International Student Transfer Policy and Procedure

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Policy Statement	
Purpose	Glencoe Institute of Higher Education ('the Institute') *International Student Transfer Policy and Procedure* ('the Policy') outlines the framework for managing international student transfers between registered higher education providers in accordance with *Standard 7* of the *National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code)*. The Policy ensures that transfer decisions are made lawfully, equitably, and in the best interests of students, while maintaining full compliance with the *Education Services for Overseas Students Act 2000 (ESOS Act)*.
Scope	This Policy is applicable to all international students who are seeking to transfer between the Institute and another registered provider.
Definitions	For definitions, please refer to the *Dictionary of Terms.*

1. Policy Principles

Following are the key principles of this Policy:

a) The Institute is committed to upholding relevant Commonwealth and Western Australian legislation, including the *Higher Education Standards Framework (Threshold Standards) 2021 (HESF 2021)*, the *Tertiary Education Quality and Standards Agency Act 2011 (TEQSA Act),* the *ESOS Act,* and the *National Code*, to ensure lawful, fair and compliant management of international student transfers;
b) The Institute will assess all applications equitably while considering individual circumstances and prioritising the student's best interests;
c) The Institute is committed to ensuring student welfare and minimising disruption to learning outcomes when assessing or approving any transfer request, in alignment with *Standard 7.1(b)* of the *National Code;*
d) The Institute will ensure compliance with the *ESOS Act* by not admitting a student who is currently enrolled with another provider until the student has completed a minimum of six months of study with their principal provider;
e) The Institute will not impede students' transfer requests once they have successfully completed six months of their principal course at the Institute.

2. Roles and Responsibilities

a) The Academic Board oversees the implementation and evaluation of international student transfers and reports to the Executive Management Team and Governing Council to ensure effective governance and regulatory compliance;
b) Prospective students are responsible for providing honest and transparent information;
c) The Dean is responsible for decisions pertaining to the transfer of overseas students into or out of the Institute in accordance with this Policy;
d) Upon approval of the transfer request, the Student Support Officer who will generate a *Letter of Release* to the student for no additional charge;
e) The Student Support Manager is responsible for issuing a *Letter of Refusal* to the students in cases where a transfer request has been denied. The letter will clearly state the reason/s for the refusal and the student's rights to appeal.

3. Transfer to the Institute from Another Provider

a) The Institute will not admit a student who is currently enrolled with another registered provider until they have completed six months of their principal course, except under the circumstances outlined below. In accordance with *Standard 7* of the *National Code*, the "*principal course*" refers to the main course of study, typically the final course in a package as stated in the student's *Confirmation of Enrolment (CoE)*. The six-month restriction applies only to the principal course and not to any standalone preliminary or enabling course that precedes it:

i. The other registered provider has officially released the student;
ii. The other provider is no longer registered, or the course in which the student is enrolled is no longer offered;
iii. The original registered provider is subject to regulatory conditions that prevent the student from continuing their principal course;

b) The Institute will provide the student with a "*Conditional Letter of Offer*" specifying that acceptance of enrolment is contingent upon the student providing evidence *of* formal release from their current provider. Conditional offers will only be confirmed once the Letter of Release has been issued and the transfer recorded in the *Provider Registration and International Student Management System (PRISMS);*

c) Any applicant wishing to transfer to the Institute must follow the standard new student application process. The Institute may:

i. Seek permission to communicate with the current institution to verify the student's status;
ii. Confirm the student's course and personal details;
iii. Request that the student liaise with their principal provider to ensure the release is recorded in *PRISMS*.

d) If a release from the current provider is not approved and documented in *PRISMS*, the Institute will not finalise the student's application for transfer.

4. Transferring from the Institute to Another Provider

a) All outgoing transfer applications will be assessed in accordance with this Policy and the Institute's *Admission Policy and Procedure* to ensure regulatory compliance and alignment with entry and enrolment requirements;

b) The Institute may approve a transfer to another provider within the first six months of the principal course under the following circumstances:

i. The student has documented compassionate or compelling circumstances, as permitted under the *ESOS Act* and the *National Code*, and as outlined in the *Deferral, Suspension and Cancellation Policy*;
ii. The Institute is unable to deliver the course as outlined in the *Letter of Offer*;
iii. An appeal (internal or external) on another matter results in a decision or recommendation to release the international student.

