



CRICOS Provider Number: 02915G

# TRANSFER OF STUDENTS BETWEEN THE PROVIDERS

## POLICY & PROCEDURE GUIDELINE

<b>Governance</b>	NC- Standard 7		
<b>Policy Reference No:</b>	DIC-002	<b>Version No:</b>	3.4
<b>Commencement Date:</b>	January 2008	<b>Review Date:</b>	July 2026
<b>Persons/Areas affected</b>	All staff		
<b>Policy</b>	<p>This policy/procedure supports ‘<b>Standard 7</b> – Transfer between registered providers’ of the ‘National Code of Practice for Registration Authorities &amp; Providers of Education &amp; Training to Overseas Students 2018’.</p> <p>Under this standard, provider is restricted from enrolling transferring students prior to the student completing 6 months of their principal course. This policy details the procedures for assessing applications to transfer within this period. Students who have studied longer than this period can apply as normal, and no letters of release need to be sighted or produced. The policy is to ensure that it does not enroll any transferring international student prior to the 6 months of their principal course being completed unless that student has a valid letter of release agreeing to such a transfer and the below procedures will be implemented. The following procedures have been separated into ‘Incoming students’ and ‘Outgoing students’.</p>		
<b>Definitions</b>	<p>‘<b>RTO</b>’ means ‘Registered Training Organisation’</p> <p>‘<b>NC</b>’ means ‘National Code of Practice for Providers of Education &amp; Training to Overseas Students 2018’</p> <p>‘<b>Principal Course</b>’ means the main course of study to be undertaken by an overseas student where the student visa has been issued for multiple courses and is usually the final course of study. The first six months is calculated as six calendar months from the date an overseas student commences their principal course.</p> <p>‘<b>Incoming Students</b>’ means the student transferring to DIC.</p> <p>‘<b>Outgoing Students</b>’ means the student transferring from DIC to another Provider.</p>		

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## Procedure- Incoming Students

Any requests that are received in relation to a student wishing to transfer education providers shall be the responsibility of the Administration.

The admin staff shall assess the applications to transfer education providers and conclude an outcome based on the following procedure for ***Incoming Students***.

The following procedure is relevant to any student who applies for a course within DIC and is currently studying onshore with another registered provider.

- The applicant must provide a copy of their COE and a copy of Passport with appropriate Student visa (Original Passport to be sighted).
- Admin staff accesses student information via PRISMS to determine if the student has completed more than 6 months of their current principal course.
- They retrieve a copy of the PRISMS record and attach it to the student's application for further review and consideration.
- If they have completed more than 6 months of their principal course of study, the application process proceeds as for all offshore students.
- Where a student has NOT completed 6 months of their principal course of study, PRISMS is to be checked to ascertain if the student has been released from their current provider.
- To support the application, they can be provided with a Letter of Offer which clearly states that an offer of a place is contingent on their obtaining a letter of release.
- If the current provider provides a Release on PRISMS, the application proceeds as for all international applicants
- If the student has no outstanding fees to be paid to the prior institution or other outstanding matters of concern, the application proceeds as for all international applicants.
- If the current provider has not updated PRISMS to indicate that the student has been released, the application process is paused. The student is informed that they cannot transfer at this time but are welcome to reactivate their application once the 6-month period has elapsed.

**Note:** After completing six calendar months of the principal course, an overseas student can transfer without needing to meet one of these conditions.

Admin must ensure that the student has completed at least six months of his or her principal course of study unless:

- The releasing registered provider has ceased to be registered, or the course has ceased to be registered.
- The releasing registered provider has updated PRISMS with the letter of release.
- The releasing registered provider has sanction imposed on its registration by the Australian government or state or territory government that prevents the student from continuing his or her principal course.
- Any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.

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- **NOTE:** Evidence of the above occurrence would need to be placed in the student file.



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## Procedure- Outgoing Students

The following procedure is relevant to DIC students wishing to transfer to another education provider prior to completing six (6) months of their principal course of study.

- Provide the student with advice on DIC's procedures for applying for course transfer, including the need to formalize the request in writing stating the reasons for which they desire to transfer their course enrolment to another provider.
- Student to make a written request to Student Administration to transfer to another provider.
- Advise the student that their request may take as long as, but not extend past a 10 working days assessment period.
- The only reason a 'release letter' shall be issued if:
  - The DIC has cancelled/ceased to offer program (letter from DIC supplied)
  - Government sponsors consider the change to be in your best interest, if you are a sponsored student (written confirmation from sponsor required).
  - Exceptional circumstances or compassionate grounds can be established, such as undue hardship or sickness in the family that prevents travel to or from the course provider's training location (documentation required to support circumstances). It needs to be of a kind that are beyond the control of the overseas student. These could 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; or
    - ☐ 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)
  - ☐ Where 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 enroll.

