

TRANSFER BETWEEN REGISTERED PROVIDERS PROCEDURE

Approving authority	Executive Management Team
Purpose	This procedure outlines process for the transfer of overseas students to other registered providers from the Institute and from other registered providers to the Institute
Responsible Officer	Head of Marketing and Student Experience
Next scheduled review	September 2026
Document Location	http://www.ozford.edu.au/higher-education/policies-and-procedures/
Associated documents	Admissions Policy and Procedure Academic Progress Policy and Procedure Deferring, Suspending or Cancelling a Student’s Enrolment Policy and Procedure International Student Fee Refund Policy and Procedure Records Management Policy and Procedure Student Grievances and Appeals Policy and Procedure Transfer Between Registered Providers Policy Younger Students Policy and Procedure

1. PRINCIPLES

The Institute is restricted from enrolling transferring students prior to the student completing 6 months of their principal course. This procedure details acceptable reasons for transfer within this period, and the procedures for assessing applications to transfer. Students who have studied longer than this period can apply for a transfer without restrictions.

This Institute:

- does not knowingly enrol any transferring overseas student prior to the 6 months of their principal course being completed except in circumstances stated in section 4.1 of this procedure;
- assesses student requests for transfer to other providers using this procedure;
- provides a written response to student requests for transfer;
- enables students to appeal through the Student Grievances and Appeals Policy;
- maintain records of all associated documents for two years after the overseas student ceases to be an accepted student.

2. SCOPE

This procedure applies to all staff and to all overseas students applying to study with the Institute or currently enrolled at the Institute on student visas.

3. DEFINITIONS

Confirmation of Enrolment (CoE)

The Confirmation of Enrolment (also called a CoE) is an official statement from the Institute via PRISMS that lists the student’s details, course and the start and end dates of the course.

The Confirmation of Enrolment (COE) is an official document issued to international students by universities and other education providers in Australia. It confirms that the student has accepted a place in a course and has paid required tuition fees and Overseas Student Health Cover (OSHC). The COE is required by the Department of Home Affairs for the purpose of issuing a student visa.

Confirmation of Appropriate Accommodation and Welfare (CAAW)

A Confirmation of Appropriate Accommodation and Welfare (CAAW) is issued via PRISMS to confirm that appropriate arrangements have been made for the student's accommodation, support and general welfare. The period nominated must be at least the length of the student's Confirmation of Enrolment (CoE) plus 7 days at the end of the CoE or until the student turns 18.

Compassionate or Compelling Circumstances

Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:

- serious illness or injury where a medical certificate states that the student is unable to attend class;
- bereavement for the death of close family members such as parents or grandparents (documented evidence must be provided);
- serious illness, accident or family incident which requires immediate travel which has impacted the student to studies;
- the inability to begin study on the course commencement date stated on the CoE due to delay in receiving a student visa if relevant;
- major political upheaval or natural disaster in the home country requiring their immediate travel and this has impacted on the student's studies;
- a traumatic experience supported by police or psychologist's reports which could include but is not limited to:
 - involvement in or witnessing of an accident; or
 - a crime committed against the student; or
 - the student being a witness to a crime and this has impacted on the student.
- where the Institute was unable to offer a pre-requisite unit.

Notes:

- *misreading the examination timetable, examination anxiety or returning home will not be accepted as Compassionate and Compelling circumstances;*
- *religious or faith-based issues are not in themselves grounds for special consideration. However, they may be used in support of an application that meets the Compassionate and Compelling circumstances set out above.*

ESOS National Code

The ESOS National Code refers to the National Code of Practice for Providers of Education and Training to Overseas Students 2018 established under the Education Services for Overseas Students Act 2000.

Principal Course

Means the student's main course of study for which the student has confirmation of enrolment (**CoE**). If the student is enrolled in a package of courses that include one or more Institute's courses, the student's principal course is the course within the package that has the highest qualification and for which the

student has CoE. Where the student has enrolled in only one course, the principal course means the student's nominated course of study with the Institute.

Transfer requirements apply to all courses of study prior to the overseas student's principal course.