Transfer approvals will take effect only at the conclusion of a teaching term, as mid-semester transfers will not be processed in order to avoid disruption to students' academic progression.

Applications will be assessed consistently and transparently. Students must provide supporting documentation. The Dean or nominee will assess applications against the Policy criteria and

issue a written outcome within 10 working days. Incomplete applications or those lacking sufficient evidence will not proceed until the required documentation is submitted.

c) A *Letter of Release* will be issued, at no cost to the student, once the student has provided a valid *Letter of Offer* from another *Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS)* registered provider;

d) The Institute will inform the student of their obligation to contact the *Department of Home Affairs (DHA)* for guidance on whether a new student visa is required;

e) The Institute reserves the right to deny a release or transfer request, at its discretion, if:

i. The student has not yet commenced their studies;
ii. The student has failed to attach a valid *Letter of Offer* of unconditional enrolment from a *CRICOS*-registered provider;
iii. The student has any outstanding financial obligations to the Institute. Obligations may include all fees, loans, or library fines;
iv. The student has been excluded or suspended from their course;
v. The Institute suspects that the student is attempting to avoid being reported to DHA for not meeting the Institute's attendance and/or academic progression requirements;
vi. The transfer is deemed detrimental to the student's welfare or future studies;
vii. The student applies to transfer to a lower *Australian Qualifications Framework (AQF)* level or non-*AQF* level course for which the original student visa was issued. Such transfer requests will ordinarily be denied, as moving to a lower qualification level may compromise the student's visa conditions under the *ESOS Act* and associated regulatory requirements.

f) All communications and records relating to student release requests, including assessments and decisions, will be retained in the student's file and logged in *PRISMS* as required. These records will be kept for two years after the student completes their studies, in line with the *Records Management Policy and Procedure.* Sufficient information will be retained indefinitely to enable the re-issuance of official academic documentation or to confirm enrolment history.

5. Refund of Fees

The provision of the Institute's *Refund Policy and Procedure* will apply when a student's request for release is granted.

6. Appeals

Students have the right to appeal a decision made under this Policy if they believe it is inconsistent with the Policy or due to administrative error. Appeals will be managed in accordance with the Institute's *Student Grievance Management Policy and Procedure*.

In compliance with *Standards 7.5, 8,* and *10* of the *National Code*, the Institute ensures that transfer requests and appeals do not compromise a student's visa conditions or study requirements. No refusal decision will be reported in *PRISMS* until all internal appeal avenues are exhausted, the student withdraws their appeal, or the outcome supports the Institute's original decision.

Students will be given 20 working days to lodge an appeal before any refusal decision is finalised in PRISMS.

7. Review and Evaluation

This Policy will be reviewed at least every two years, or earlier if required due to changes in legislation, regulatory requirements, technological developments within professional and industry sectors, or institutional priorities, to ensure its ongoing relevance, accuracy, and effectiveness.

Version Control

Version	Date of Approval	Approved By	Related Documents
1.1	14 August 2025	Academic Board	Refund Policy and Procedure Records Management Policy and Procedure Student Grievance Management Policy and Procedure Deferment, Suspension and Cancellation Policy and Procedure Student Code of Conduct Admission Policy and Procedure
Benchmarking Institutions			Ikon Institute of Australia Lead College Macquarie University Scots English College AIE Institute Pty Ltd Crown Institute of Higher Education
Policy Owner			Dean
Legislations			Higher Education Standards Framework (Threshold Standards) 2021 (Cth) (HESF 2021) Education Services for Overseas Students Act 2000 (Cth) (ESOS Act) National Code of Practice for Providers of Education and Training to Overseas Students 2018 (Cth) (National Code) Tertiary Education Quality and Standards Agency Act 2011 (Cth) (TEQSA Act) Australian Qualifications Framework (AQF) Fair Trading Act 2010 (WA) Australian Consumer Law (WA) State Records Act 2000 (WA) Freedom of Information Act 1992 (WA) Equal Opportunity Act 1984 (WA)
National Code of Practice for Providers of Education and Training to Overseas Students 2018 (Cth)			Standard 7; Standard 7.1; Standard 8; Standard 10.