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## Procedure- Outgoing Students

- DIC has assessed that it is in the best interest of the student such as (but is not limited to following):
  - ☐ 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 that registered provider's intervention strategy to assist the overseas student in accordance with Standard 8 (Overseas student visa requirements)
  - ☐ There is evidence that the overseas student's reasonable expectations about their current course are not being met.
  - ☐ there is evidence that the overseas student was misled by the registered provider or an education or migration agent regarding the registered provider 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.
- Provide the letter of release only after the student has provided a letter indicating a valid enrolment offer from another registered provider.
- While assessing the transfer request applications student Admin will make sure that the student must attend the interview with CEO or Admin to explain the reasons for the transfer.
- In assessing the application to transfer, Admin will check the following points:
  - Ensure any outstanding fees are paid.
  - Ensure the student is fully aware of all issues relating to the transferring of providers.
  - Check student records to ensure the student is not trying to avoid being reported to the Department of Home Affairs due to lack of course progress.
  - Check if Compelling and Compassionate reasons exist.
  - Check if the course is academically unsuitable for a student- for example if the course does not meet the student's educational or developmental needs.
- Once the Admin has addressed the above points, the information regarding the student's release is entered into PRISMS. The release process is provided to the student at no cost. The student will also be advised of the need to contact the Department of Home Affairs and obtain a new visa if the course they transfer to is not a Higher Education / VET course. Any issues will be reported to the CEO. The admin must report the student's termination of studies via PRISMS as per the [Factsheet](#) (How to manage student transfers in PRISMS).
- The above process should not take more than 48 hours once the student has provided the necessary documentation.

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## Procedure- Outgoing Students

- The approval of transfer of a student to another institution does not indicate the agreement to provide any refund. Refunds are governed by the refund policy independent of this policy.
- In accordance with ESOS National Code, Standard 7.2.3, circumstances which are not considered reasonable to approve the request of release includes following (but not limited to):
  - ☐ The student does not have a valid offer letter from a CRICOS registered provider.
  - ☐ The course for which the student is proposing to enroll in with the other provider is similar to or the same as the course in which the student is currently enrolled at DIC.
  - ☐ Student has 'Change of mind'
  - ☐ Student expresses difficulty in course progress and seeks release letter without asking for assistance from the Trainer/Assessor.
  - ☐ Where the primary reason for the request is based on a personal preference, such as wishing to experience living in another city in Australia or wishing to live and/or study with friends enrolled at another registered provider, staying closer to relatives – unless the student demonstrates that refusal would involve significant social and/or academic detriment.
  - ☐ Where DIC is concerned that the student's application to transfer is a consequence of the adverse influence of unqualified party/person.
  - ☐ Where the student has pending fees.
  - ☐ Where DIC believes that the student is trying to avoid being reported to the Department of Home Affairs for failure to meet Academic progress
- Letter of Release can be granted if it is self-evident after the assessment of the application that it is in the best interest of the student or the student falls under the category of compelling and compassionate circumstances.
- DIC will notify the overseas student in writing the reason for refusing the transfer request and about the complaints and appeals process (in accordance with standard 10) within 20 working days.
- If the student didn't access the DIC's Complaints and appeals process within 20 working days of the refusal letter being sent or the whole process is finalized, or the student withdraws their appeal then it will be deemed finalized.
- Transfer request outcomes will be recorded in PRISMS as per the [Factsheet](#) (How to manage student transfers in PRISMS).
- DIC will maintain the records of all requests from overseas students for a release and the assessment of, and decision regarding, the request for 2 years after the student ceases to be an accepted student.

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SUMMARY OF CHANGES:

ISSUE DATE	CHANGE
April - 2008	Version 1.1 - Full Revision
August - 2012	Version 2.0 - Full Revision
February-2013	Version 2.2- Partial Revision
March - 2013	Version 2.3- Partial Revision
June-2015	Version 2.4- Partial Revision
April – 2018	Version 3.0- Full Revision
April-2021	Version 3.1- Partial Revision
March-2024	Version 3.2 Partial Revision
Jan-2025	Version 3.3 Full Revision
July-2025	Version 3.4 Full Revision

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