



PP52 – Student Transfer Policy

1. Purpose

This policy establishes the requirements and procedures for assessing and managing student transfer requests. It ensures Austra College 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 Austra College 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 2025
- National Vocational Education and Training Regulator Act 2011

5. Policy Statement

Austra College 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

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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 Austra College, to another course or program, where the transfer is educationally justified and does not breach student visa conditions.

In alignment with Standard 7, Austra College 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 Austra College's Feedback, Complaint and Appeal Policy

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- ✚ 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 Austra College.

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

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

International students must not be granted a transfer before completing six calendar months of their principal course, unless one or more permitted exceptions under the National Code 2018 apply. A transfer is not automatic and is assessed strictly on an exception basis only.

Revised Process – Transfer Request Before Six Months

Step	Action	Responsibility	Guidance/Compliance requirements
1	Confirm six-month status	Admin Officer	Confirm whether the student has completed six calendar months of the principal course. If six months are completed, follow the post-six-month transfer process instead.
2	Advise student of restriction	Admin Officer	Advise the student in writing that transfers before six months are restricted and will only be considered if a National Code exception applies.
3	Obtain Letter of Offer	Student	Must be from a CRICOS-registered provider and for a course at the same or higher AQF level, unless justified.
4	Complete Transfer Request Form	Student	Form must include detailed reasons for requesting transfer before six months.
5	Attach supporting evidence	Student	Mandatory evidence if claiming an exception (e.g. medical reports, welfare concerns, compassionate or compelling evidence). Requests without evidence will not be assessed.
6	Submit transfer request	Student	Submit completed form and all supporting documents to the International Office.

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Step	Action	Responsibility	Guidance/Compliance requirements
7	Acknowledge receipt	Admin Officer	Acknowledge receipt in writing within 5 working days, advising that assessment is exception-based.
8	Preliminary compliance check	RTO Manager	Confirm whether the request meets at least one National Code exception (e.g. welfare risk, compassionate or compelling circumstances, provider unable to deliver course as agreed).
9	Detailed assessment	RTO Manager	Assess against: - National Code 2018 Standard 7 - Academic progression - Student welfare and safety - Evidence credibility - Student's best interests - Risk of visa non-compliance
10	Decision making	RTO Manager	Decision must be made within 15 working days. Transfers must be refused if no valid exception applies.
11	Notify student of outcome	Admin Officer	Approved: issue written release, update PRISMS within required timeframes. Refused: provide written reasons, appeal rights, and confirm PRISMS will not be updated until appeals are finalised.
12	Appeals (if applicable)	Student	Student may lodge an appeal under the Complaints and Appeals Policy within 20 working days.
13	Finalise PRISMS (if approved)	RTO Manager	Update PRISMS only after appeal period has concluded or appeal outcome is finalised.
14	Record keeping	Admin Officer	Retain all records, evidence, decisions, and correspondence 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.

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Step	Action	Responsibility	Guidance/Details
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	RTO Manager	Evaluate based on attendance, academic progress, and valid reasons.
6	Decide on outcome	RTO Manager	Must decide within 10 working days.
7	Notify student	Admin Officer	Inform student in writing.
8	PRISMS update	Admin officer/ RTO Manager	If approved, update PRISMS for release.
9	Appeals	Student	Follow Austra College Complaints and Appeals Policy.
10	Finalise and record	Admin Officer	Keep all documentation and update student record.

C. Transfer Request from Another Provider to Austra College

Step	Action	Responsibility	Guidance/Details
1	Apply to Austra College	Student	Submit application form + all required documents.
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	Admin Officer	Confirm eligibility, evaluate academic history and document.
5	Make decision	Admin Officer/ RTO Manager	If approved, proceed with next steps.
6	Issue CoE	RTO Manager	If accepted, issue CoE to finalise transfer and enable visa update.

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Step	Action	Responsibility	Guidance/Details
7	Notify student	Admin Officer	Provide outcome via email and/or letter.
8	Appeals (if needed)	Student	Lodge as per Feedback, Complaint and Appeal Policy.
9	Recordkeeping	Admin Officer	Retain full documentation securely.

D. Internal Course Transfer – *Within Austra College*

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	Approval from new course coordinator.
4	Submit full application	Student	Submit to International Office.
5	Assess application	RTO Manager	Check course suitability, space availability, and visa implications.
6	Make decision	RTO Manager	Must finalise outcome within 10 working days.
7	Update enrolment	Admin Officer	Issue new CoE if required.
8	Inform student	Admin Officer	Send written notice of decision.
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.

