



Transfer Between Providers Policy and Procedure

1. Overview

The National Code 2018 restricts providers from enrolling any transferring students prior to the student completing 6 months of their principal course of study.

This policy is designed to ensure that the CIHE does not enrol any transferring international student prior to 6 months of their principal course being completed, unless that student has a valid letter of release agreeing to such a transfer, or if other specific conditions are met.

This policy also details the procedures for assessing applications to transfer from CIHE to another registered provider within the initial 6 months of a student's principal course.

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

CIHE will not recruit or knowingly enrol a student wishing to transfer from another registered provider prior to the student completing 6 months of their principal course of study except in the following circumstances:

- the original registered provider has provided a written letter of release,
- 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 CIHE must comply with CIHE's course entry requirements.

2. Procedure

Where an international student seeks to transfer from another registered provider before they have completed 6 months of their principal course of study, the following procedure will apply:

1. CIHE receives an application from a student who is onshore and is currently undertaking study at another registered provider.
2. Utilising information from the student's passport, including their study visa and the date the student arrived in Australia, CIHE will determine if the student has completed 6 months of their principal course of study with the other registered provider.
3. If the student has completed 6 months study in their principal course of study, the application process proceeds as for all other onshore international student applications.
4. If the student has not completed 6 months study in their principal course of study, they are required to provide a letter of release from the registered provider with whom they are currently studying. CIHE 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.
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 lieu of a letter of release.
 6. Once a release from the original provider is received, the application proceeds as for all other onshore international student applications.
 7. If the student is not released from the original provider, the application process will be put on hold and the student informed that they are unable to transfer at this time. The student will be invited to re-activate their application when they have completed 6 months in their principal course of study.
 8. In the circumstances where the original institution 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 release is required.

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

CIHE does not provide a release to international students wishing to transfer to another registered provider prior to completing 6 months of their principal course with CIHE.

However, in assessing such requests the following factors will be taken into account. CIHE may release students prior to completing 6 months of their principal course in cases where.

- there are compassionate and compelling circumstances,
- not transferring could be considered detrimental to the student,
- a student can provide evidence that he or she was misled by the provider or an education or migration agent regarding the provider or its course which constitutes a breach of the ESOS Act 2000
- an appeal (internal or external) on a matter that may reasonably result in the student wishing to seek a transfer, supports the student.

If it is suspected that the student is seeking to transfer to another registered provider to avoid being reported to DESE for failure to meet academic progress requirements, the student's request for a release may be refused.

If a student has not maintained satisfactory attendance and /or course progress up to the time of transfer or cancellation, the process of reporting the student to the DHA will continue, even though the student is no longer officially enrolled with the CIHE (As per Standard 7 of the National Code 2018).

In circumstances where CIHE does not grant a release, the student will be provided with the reasons for refusal in writing and will be informed of their right to appeal the decision through CIHE's grievance handling procedures.

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 DHA to seek advice on whether a new student visa is required.



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

CIHE will maintain records of all requests from students for release and the assessment of and decision regarding the request on the student's file.

3.1 Procedure

The following procedure applies to international students wishing to transfer from CIHE to another registered provider within 6 months of commencement of their principal course of study:

1. The international student will present, in person, to the Registrar/CEO and provide a written request that they wish to transfer from CIHE to another registered provider. The Registrar/CEO will arrange an exit interview where the student will provide an original copy of a valid letter of offer from the registered provider to which the student wishes to transfer.
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 CIHE'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.
3. During the exit interview the Registrar/CEO will:
 - discuss the reasons for the student wishing to transfer to another registered provider,
 - sight the original letter of offer from the registered provider that the student wishes to transfer to,
 - make a copy of the letter of offer.
4. Following the exit interview, the Registrar/CEO will make an assessment of the 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.
5. If the Registrar/CEO agrees to the student's request for a transfer to another registered provider, they will advise the student in writing within 5 working days that a letter of release is available from administration. The letter of 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 visa is required.
6. The student must, if applicable, pay any outstanding fees or return any books or equipment before receiving the letter of release.
7. If the Registrar/CEO denies the student's request for a transfer to another registered provider, the student will be provided with reasons for refusing the request in writing within 5 working days and will be informed of their right to appeal the decision through CIHE's grievance handling procedures.
8. The request for transfer to another registered provider, a copy of the letter of offer from the other registered provider, a copy of the written advice to the student of the decision and, if granted, a copy of the letter of release will be placed on the student's file.
9. The Registrar will advise DESE/DHA through PRISMS that the student has transferred to another registered provider.



10. The Registrar/CEO will ensure that the following tasks are undertaken:
 - an Academic Transcript is prepared for the transferring student, if applicable,
 - E-mail the relevant personnel advising them that the student has withdrawn from the course so that records can be updated.
11. The release will always be granted when or if,
 - CIHE's registration or accreditation has been revoked,
 - sanctions imposed on CIHE 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. Termination or withdrawal from the course

Students who wish to terminate/withdraw their studies must advise CIHE in writing two weeks prior to the completion of the current semester or two weeks prior to tuition fee due date (whichever comes first). For example, if a student fee is due on Friday or the semester end date (last day of the class) is Friday, then the student must inform his/her intention to terminate in writing by completing course withdrawal/termination form two weeks before on Friday. The semester-end date is the last day of the class in each semester and does not include an exam preparation week or exam week. A course withdrawal/termination form (completed in full and signed by student) must be submitted along with supporting evidence. Any withdrawal request made without completing withdrawal form and without providing required evidence will be considered as invalid request, therefore will not be processed.

A course withdrawal fee applies to all approved withdrawals as a CoE cancellation admin fee. CoE Cancellation fee is \$200 per CoE. If applicable, a release may be granted upon approval of termination/withdrawal where the student is entitled for the release. Student should allow 10 working days for this to happen on PRISMS. Students who wish to receive other documents such as reference letter or academic results must fill up a document request form and pay relevant fees which usually takes 10 working days to process. If student tuition fees are due within that 10 working days, document request will not be processed until student pays the next study period tuition fees.

Version history

Version	Approved by	Approval Date	Details
1.0	EMC	31.1.2017	Document creation
1.1	EMC	24.08.2018	Updated with change from DIBP to DHA
1.2	EMC	02.05.2019	Termination and withdrawal section clarified Department of Employment, Skills, Small and Family Business merged with the Department of Education, to form the new Department of Education, Skills and Employment.

Document owner: CEO