TRANSFER BETWEEN REGISTERED PROVIDERS POLICY & PROCEDURE

1. PURPOSE

The ESOS regulatory framework restricts approved providers of courses to international students ("registered providers") from enrolling transferring students prior to the student completing 6 months of their principal course of study[1].

2. POLICY

This policy is designed to ensure that George Brown College (GBC) does not enrol any transferring international student prior to 6 months of their principal course being completed, unless that student has valid evidence, such as a letter or an email from another registered provider agreeing to such a transfer, and which is recorded in PRISMS, or if other specific conditions are met.

This policy also details the procedures for assessing applications to transfer from the College to another registered provider within the initial 6 months of a student's principal course.

International students are advised of the circumstances and consequences regarding transfer from the College prior to enrolment and during the student orientation process. International students are advised to contact the Department of Home Affairs regarding the potential impact any transfer may have on their student visa prior to formally lodging an application to transfer to another provider.

If the overseas student subsequently intends to study at a lower Australian Qualifications Framework (AQF) level, they will need to apply for a new student visa.

A. Students seeking to transfer to the College <u>from</u> another registered provider

The College will not recruit or knowingly enrol an international student wishing to transfer from another registered provider prior to the student completing 6 months of their principal course of study except in the following circumstances:

- the student has been released from another registered provider and the release has been recorded with the date of effect and reason for release in PRISMS;
- the original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered;
- the original registered provider has had a sanction imposed on its registration by the government that prevents the student from continuing their principal course of study;
- a government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.

International students seeking to transfer to the College must comply with the College's admissions procedures and meet the course entry requirements.

[1] A principal course of study is usually the final course of study undertaken by the student. For example, if an international student is studying a diploma program followed by an advanced diploma program, the advanced diploma is considered the principal course

B. Students seeking to transfer from the College to another registered provider

The College will generally agree to a request from an international student to transfer **to** another registered provider prior to completing 6 months of their principal course with the College where it can be demonstrated that such a transfer is in the best interests of the student. In assessing such a request, the following factors will be taken into account to determine if granting the request is in the best interests of the student:

- the student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with the College's intervention strategy to assist the student;
- there is evidence of compassionate or compelling circumstances;
- the College fails to deliver the course as outlined in the written agreement with the student;
- there is evidence that the student's reasonable expectations about their current course are not being met;
- the registered provider was unable to offer a pre-requisite unit, or the overseas student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol
- inability to begin studying on the course commencement date due to delay in receiving a student visa.
- there is evidence that the student was misled by the College or an education or migration agent regarding the College or its course and the course is therefore unsuitable to their needs and/or study objectives;
- an appeal (internal or external) on another matter results in a decision or recommendation to release the overseas student.

Where a release is granted, it will be issued to the student at no cost and will advise the student of the need to contact the Department of Home Affairs to seek advice on any implications to their student visa. https://www.studyaustralia.gov.au/en/plan-your-studies/changing-your-course-or-provider

The College will apply this policy and ensure that the student's best interest is specified in each case. Overseas students cannot make a general claim that a transfer will be in their best interests. Any request should be made with reference to the circumstances for granting a release as outlined in this Transfer policy.

The circumstances which the College considers as reasonable grounds to refuse a transfer are as follows:

- the student requesting a transfer does not have a clear understanding of what the transfer represents to their study options;
- the student has not made an attempt to discuss the reasons for seeking a transfer with either the Student Services Officer or Compliance Officer;
- the student has outstanding course fees owing to the College;
- it is suspected that the student is seeking to transfer to another registered provider only to avoid being reported to the relevant government department for failure to meet academic progress requirements.

Where it is assessed that one of the above factors applies, the student's request for a release may be refused.

In the circumstance that the College does not grant a release, the student will be provided with written notification outlining the reasons for the refusal and informing the student of their right to appeal the decision through the College's complaints and appeals procedures within twenty (20) working days.

The College will not finalise the student's refusal status in PRISMS until the appeal finds in favour of the College, or the student has chosen not to access the complaints and appeals processes within the twenty (20) working day period, or the student withdraws from the process.

Students will be notified of the outcome of the assessment of their request for release within 10 working days of the request being submitted.

All requests for release and the decision made will be recorded in PRISMS.

The College will maintain records of all requests from students for a release and the assessment of and decision regarding the request on the student's file for a period of no less than two years from the date the student's enrolment with the College is terminated.

Definition

Compassionate or compelling' circumstances:

When considering compassionate or compelling circumstances, these are circumstances which are generally beyond the control of the overseas student and which have an impact upon the overseas student's course progress or wellbeing. The DHA propose these to include, but are not limited to:

- Serious illness or injury, where a medical certificate states that the overseas student was unable to attend classes
- Bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
- Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the overseas student's studies
- A traumatic experience, which could include:
    - Involvement in, or witnessing of a serious accident; or
    - Witnessing or being the victim of a serious crime, and this has impacted on the overseas student (these cases should be supported by police or psychologists' reports)

3. RESPONSIBILITY

PEO is responsible for approving applications

Compliance Officer is responsible for the implementation of this procedure, to maintain records as required by this policy and to ensure that all staff with responsibility are aware of and implement this policy

General Manager responsible for Intervention Plans with students

Student Services Officer is the main point of contact with students to implement this policy

All staff who interact with international students must be aware of and implement this policy

4. REQUIREMENTS

The College must meet the requirements the National Code Standard 7 Overseas Students Transfers.

