

# Students Transfer Policy and Procedure – International Students

## 1. Purpose

This document describes the policies and management relating to a request to transfer to another provider by an international student

## 2. Scope

This policy and procedure apply to all international students on a student visa, who are enrolled at The Gordon in a CRICOS registered course.

## 3. Policy

The [National Code of Practice for Providers of Education and Training to Overseas Students \(National Code\)](#) sets nationally consistent standards that govern the protection of international students and delivery of courses to those students by providers registered on CRICOS. The National Code is a legislative instrument of the ESOS Act and is legally enforceable under Part 4. Detailed information on The ESOS Legislative Framework can be found on the [International staff portal page](#)

Standard 7: Overseas student transfers restrict student transfers in the first 6 months of their primary course of study. The registered provider must have and implement a documented policy and process for assessing overseas student transfer requests prior to the overseas student completing six months of their principal course.

Fees and charges will be managed according to *Withdrawal and Refund Policy STS PO 06*.

### 3.1 Student Transfer request to another registered provider prior to completing six months of principal course

To request transfer, international students must lodge a written request to transfer with applicable supporting evidence and a valid enrolment offer from another registered provider.

Requests to be submitted via *International Student Request / Notification Form INT FO 02.01*.

The transfer request will be considered and assessed against the student's best interest, including but not limited to:

- 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 registered providers intervention strategy to assist the overseas student in accordance with Standard 8 (Overseas student visa requirements)
- There is evidence of compassionate or compelling circumstances
- The registered provider fails to deliver the course as outlined in the written agreement
- There is evidence that the overseas student's reasonable expectations about their current course are not met
- There is evidence the student was misled by the registered provider or education agent regarding the provider or its course and the course is unsuitable to the study objectives
- An appeal results in a recommendation to release the student.

The following reasons shall not be considered compassionate or compelling circumstances for the purpose of transfer of provider:

- Distance from campus and/or accommodation issues. Students are considered to have been aware of The Gordon campuses and their location prior to acceptance of their offer.
- Financial difficulties (unless evidence of bankruptcy of financial sponsor or illness of financial sponsor can be demonstrated).
- Evidence of deliberate failure or poor attendance.
- Lack of understanding of The Gordon's Tuition Fee and Refund Policies.
- A desire to move to another institution to be close to friends.

Transfer requests will be processed within 2 working days. Students will receive an outcome response via email.

Where a transfer request is approved, The International Office shall

- Issue a letter of release at no cost to the student
- Process release and update the student's enrolment in PRISMS
- Advise the student to contact Department of Home Affairs to seek advice regarding their student visa

Where a transfer request is refused, the student shall be informed of the reasons for the outcome and their right to appeal the decision in accordance with *Complaints and Appeals Policy RISK PO 09*, within 20 working days.

The student's refusal status will not be updated in PRISMS until the appeals process is completed in favour of The Gordon, or the student has not accessed the complaints and appeals process within the 20 working day period, or student withdraws from the process.

### 3.2 Student has completed six calendar months of the principal course

To request transfer, international students must lodge a written request with a valid enrolment offer from another registered provider. The request will be assessed as course withdrawal.

Requests to be submitted via *International Student Request / Notification Form INT FO 02.01*.

### 3.3 Student request to transfer to The Gordon from another provider

The Gordon must not knowingly enrol an overseas student seeking to transfer from another registered provider prior to the student completing six months of the principal course, except in the following circumstances:

- The releasing registered provider, or the course in which the student is enrolled, has **ceased to be registered**
- The releasing **registered provider has had a sanction imposed** on its registration by the ESOS agency that prevents the student from continuing the course at that registered provider
- The releasing registered provider **has agreed** to the student's release and recorded the date of effect and reason for release in PRISMS
- Any **government sponsor** of the students considers the change to be in the student's best interests and has provided written support for the change.

Students are required to complete the application process and assessed as a new application as per *Admission and Selection Policy and Procedure – International Students INT PR 03*. Where the prospective student hasn't completed six months of the principal course, the student is required to provide a letter of release from the registered provider.

### 3.4 Student requests to transfer to another Gordon course

Students who are currently enrolled in a Gordon course may apply to transfer to another Gordon course. Students will need to meet all Selection and Admission criteria as per the *Admission and Selection Policy and Procedure – International Students INT PR 03*.

