INTERNATIONAL STUDENT TRANSFER BETWEEN PROVIDERS POLICY AND PROCEDURE

1. Overview

The ESOS regulatory framework[1] restricts approved providers of courses to international students ("registered providers") from enrolling transferring students prior to the student completing the transfer restriction period[2] of their principal course of study[3].

This policy is designed to ensure that Skyline Higher Education Australia ("SHEA") does not enrol any transferring international student prior to the transfer restriction period of their principal course being completed, unless that student has valid evidence, such as a letter or an email from another registered provider agreeing to such a transfer, and which is recorded in PRISMS, or if other specific conditions are met.

This policy also details the procedures for assessing applications to transfer from SHEA to another registered provider within the transfer restriction period of a student's principal course.

2. Students seeking to transfer to SHEA from another registered provider

SHEA will not recruit or knowingly enrol an international student wishing to transfer from another registered provider prior to the student completing the transfer restriction period of their principal course of study except in the following circumstances:

- the student has been released from another registered provider and the release has been recorded with the date of effect and reason for release in PRISMS;
- the original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered;
- the original registered provider has had a sanction imposed on its registration by the government that prevents the student from continuing their principal course of study;
- a government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.

International students seeking to transfer to SHEA must comply with SHEA's admissions procedures and meet the course entry requirements.

Procedure

Where an international student seeks to transfer **from** another registered provider before they have completed the transfer restriction period of their principal course of study, the following procedure will apply:

2.1 SHEA receives an application from a student who is on-shore and is currently undertaking study at another registered provider.

2.2 Utilising information from the student's passport, including their study visa and the date the student arrived in Australia, SHEA will determine if the student has completed the transfer restriction period of their principal course of study with the other registered provider.

2.3 If the student has completed the transfer restriction period in their principal course of study, the application process proceeds as for all other on-shore international student applications.

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1 Refer to *ESOS Compliance Framework [POL033]*

2 During the period from 2 October 2026 until 30 June 2027 the transfer restriction period will be 12 months and from 1 July 2027 will revert back to 6 months

3 A principal course of study is usually the final course of study undertaken by the student. For example, if an international student is studying an English language program followed by a Bachelor program, the Bachelor degree is considered the principal course

2.4 If the student has not completed the transfer restriction period in their principal course of study they are required to provide evidence of their release from the registered provider they are currently studying with. SHEA will provide the student with a "conditional" letter of offer which clearly states that an offer of a place is contingent on their obtaining a letter of release from the registered provider with whom they are currently studying.

2.5 If the student is a government sponsored student, they are required to provide written support from their sponsor agreeing to the change which will stand in place of a letter of release.

2.6 Once a release from the original provider is received, the application proceeds as for all other on-shore international student applications (refer *Student Admissions Policy and Procedure*).

2.7 In the circumstances where the original registered provider or course has ceased to be registered, or sanctions have been placed on the original institution by the Australian government which do not allow the student to continue with the course, no formal release is required.

3. Students seeking to transfer from SHEA to another registered provider

SHEA does not provide a release to international students wishing to transfer to another registered provider prior to completing the transfer restriction period of their principal course with SHEA.

However, in assessing such a request, the following factors will be taken into account. SHEA may release students prior to completing the transfer restriction period of their principal course in cases where the transfer is in the student's best interests and:

- there is evidence of compassionate or compelling circumstances;
- not transferring could be considered detrimental to the student;
- the student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with SHEA's intervention strategy to assist the student;
- SHEA fails to deliver the course as outlined in the written agreement;
- a student can provide evidence that the student was misled by SHEA or an education or migration agent regarding SHEA or its course which constitutes a breach of the ESOS Act 2000;
- there is evidence that the student's reasonable expectations about their current course are not being met
- an appeal (internal or external) on a matter results in in the student wishing to seek a transfer, supports the student.

Where a release is granted it will be issued to the student at no cost and will advise the student of the need to contact the Department of Home Affairs (DHA) to seek advice on whether a new student visa is required.

The circumstances which SHEA considers as reasonable grounds to refuse a transfer are as follows:

- the student requesting a transfer does not have a clear understanding of what the transfer represents to their study options;
- the student has not made an attempt to discuss the reasons for seeking a transfer with SHEA support team;
- the student has outstanding course fees owing to SHEA;

- it is suspected that the student is seeking to transfer to another registered provider only to avoid being reported to the relevant government department for failure to meet academic progress requirements.