This standard sets out that registered providers must not knowingly enrol an overseas student wishing to transfer from another registered provider's course prior to the student completing six months of his or her principal course, except in certain circumstances.

5. SCOPE

This policy and procedure applies to all international students enrolled with the College on a student visa (subclass 500) and to all staff involved in managing the transfer of students to or from another CRICOS-registered provider. It governs the circumstances under which a release may be granted or refused in accordance with Standard 7 of the National Code 2018 and outlines the College's responsibilities in managing inbound and outbound transfer requests. The policy also applies to decisions related to transfer requests before and after completion of six months of the principal course of study, and includes associated recordkeeping and reporting obligations.

6. PROCEDURE

A. Students seeking to transfer TO the College from another registered provider

Step	Action	Responsibility
1	Receive an application from a student who is on-shore and currently undertaking study at another registered provider.	Admissions Team
2	Review the student's passport, study visa, and date of arrival in Australia to determine if they have completed 6 months of their principal course of study.	Compliance Officer
3	If the student has completed 6 months of study, proceed with the application as per standard enrolment procedures.	Compliance Officer
4	If the student has NOT completed 6 months of study, request evidence of their release from their current provider and verify that the release has been recorded in PRISMS.	Compliance Officer
5	If the student claims that their provider has entered the release in PRISMS without providing written confirmation, attempt to create a new CoE in PRISMS. If PRISMS indicates that the student is still enrolled with another provider, the application cannot proceed.	Compliance Officer
6	If the student is a government-sponsored student, request written support from their sponsor confirming the transfer.	Student Services Team Leader
7	If evidence of release is provided, proceed with the application as per standard enrolment procedures.	Admissions Team
8	If the student's original provider or course is no longer registered, or if government sanctions prevent continuation at their current provider, no formal release is required.	Compliance Officer

B. Students seeking to <u>transfer FROM the College</u> to another registered provider

Step	Action	Responsibility
1	The student submits a written request to transfer, along with an original valid enrolment offer from the new provider. The request will only be considered if the student has completed **six months** of their principal course unless exceptional circumstances apply.	Student Services Officer / Compliance Officer
2	Verify the student's financial status with the Student Services Team Leader to determine if fees are owed or if a refund is applicable.	Compliance Officer
3	Conduct an exit interview to discuss reasons for transfer, verify the enrolment offer, and make a copy of the offer letter.	PEO / Compliance Officer
4	Assess whether the transfer request is in the student's best interests, considering the following reasons for approval: • The student is experiencing compassionate or compelling circumstances (e.g., medical issues, family circumstances). • The student has been misled by the College, impacting their study decision. • The course is academically unsuitable for the student (e.g., they are not progressing, or the course does not meet their educational needs). • The student can demonstrate that reasonable efforts to address the issues at the College have been unsuccessful. • The transfer is necessary for the student's welfare, including cases where remaining at the College is detrimental to their well-being. • A government sponsor has approved the transfer. Ensure that there are no misleading recruitment practices involved.	Student Services Team Leader
5	If the transfer request is approved, provide written notification within 10 working days and update PRISMS. Inform the student to contact the Department of Home Affairs regarding visa implications.	Compliance Officer / Student Services Officer
6	Ensure all outstanding fees are paid and that any borrowed library books or equipment are returned before issuing the release.	Student Services Team Leader
7	If the request is denied, provide a written letter within 10 working days outlining the reasons for refusal and inform the student of their right to appeal within 20 working days through the College's Complaints and Appeals Policy.	Compliance Officer
8	Maintain records of the transfer request, the enrolment offer from the new provider, and the written decision.	Student Services Officer
9	Notify the Student Services Team Leader to prepare a Record of Results if applicable.	Student Services Officer

10	Email relevant personnel about the student's withdrawal to update records and arrange for the student's release	Student Services Officer
11	Issue a notification of release when: • The College's registration or accreditation is revoked. • Sanctions prevent the student from continuing. • A government sponsor supports the transfer	Compliance officer

7. POLICY IMPLEMENTATION

This policy will be made available to all staff members and stakeholders through the internal communication channels, the website and the Student Handbook.

8. REVIEW AND CONTINUOUS IMPROVEMENT

This Policy and Procedure will undergo an annual review, or sooner if required, to ensure it remains relevant and effective in guiding the operations and strategies or as needed to reflect any changes in the regulatory environment or operational practices.

Feedback will be collated and analysed and discussed at the monthly management meetings, for noting or action with any necessary changes documented in a Continuous Improvement Form and in the Continuous Improvement Register.

Document Control

Version number:	V1	Approved by:	PEO
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Standards: NC Standard 7			

Version Control

Version #	Changes	Approval By	Approval Date
1.0	Original Version	Preeti Singh	03/06/2025

Associated Documents

- Application for Student Transfer between Providers
- Continuous Improvement Form
- Continuous Improvement Register
- Notification of Release
- Notification of Refusal to Release