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Step	Action	Responsibility	Guidance/Details
3	Assess application	RTO Manager	Ensure new course doesn't conflict with visa or principal course requirements.
4	Approve concurrent study	RTO Manager	If compliant, issue CoE for additional course.
5	Recordkeeping	Admin 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

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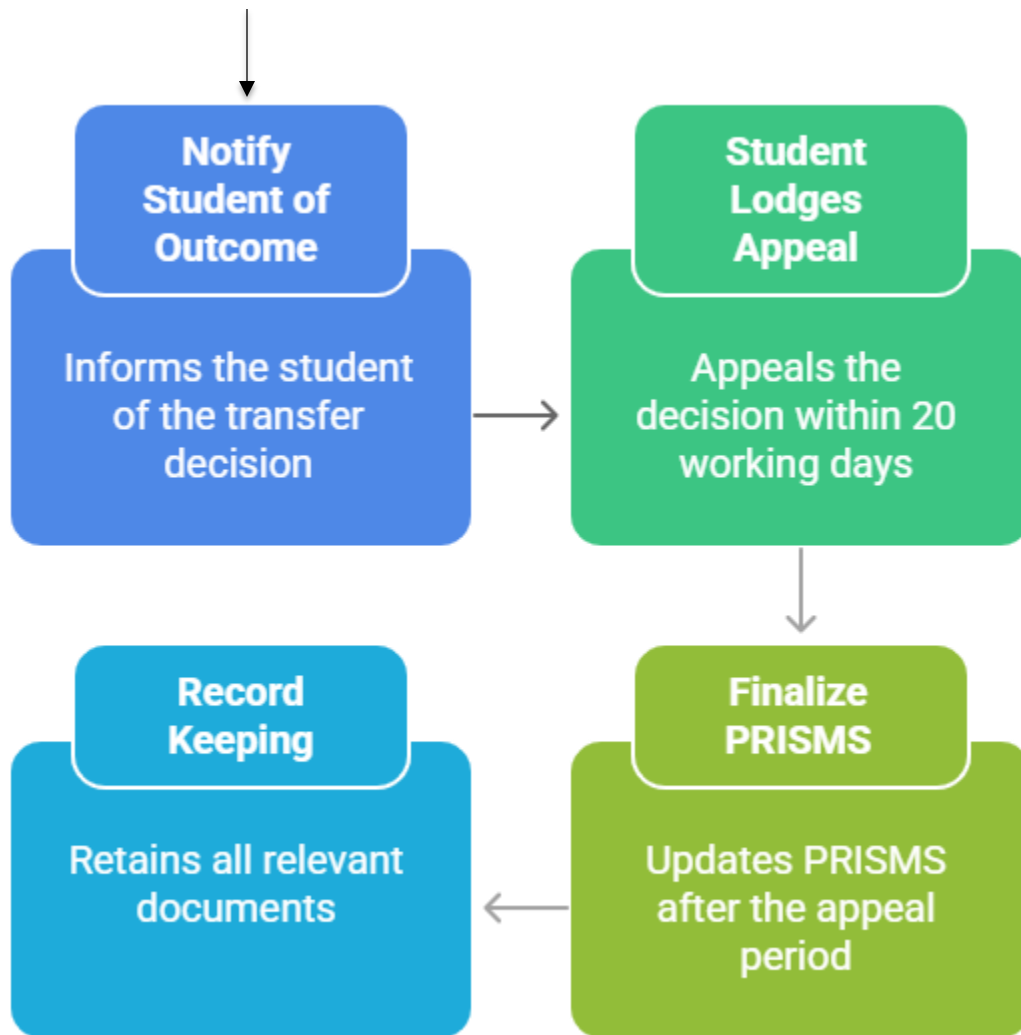
8. Flow Chart

A.

Student Transfer Process Before Six Months



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B.

