

# Student Transfer Policy

## 1. Purpose

This policy establishes the requirements and procedures for assessing and managing student transfer requests. It ensures RTO 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 RTO on a student visa, other study visa (No study limit) 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.                                                                                                                                                                |
| RTO                                       | In this policy, the term 'RTO' (Registered Training Organisation) refers to Melbourne Institute of Australia Pty Ltd, T/A Melbourne Institute of Australia (RTO Code: 46139, CRICOS Code: 04217F), except where otherwise stated in legislative references. |

## 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

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### 5. Policy Statement

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

In alignment with Standard 7, RTO 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 the RTO's Feedback, Complaint and Appeal Policy
- 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 the RTO.

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### 6. Step-by-Step Procedure

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

| Step | Action                                     | Responsibility                                      | Guidance/Details                                                                                  |
|------|--------------------------------------------|-----------------------------------------------------|---------------------------------------------------------------------------------------------------|
| 1    | Obtain a Letter of Offer from new provider | Student                                             | Letter must be from a CRICOS-registered provider.                                                 |
| 2    | Collect and complete Transfer Request Form | Student                                             | Available at Reception or Student Services.                                                       |
| 3    | Attach required documents                  | Student                                             | Includes: Letter of Offer, academic transcript, medical or support documentation (if applicable). |
| 4    | Submit transfer request                    | Student                                             | Submit form + documents to Student Services.                                                      |
| 5    | Acknowledge receipt                        | Administration Office                               | Acknowledge in writing within 2 working days.                                                     |
| 6    | Assess application                         | Compliance Manager/ Delegate                        | Assess reasons and documents: academic, health, personal, or compassionate circumstances.         |
| 7    | Make decision                              | Compliance Manager & Academic Manager (if required) | Must decide within 10 working days.                                                               |
| 8    | Inform student of outcome                  | Administration Manager                              | If approved: update PRISMS. If refused: give written notice with appeal info.                     |
| 9    | Appeals (if needed)                        | Student                                             | Lodge appeal under Complaint & Appeal Policy within 20 working days.                              |
| 10   | Update records                             | Administration Officer                              | Retain all records 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 Student Services.                          |
| 3    | Attach supporting documents    | Student                      | Include offer letter, transcripts, any personal or medical documentation. |
| 4    | Submit request                 | Student                      | Submit full application to Student Services.                              |
| 5    | Assess application             | Compliance Manager/ Delegate | Evaluate based on attendance, academic progress, and valid reasons.       |
| 6    | Decide on outcome              | Compliance Manager/ Delegate | Must decide within 10 working days.                                       |
| 7    | Notify student                 | Administration Manager       | Inform student in writing.                                                |
| 8    | PRISMS update                  | Admin/ Compliance Officer    | If approved, update PRISMS for release.                                   |
| 9    | Appeals                        | Student                      | Follow RTO Complaints and Appeals Policy.                                 |
| 10   | Finalise and record            | Administration Officer       | Keep all documentation and update student record.                         |

### C. Transfer Request from Another Provider to RTO

| Step | Action                      | Responsibility         | Guidance/Details                                                |
|------|-----------------------------|------------------------|-----------------------------------------------------------------|
| 1    | Apply to RTO                | 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          | Administration Manager | Confirm eligibility, evaluate academic history and documents.   |

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| Step | Action              | Responsibility               | Guidance/Details                                                    |
|------|---------------------|------------------------------|---------------------------------------------------------------------|
| 5    | Make decision       | Admin/<br>Compliance Officer | If approved, proceed with next steps.                               |
| 6    | Issue CoE           | Admissions Team              | If accepted, issue CoE to finalise transfer and enable visa update. |
| 7    | Notify student      | Administration Manager       | Provide outcome via email and/or letter.                            |
| 8    | Appeals (if needed) | Student                      | Lodge as per Feedback, Complaint and Appeal Policy.                 |
| 9    | Recordkeeping       | Administration Officer       | Retain full documentation securely.                                 |

### D. Internal Course Transfer – Within RTO

| Step | Action                           | Responsibility                  | Guidance/Details                                                     |
|------|----------------------------------|---------------------------------|----------------------------------------------------------------------|
| 1    | Complete Course Transfer Form    | Student                         | Form available at Reception or Student Services.                     |
| 2    | Provide supporting documents     | Student                         | Academic transcript, attendance report, reasons for transfer.        |
| 3    | Get Academic Department sign-off | Student / Faculty               | Approval from course coordinator.                                    |
| 4    | Submit full application          | Student                         | Submit to Student Services.                                          |
| 5    | Assess application               | Academic Coordinator            | Check course suitability, space availability, and visa implications. |
| 6    | Make decision                    | Compliance Manager/<br>Delegate | Must finalise outcome within 10 working days.                        |
| 7    | Update enrolment                 | Administration Officer          | Issue new CoE if required.                                           |
| 8    | Inform student                   | Administration Manager          | Send written notice of decision.                                     |

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| Step | Action        | Responsibility | Guidance/Details                             |
|------|---------------|----------------|----------------------------------------------|
| 9    | Appeals       | Student        | Use Feedback, Complaint & Appeal Policy.     |
| 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    | Assess application       | Compliance Manager/<br>Delegate | Ensure new course doesn't conflict with visa or principal course requirements. |
| 3    | Approve concurrent study | Compliance Manager/<br>Delegate | If compliant, issue CoE for additional course.                                 |
| 4    | Recordkeeping            | Administration Officer          | Document and monitor student's primary course progression.                     |