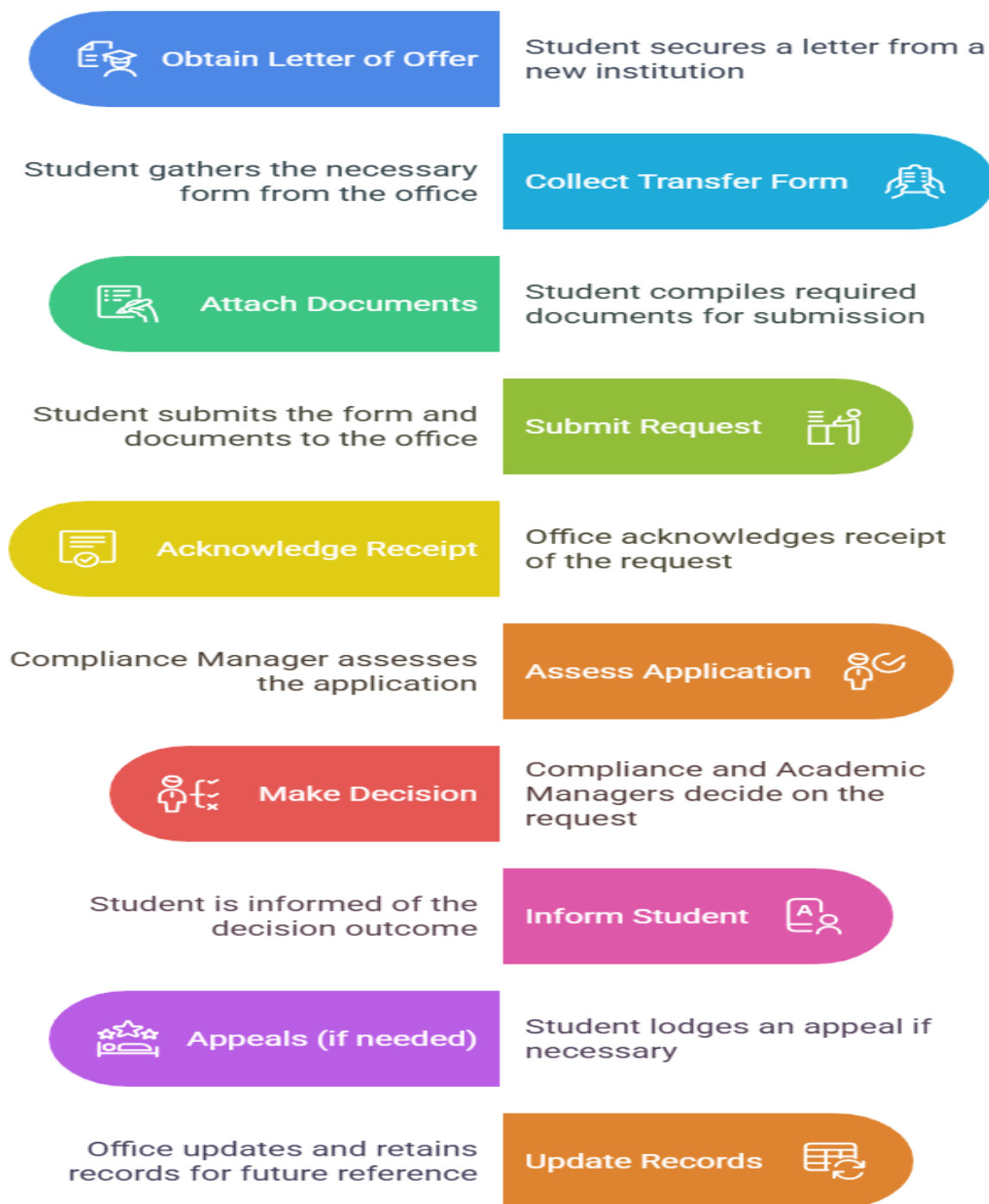




8. Flow Chart

A.