Where it is assessed that one of the above factors applies, the student's request for a release may be refused.

In the circumstance that SHEA does not grant a release, the student will be provided with written reasons for the refusal and informing the student of their right to appeal the decision through SHEA's grievance procedures within twenty (20) working days (refer to the *Student Grievance Handling Policy and Procedure [POL024]*).

SHEA will not finalise the student's refusal status in PRISMS until the appeal finds in favour of SHEA, or the student has chosen not to access the complaints and appeals processes within the 20 working day period, or the student withdraws from the process.

Students will be advised of the outcome of the assessment of their request for release within 5 working days of the request being submitted.

SHEA will maintain records of all requests from students for a release and the assessment of and decision regarding the request on the student's file for at least two years after the student ceases to be an accepted student.

Procedure

The following procedure applies to international students wishing to transfer from SHEA to another registered provider within the transfer restriction period of commencement of their principal course of study:

3.1 The international student will present, in person, to the Registrar or Student Services Officer and provide a written request that they wish to transfer from SHEA to another registered provider. The Registrar will arrange an exit interview where the student will provide an original copy of a valid offer from the registered provider to which the student wishes to transfer.

3.2 The Registrar will check the financial status of the student to determine if there are fees owing or if the student is entitled to a refund under SHEA's refund policy. The Registrar will advise the student if there are any fees owing and discuss how payment will be settled or, if a refund is due, how much will be refunded and when. The Registrar will also check to see if there are any library books or other items on loan to the student and make arrangements for their return.

3.3 During the exit interview, the Registrar will:

- discuss the reasons for the student wishing to transfer to another registered provider;
- sight the original offer letter from the registered provider that the student wishes to transfer to; and
- make a copy of the offer letter.

3.4 Following the exit interview, the Registrar will make an assessment of student's request for a transfer to another registered provider taking into account the factors mentioned above and come to a decision on whether to provide the student with a release.

3.5 If the Registrar agrees to the student's request for a transfer to another registered provider, they will advise the students in writing within 5 working days that letter of release is available at the office. The release will be provided to the student at no charge and will advise the student of the need to contact DHA to seek advice on whether a new student visa is required.

3.6 The student must, if applicable, pay any outstanding fees or return any library books or equipment before receiving the release.

3.7 If the Registrar denies the student's request for a transfer to another registered provider, the student will be provided with the reasons to refuse the request within 5 working days and will be informed of their right to appeal the decision through SHEA's grievance handling procedures.

3.8 The request for transfer to another registered provider, a copy of the offer letter from the other registered provider and a copy of the written advice to the student of the decision will be placed on the student's file.

3.9 The Registrar will ensure that the following tasks are undertaken:

- Notify DHA through PRISMS that the student has transferred to another registered provider;
- a Record of Results/Academic Transcript is prepared for the transferring student, if applicable;
- email the relevant personnel advising them that the student has withdrawn from the course so that records can be updated.

3.10 A release will always be granted when or if:

- there is evidence of compassionate or compelling circumstances
- SHEA fails to deliver the course as outlined in the written agreement
- there is evidence that the overseas student was misled by the registered provider or an education or migration agent
- there is evidence that the overseas student's reasonable expectations about their current course are not being met
- an appeal (internal or external) on another matter results in a decision or recommendation to release the overseas student
- SHEA's registration or accreditation has been revoked;
- sanctions imposed on SHEA by the government prevent the student from continuing in the course;
- a government sponsor deems that the transfer is in the best interest of the student.