Provider Registration and International Student Management System (PRISMS)

Means the Provider Registration and International Students Management System (the electronic system that holds CRICOS and the electronic confirmation of enrolment).

4. PROCEDURE

Assessing and Processing Transfer Requests from another Registered Provider to the Institute

- 4.1 The Marketing and Student Experience Department receives an application from a student who is onshore and who has indicated that they are currently studying at another institution.
- 4.2 The Marketing and Student Experience Department reviews PRISMS to determine if the student has completed six months of his or her principal course. The copy of the student visa in the passport is also reviewed to ascertain what the principal course is and when the student arrived in Australia.
- 4.3 If the student has completed six months, the ***Admissions Policy and Procedure*** will be implemented.
- 4.4 If the student has not completed six months of his or her principal course, the student will be asked to apply for transfer with his or her current course provider. A "conditional" offer will be supplied that states that an offer of a place is contingent on the approval of the student's release by his or her current course provider.
- 4.5 If the student is receiving a Government scholarship, the student will need to supply written support from the government department/agency sponsor agreeing to the change, which will stand in lieu of a release by the current course provider.
- 4.6 If an approved release has been recorded in PRISMS and there are no other outstanding matters of concern, the ***Admissions Policy and Procedure*** will be implemented.
- 4.7 If the student's transfer request is not granted by the original course provider, the application process is halted, and the student will be informed that the Institute cannot accept their application at this time. The student will be advised that they will be welcome to re-activate their application when the six-month period has passed.
- 4.8 In the rare circumstances where the original institution or course has ceased to be registered, or sanctions have been placed on the original institution by the Australian government which do not allow the student to continue with the course, no record of release in PRISMS is required and the ***Admissions Policy and Procedure*** will be implemented.

- 4.9 The above assessment procedure will not take more than 15 working days once the student has provided the necessary documentation.
- 4.10 If the student is under 18 years of age, the Institute must have written evidence that the student's parent or legal guardian supports the transfer. The Institute will provide written confirmation that the Institute will accept responsibility for approving a student's accommodation, support and general welfare arrangements as per Standard 5 of National Code, the Institute's *Younger Students Policy and Procedure* and there will not be a welfare gap.
- 4.11 All requests, considerations, decisions and copies of letters of release will be recorded in the student's file with the application documentation in the student management system.

Assessing and Processing Transfer Requests from the Institute to another Registered Provider

- 4.12 The student must complete and lodge the 'Application for Course Withdrawal Form'. The form can be accessed from the Institute's website or from the Marketing and Student Experience staff.
- 4.13 The student will submit the written request to the Marketing and Student Experience staff including supporting evidence.
- 4.14 The supporting evidence must include:
- the letter from the registered provider of the course to which they wish to transfer, confirming that a valid conditional enrolment offer has been made; and
 - any other documentary evidence in support of their application or that is referred to in their application.
 - If the student is under 18 years of age:
 - evidence that the student's parent or legal guardian supports the transfer
 - written confirmation that the registered provider will accept responsibility for approving a student's accommodation, support and general welfare arrangements as per Standard 5 of National Code and there will not be a welfare gap.
- 4.15 With these documents sighted, the Marketing and Student Experience staff will initially assess the transfer request considering the following questions:

Is there is evidence:

- of compassionate or compelling circumstances;
- the overseas student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with an intervention strategy to assist the overseas student;
- that the Institute has failed to deliver the course as outlined in the written agreement;
- that the student's reasonable expectations about his or her current course are not being met;
- there is evidence that the overseas student misinterpreted or was misled by the information provided by the Institute or an education or migration agent regarding the Institute or its course and the course is therefore unsuitable to their needs and/or study objectives