#### 4. Procedure

Action	Responsibility	Guidance
<b>Transfer request FROM the Gordon prior to completing six months of principal course</b>		
Transfer request	Student	Student complete <i>International Student Request / Notification Form INT FO 02.01</i> and submit to International Office. A valid offer letter from registered provider must be provided.
Assess transfer request	Manager Commercial Operations	Assess request and deliver outcome via email within 2 working days.
Advise and process outcome	International Officer / Manager Commercial Operations	If approved, International Officer will issue release letter, process release in PRISMS, update student records in eCentral, and inform program area. If rejected, Manager Commercial Operations will issue refusal letter with reason for outcome.
Complaints and Appeals process	Student	If release rejected, student has the right to access Complaints and Appeals process within 20 working days.
Record transfer request outcome according to appeal	International Officer	Record transfer request outcome in PRISMS and eCentral according to the outcome of appeal. Inform program area.
<b>Transfer request FROM the Gordon after completing six months of principal course</b>		
Transfer request	Student	Student complete <i>International Student Request / Notification Form INT FO 02.01</i> and submit to International Office. A valid offer letter from registered provider must be provided.
Process request	International Officer / Manager Commercial Operations	Process course withdrawal according to <i>Withdrawal and Refund Policy STS PO 06</i> . Cancel CoE in PRISMS and record request in eCentral Inform program area.

#### 5. Responsibilities

Position	Responsibility / Governance
Executive Director Commercial Business	Unless otherwise stated in this procedure the Executive Director Commercial Business is responsible for the issue, revision, re-issue and authorisation of this document.
Manager Commercial Operations	For the management of student transfers in alignment with the ESOS framework.
International Officer	For the review, monitoring and action of student transfers.

#### 6. Definitions

The following terms and abbreviations are specific to this procedure:

Name	Description
Compassionate or compelling circumstances	Compassionate or compelling circumstances should be beyond the control of the student and which have an impact upon the overseas student's course progress or wellbeing. These could include, but are not limited to: <ul style="list-style-type: none"> <li>• Serious illness or injury, where a medical certificate states that the overseas student was unable to attend classes;</li> <li>• Bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided);</li> <li>• Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the overseas student's studies; or</li> <li>• A traumatic experience, which could include:</li> </ul>

	<ul style="list-style-type: none"> <li>○ involvement in, or witnessing of a serious accident; or</li> <li>○ 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); or</li> <li>● 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 enrol.</li> </ul>
Confirmation of Enrolment (CoE)	A document, provided electronically, which is issued by the registered provider to intending overseas students and which must accompany their application for a student visa. It confirms the overseas student's eligibility to enrol in the particular course of the registered provider.
CRICOS	The Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) is the register prescribed under section 14A of the ESOS Act
Principal Course of Study	The principal course of study refers to the main course of study to be undertaken by an overseas student where a student visa has been issued for multiple courses of study. The principal course of study would normally be the final course of study where the overseas student arrives in Australia with a student visa that covers multiple courses. For example, where a student is enrolled in the 2-year cookery hospitality package, the Diploma of Hospitality Management is the principal course.
PRISMS	The Provider Registration and International Student Management System (PRISMS) is an Australian Government secure online system that allows providers to issue confirmations of enrolment (CoEs). Australian Government agencies use PRISMS to monitor student compliance with visa conditions and provider compliance.

## 7. Key Aligned Internal Documents

Refer to the [Operational Management System \(OMS\)](#) for copies of all policies, procedures and supporting documents.

*Monitoring Attendance and Course Progress Policy and Procedures – International Students INT PR 01*

*Admission and Selection Policy and Procedure – International Students INT PR 03*

*International Student Request / Notification Form INT FO 02.01*

*Deferring, Suspending or Cancelling A Student's Enrolment (for international students) INT PO 02*

*Fees and Charges Policy STS PO 04*

*Withdrawal and Refund Policy STS PO 06*

*Complaints and Appeals Policy RISK PO 09*

*Student Misconduct Management Procedure RISK PR 08*

*Student Conduct Policy RISK PO 08*

*Critical Incident Management RISK PR 06*

## 8. Key Aligned Legislation / Documents

[ELICOS Standards 2018](#)

[Education Services for Overseas Students Act 2000](#)

[National Code of Practice for Providers of Education and Training to Overseas Students 2018](#)

## 9. Review and Approval

<b>Business Process Owner</b>	Executive Director, Growth & Student Experience		
<b>Endorsed by (if applicable)</b>	Not applicable	<b>Endorsed Date</b>	
<b>Approved by (if applicable)</b>	Not applicable	<b>Approved Date</b>	14 November 2024

<b>Review schedule</b>	This procedure will be reviewed every 3 years (or earlier as required)
<b>Date of next review</b>	14 November 2027

<b>Minor Structure changes outside of Review schedule</b>		
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