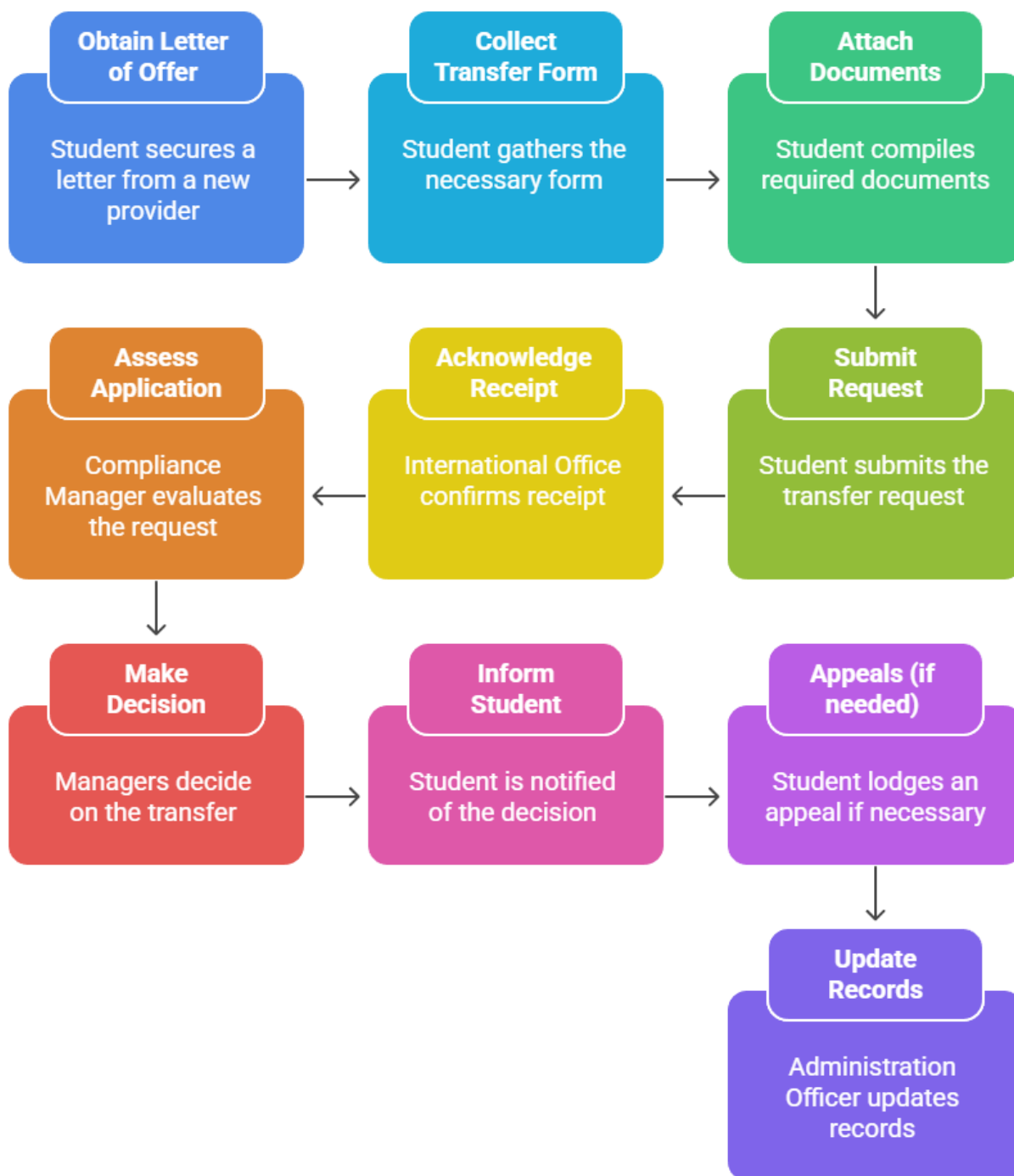
Transfer Request to Another Institution – Before Completing Six Months of Principal Course





B.