Transfer Request Process After Six Months

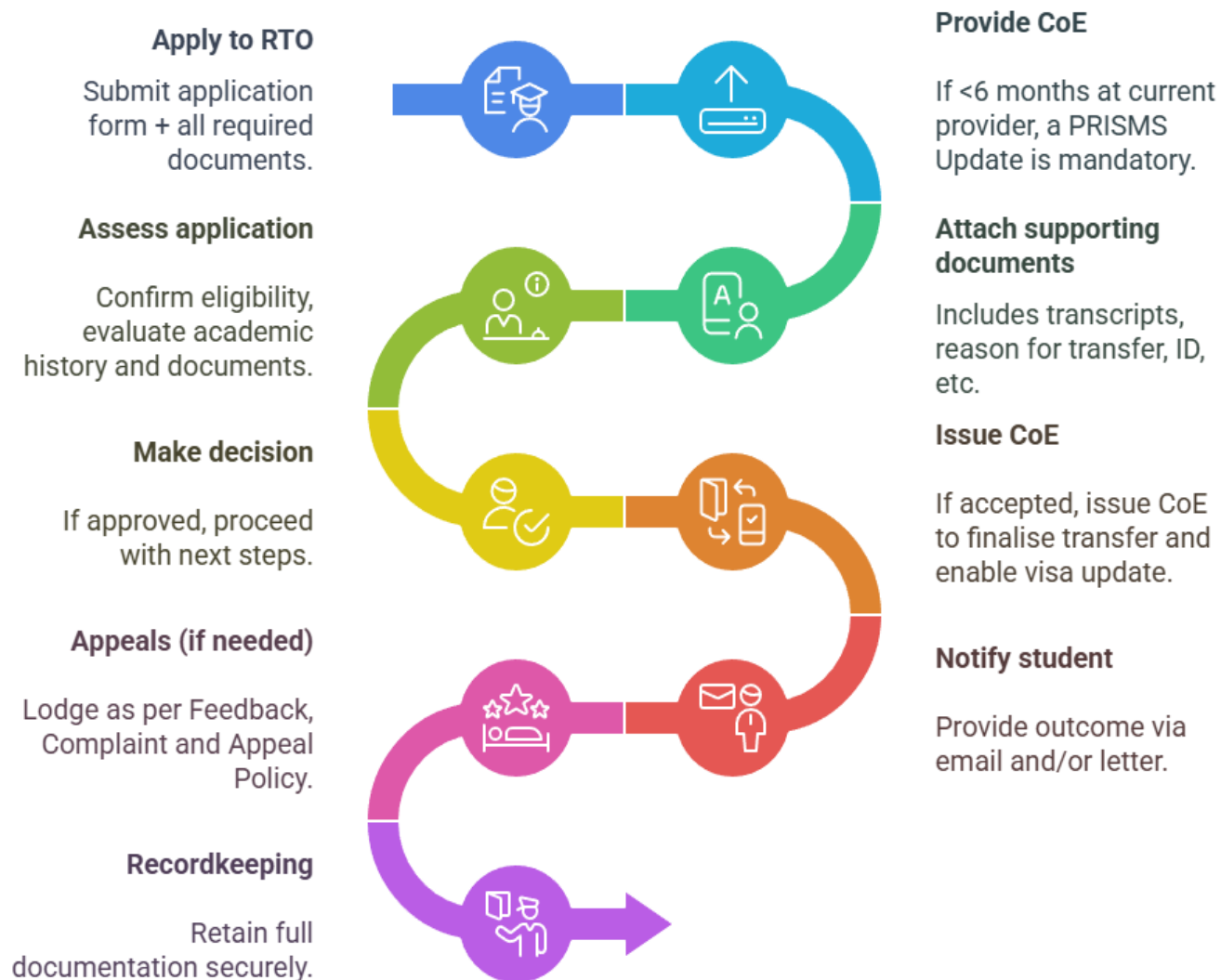


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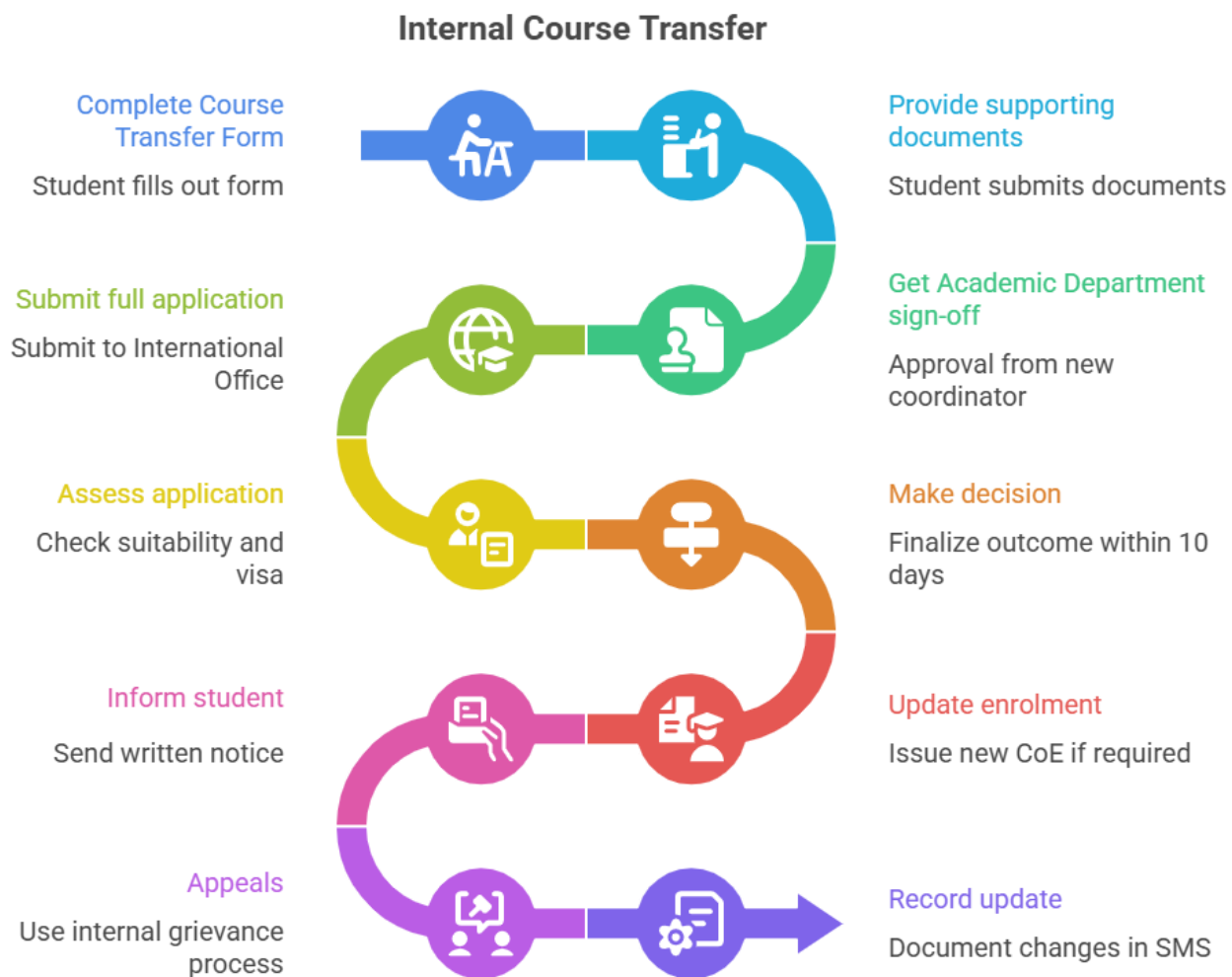