- of an appeal (internal or external) where the result is a decision or recommendation to release the student.
- 4.16 The Head of Marketing and Student Experience will assess whether the transfer request should be refused or granted based on the presented evidence and whether :
- the transfer might have a negative impact on the student's future study options including breaking an agreed package of programs for which eCoEs have been issued;
 - the student has outstanding course fees;
 - the student is subject to an outstanding disciplinary penalty.
 - the student is seeking transfer to avoid being reported for failure to meet academic or visa requirements.
- 4.17 If there is no evidence to support matters then the request will be refused.
- 4.18 If any evidence presented in support is unclear or inconclusive then the students request will be referred to the Head of Marketing and Student Experience, to interview the student and gain a fuller understanding of the circumstances.
- 4.19 If the application to transfer is granted, the student's transfer request will be granted at no charge to the student. The student will also be advised of the need to contact the Department of Home Affairs and to seek advice on whether a new student visa is required ie. the student may need to obtain a new visa if the course that he or she is transferring to is not under the same visa code as the present course.
- 4.20 The Marketing and Student Experience Department follow the ***Deferring, Suspending or Cancelling a Student's Enrolment Policy and Procedure*** to cancel the enrolment including reporting the student's release and termination of studies through PRISMS.
- 4.21 If the request for transfer is not granted, the Head of Marketing and Student Experience will inform the student in writing
- the reasons for the refusal; and
 - that the student may access the student grievance process as detailed in the Student Grievances and Appeals Policy within 20 working days.
- 4.22 The above assessment procedures will not take more than 15 working days once the student has provided the necessary documentation.
- 4.23 If the student lodged an appeal, the Institute will only finalise the refusal of transfer status in PRISMS when the appeal process finds in favour of the Institute or if the student withdraws from a process set out in the ***Student Grievances and Appeals Policy and Procedure***.
- 4.24 All records and documents relating to the transfer requests, considerations, and decisions will be placed on the student's file in the student management system as set out in the ***Records Management Policy and Procedure***

5. QUALITY ASSURANCE

To ensure that this procedure is fit for purpose and meet the requirements of the HES Threshold Standards the procedure will be:

- 5.1 internally approved by the Executive Management Team on development or review
- 5.2 externally reviewed as part of any independent review of the HES Threshold Standards approved by the Governing Board;
- 5.3 internally reviewed by the Responsible Officer every three years from the date of approval (if not earlier).
- 5.4 referenced to the applicable HES threshold Standard and/or other legislation/regulation.

6. FEEDBACK

Feedback or comments on this procedure is welcomed by the listed Responsible officers of the Institute.

7. ACKNOWLEDGEMENT

This procedure was developed with reference to the following:

- Federation University, Transfer Between Registered Providers Procedure, 2023 ([Transfer Between Registered Providers Procedure \(federation.edu.au\)](#))
- Monash University, International Student Transfer between Providers Procedure, 2021 ([International Student Transfer Between Providers Procedure \(monash.edu\)](#))
- University of Queensland, Transfer of Provider - Overseas Students - Procedures, 2020 ([Transfer of Provider - Overseas Students - Procedures - Policies and Procedures Library - The University of Queensland, Australia \(uq.edu.au\)](#))
- University of Tasmania, International Student Transfer Request Procedure, 2023 ([International-Student-Transfer-Request-Procedure.pdf \(utas.edu.au\)](#))
- Ozford College, Transfer Between Registered Providers Policy and Procedure (See Ozford website)
- Australian Government Department of Education, Standard 7: Overseas Student Transfers Fact Sheet ([Education Fact Sheet Title \(internationaleducation.gov.au\)](#))

8. VERSION CONTROL

Version	Date approved	Description	Approved by
2.0	June 2018	Internal Issue	EMT
3.0	May 2019	Internal Review	EMT
4.0	April 2021	Internal Review	EMT
5.0	June 2023	Internal Review	EMT
5.1	September 2023	Internal review – minor formatting	EMT

		changes and add external referencing	
Related legislation/ regulation/standard	Tertiary Education Quality and Standards Act 2011 Higher Education Standards Framework (Threshold Standards) 2021 Education Services for Overseas Students Act (ESOS) 2000 Education Services for Overseas Students Regulations 2019 The National Code of Practice for Providers of Education and Training to Overseas Students 2018 Standards 5 and 7		

Note: EMT = Executive Management Team