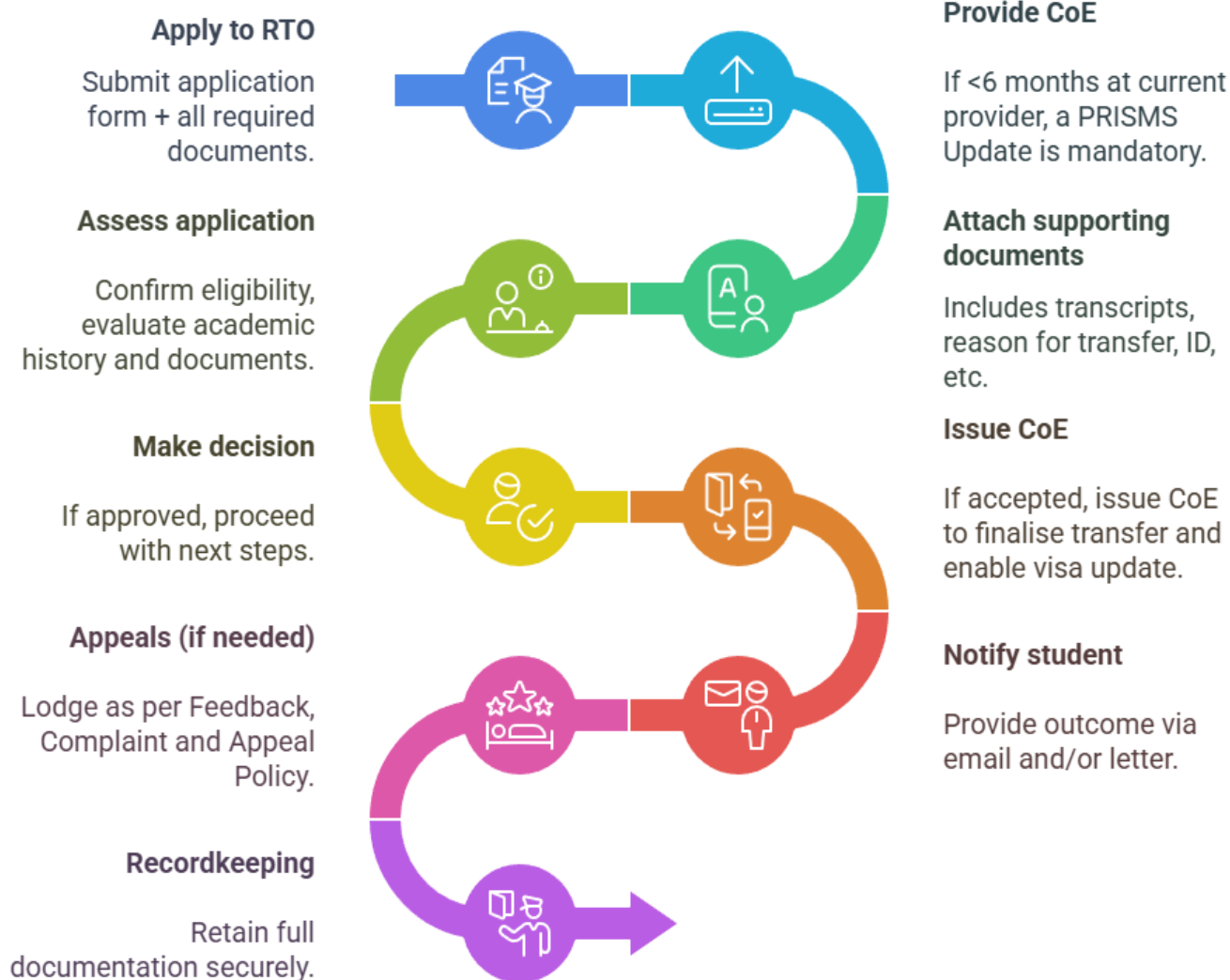
Transfer Request to Another Institution – Before Completing Six Months of Principal Course





C.