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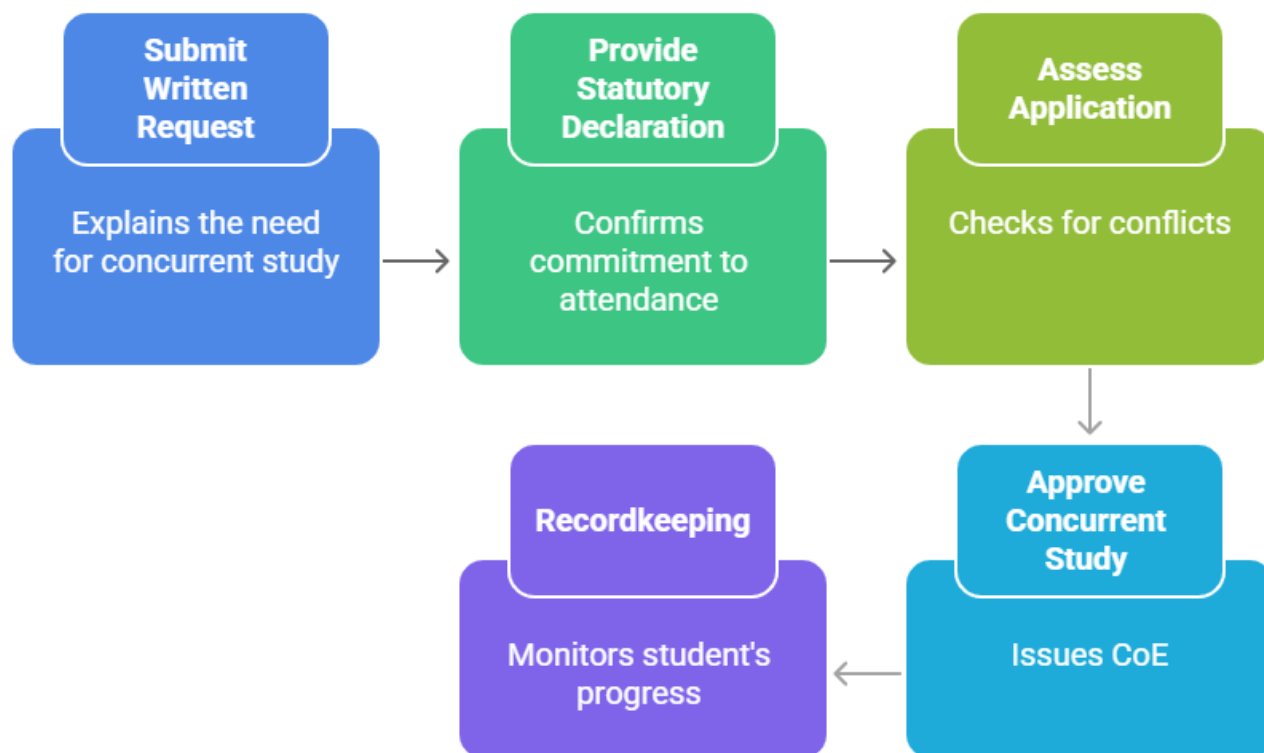


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Concurrent Enrolment



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