

# Students Transfer Policy and Procedure – International Students

## 1. Statement of policy

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

## 2. Scope

This policy applies to all onshore international students on a student VISA who apply for admission or are enrolled at The Gordon.

## 3. Definitions

**Compassionate or compelling circumstances:** circumstances should be beyond the control of the student and the grounds are supported by substantiating documentation. Examples of compassionate or compelling circumstances are:

- Illness of the student or immediate family member evidenced by a medical certificate.
- Death of a student's immediate family member evidenced by a death certificate.

Other compassionate grounds where adequate evidence can be provided to show cause for release:

- significant natural disaster in home country
- political instability in home country
- mental health illness or significant personal issues, evidenced by a psychological or medical report of a nature that would warrant release
- a traumatic experience that the student is involved, i.e. serious accident, serious crime
- 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.

**Principal Course of Study:** The principal course of study is the main or final course to be undertaken by an international student visa holder where the enrolment covers multiple courses in its scope (as stated on the Confirmation of Enrolment). For example where a student is enrolled in an ELICOS and diploma course, the diploma course 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.

## 4. Policies principles

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](#)

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

### Standard 7: Overseas student transfers

International students cannot transfer between registered providers prior to completing six calendar months of their principal course.



GORDON INSTITUTE OF TAFE

(ABN 27 241 053 246 RTO 3044 CRICOS 00011G)

Private Bag 1, Geelong Mail Centre, Victoria, Australia

P +61 3 5225 0800 [www.thegordon.edu.au](http://www.thegordon.edu.au)

#### 4.1 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 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).
- Transfer to a course at a lower AQF level.
- Transfer to a similar course with another provider.
- Evidence of deliberate failure or poor attendance.
- Lack of understanding of The Gordon's Tuition Fee and Refund Policies.
- Transfer to a course outside the student's previous area of study (unless valid reason can be provided).
- 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 requesting a transfer. The student will be advised to contact Immigration to seek advice on whether a new student visa is required.

Where a transfer request is refused, the student shall be informed of the reasons for the outcome and their right to appeal the decision consistent with *Complaints and Appeals Policy QA PO 10*, 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.

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

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

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

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#### 4.3 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 provide a letter of release from the registered provider.

All records relating to the request to transfer will be recorded in eCentral against the student record and PRISMS.

#### 4.4 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 *Selection and Admissions Policy INT PR 03*.

## 5. Procedure

### Transfer request FROM the Gordon prior to completing six months of principal course

ACTION	RESPONSIBILITY	GUIDANCE
Transfer request	Student	Student complete <i>International Student Request / Notification Form INT FO 02.01</i> and send 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, and update student records in eCentral  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

### Transfer request FROM the Gordon after completing six months of principal course

ACTION	RESPONSIBILITY	GUIDANCE
Transfer request	Student	Student complete <i>International Student Request / Notification Form INT FO 02.01</i> and send 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

Transfer request TO The Gordon from another provider prior to completing six months of principal course

ACTION	RESPONSIBILITY	GUIDANCE
Apply to the Gordon	Student	Submit application according to <i>International Selections and Admission Policy</i>
Assess application	International Officer / Manager Commercial Operations	Assess whether release is required, advise the student where appropriate Assess application according to <i>International Selections and Admission Policy</i>

## 6. Responsibilities / Governance

POSITION	GOVERNANCE / RESPONSIBILITY
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

## 7. Key Aligned Internal Documents

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

*Progress and Attendance Monitoring for International Students INT PR 01*

*Selection and Admissions Policy INT PR 03*

*International Student Request / Notification Form INT FO 02.01*

*Withdrawal and Refund Policy STS PO 06*

*Complaints & Appeals Policy QA PO 10*

*Student Misconduct Management QA PR 11*

*Student Conduct Policy QA PO 12*



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	<b>POSITION</b>	<b>AREA</b>
<b>Business Process Owner</b>	Executive Director	Commercial Business
<b>Endorsed by (if applicable):</b>	Nil	
<b>Ratified by (if applicable):</b>	Nil	
<b>Review schedule:</b>	This policy will be reviewed every 3 years / annually (or earlier as required)	
<b>Last reviewed / updated:</b>	5 November 2021	