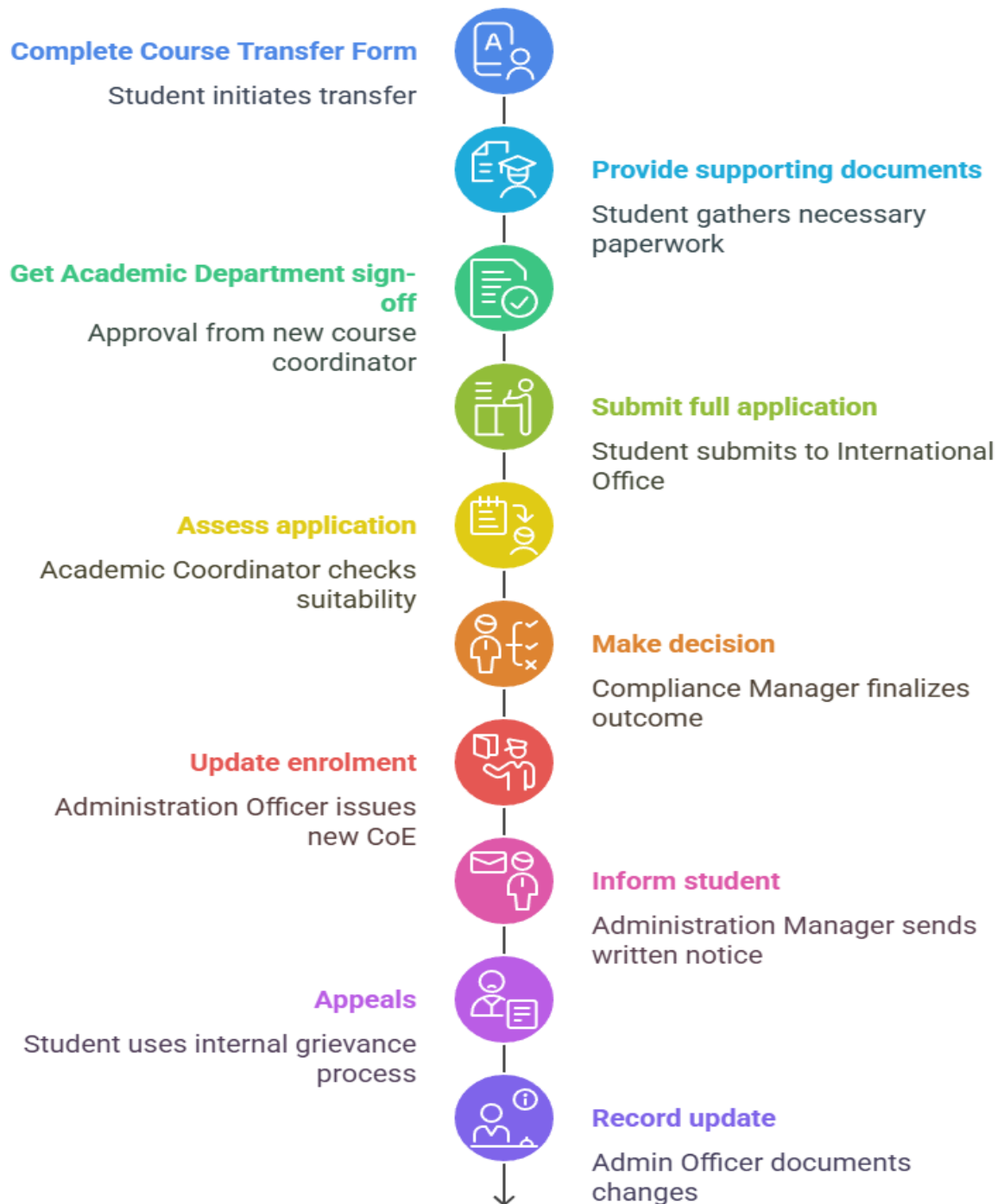
Transfer Request from Another Provider to RTO





D.

Internal Course Transfer – Within RTO





E.

Concurrent Enrolment – Additional Course (Optional Study)