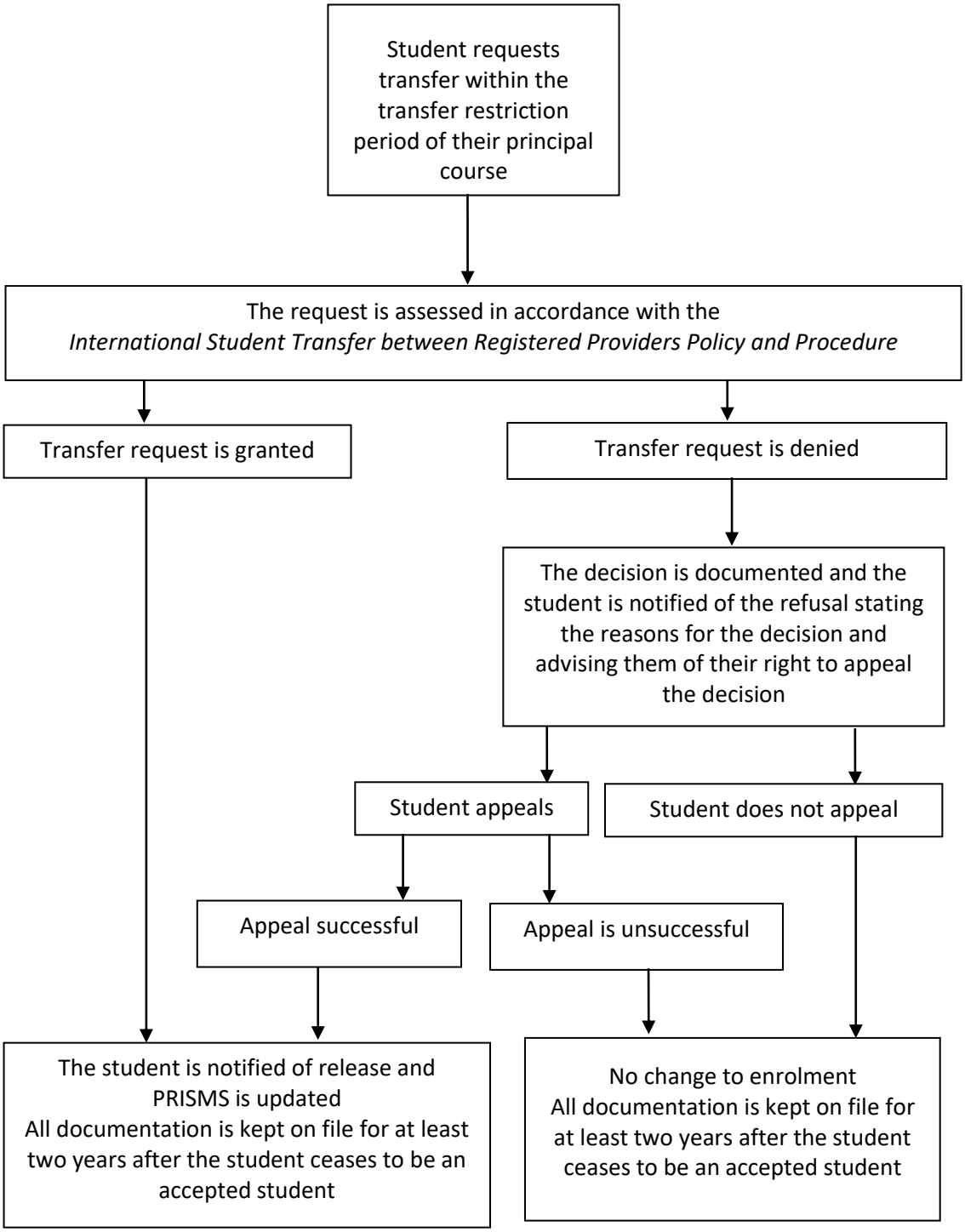
4. Publication

International students and staff have access to this policy through publication on SHEA's website (www.shea.edu.au).

5. Related documents

- International Student Notification of Release
- International Student Notification of Refusal to Release
- POL028B International Student Withdrawal and Refund Policy
- POL024 Student Grievance Handling Policy and Procedure
- POL026 Student Admissions Policy and Procedure
- POL033 ESOS Compliance Framework

6. Student transfer request assessment flowchart



7. Version control

Version	Approved by	Approval Date	Details
1.0	Executive Management Committee	30 November 2022	Document creation and initial approval
1.1	Executive Management Committee	6 September 2023	Minor Edits Updates to 3.10 to meet NC 7.2.2
1.2	Executive Management Committee	18 December 2023	Minor updates to reflect feedback during CRICOS application
1.3	Executive Management Committee	11 September 2026	Minor amendments arising from 2026 compliance mapping exercise against the National Code to align with Standard 7; Updated reference to Student Support Officer to Student Services Officer
1.4	Registrar	19 October 2026	Adjusting policy to provide for temporary change to transfer restriction period

Document owner: Registrar