



Transfer Between Registered Providers Policy and Procedure

1. Introduction

Australian Learning Group Pty Limited (ALG) processes overseas students transfer requests in accordance with Standard 7 of the National Code of Practice for Registered Providers 2018.

2. Purpose

The purpose of this policy and procedure is to capture the framework and process of assessing overseas student transfer requests to, from and within ALG.

3. Scope

This policy and procedure applies to all overseas students enrolled or seeking to be enrolled with ALG and all ALG staff members involved in processing student transfer requests and admissions. This policy and procedure does not apply to students cancelling their enrolment with ALG for other reasons than a transfer; these students should refer to the Deferral, Suspension and Cancellation Policy and Procedure.

4. Policy

Transferring to ALG

- 4.1. ALG does not knowingly enrol an overseas student seeking to transfer from another registered provider prior to the student completing six months of their principal course unless:
 - a) the releasing provider, or the course in which the student is enrolled, has ceased to be registered;
 - b) the releasing provider has had a sanction imposed on its registration by the ESOS agency that prevents the student from continuing his or her course at that registered provider;



- c) the releasing provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS; or
- d) any government sponsor of the overseas student considers the change to be in the overseas student's best interests and has provided written support for the change.

If any of the conditions apply, students must provide supporting evidence. Where any of the conditions above are demonstrated, ALG may enrol a student before they have completed six months of the principal course in accordance with the Admissions Policy and Procedure.

- 4.2. ALG does not accept requests from student to study concurrently. Students who are already enrolled with another registered provider and are within their transfer restriction period must obtain release before being enrolled with ALG.

Transferring from ALG

- 4.3. Prior to completion of six months of the principal course, ALG only grants transfer requests from students when the transfer is in the overseas student's best interests, including but not limited to where ALG has assessed that:
 - a) the course of studies is no longer in the best interest of the student and their intended vocational outcome following consultation with the student and the Academic Director or delegate;
 - b) the student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with ALG's intervention strategies to assist the overseas student;
 - c) there is evidence of compassionate or compelling circumstances as outlined in Appendix A;
 - d) ALG fails to deliver the course as outlined in the written agreement;
 - e) there is evidence that the student's reasonable expectations about their current course are not being met;
 - f) there is evidence that the overseas student was misled by the registered provider or an education or migration agent regarding the registered provider or its course and the course is therefore unsuitable to the needs or objectives of the student; or
 - g) an internal or external appeal on another matter results in a decision or recommendation to release the overseas student.

In any of the above circumstances, students must provide sufficient supporting evidence of the reasons for transfer.

- 4.4. Prior to completion of six months of the principal course, ALG does not approve transfer requests where there are reasonable grounds for refusal including but not limited to where the student:



- a) experiences a change of mind about their course without further justification;
 - b) seeks to study a cheaper course;
 - c) seeks to study with a provider who does not mandate attendance;
 - d) applies for or awaits the outcome of another visa;
 - e) does not provide sufficient supporting documentation;
 - f) has an active Notice of Intention to Report for Non-Payment of Tuition Fees or any outstanding fees;
 - g) has an active Notice of Intention to Report for Unsatisfactory Course Progress and intervention strategies are still in progress.
- 4.5. Where ALG approves a transfer request prior to the student completing six months of the principal course, the student is released from the Provider Registration and International Student Management System (PRISMS). ALG does not charge students for this release.
- 4.6. After a student completes six months of their principal course, students do not need to demonstrate reasons outlined in Section 4.3 and may cancel their enrolment with ALG and transfer to another registered provider. Prior to any cancellation request, students must ensure:
- a) all outstanding fees have been paid;
 - b) any Notice of Intention to Report issued has been cleared; and
 - c) all relevant supporting evidence has been provided including a valid, unconditional Letter of Offer from the new provider.

Transferring to another course within ALG

- 4.7. Students may transfer to another course within ALG. Approval of the transfer request is subject to the following:
- a) all entry requirements are met for the new course;
 - b) all outstanding fees are paid;
 - c) there is no active Notice of Intention to Report; and
 - d) the principal course remains at the same AQF level or higher; or
 - e) there is evidence of a compassionate or compelling reason that justifies the request to transfer to a lower AQF level course.
- 4.8. Students may only request a maximum of two internal transfers during their enrolment with ALG. Any subsequent transfer request is to be rejected unless there are exceptional circumstances.
- 4.9. Where students have already commenced their studies in their original course, they must complete the current term and the internal course transfer, if approved, will be applied from subsequent terms.

Complaints and Appeals



- 4.10. Where a student's transfer request to, from or within ALG is rejected, ALG informs the student in writing of the reasons for the refusal and the student's right to access ALG's complaints and appeals process.
- 4.11. ALG does not finalise the student's refusal status in PRISMS until the internal and external appeal finds in favour of the registered provider, or the overseas student has chosen not to access the complaints and appeals processes within the 20-working day period, or the overseas student withdraws from the process.

Impacts on Student Visa

- 4.12. Until the transfer request is approved, the student must remain enrolled with ALG and continue to attend classes, meet course progress requirements and abide by all conditions of their enrolment and student visa.
- 4.13. Where a student's transfer request is approved, ALG provides a written outcome which includes advice that the student must contact the Department of Home Affairs (Immigration) to seek advice on whether a new student visa is required.

Prior to transferring from, to or within ALG, students must be aware that this may affect their student visa. Students may need to obtain a new student visa when they are:

- a) changing their enrolment to a course in a different sector;
- b) changing their principal course of study to a lower Australian Qualification Framework (AQF) level course or a non-AQF level course; or
- c) the new course has a shorter or longer duration.

While ALG advises students to contact the Department of Home Affairs (Immigration) to seek advice on whether a new student visa is required, it is the student's responsibility to comply.

Service Standard

- 4.14. ALG seeks to respond, assess and provide an outcome to transfer requests within 10 business days of receiving the request in accordance with ALG's established service standards.

Record Retention

- 4.15. ALG maintains records of all requests from overseas students for a release and the assessment of, and decision regarding, the request for two years after the overseas student ceases to be an accepted student. Records are retained in the Student Management System and in accordance with the Records Retention Policy and Procedure.



5. Procedure

Transferring to ALG from another registered provider

5.1. Where a student seeks to transfer from another registered provider and enrol with ALG, the following steps are to be followed:

1. The student, or the education agent on behalf of the student, submits an [Application Form](#).
2. ALG assesses the student's application and issues a Letter of Offer in accordance with the Admissions Policy and Procedure. ALG acknowledges that a Letter of Offer may need to be issued in order for the student to be released from their original provider.
3. The student signs the Letter of Offer and returns it to ALG.
4. ALG issues a Confirmation of Enrolment (CoE) in PRISMS where the student has already been released by their original provider.
5. Where PRISMS alerts that the student has not yet completed six months of the principal course with their original provider, ALG will not issue a CoE. Instead, ALG contacts the student and the education agent if applicable, via email, requesting an explanation for the reasons for the transfer and supporting evidence. The student, or the education agent, responds to explain the reasons for transfer in accordance with Section 4.1 and provides sufficient supporting evidence. ALG assesses the explanation.
6. ALG will only proceed with the enrolment and issuance of the CoE if the transfer and release are granted by the original provider or the other conditions from Section 4.1 are demonstrated and PRISMS allows the function.

Requesting a transfer from ALG within six months the principal course

5.2. Where a student seeks to transfer from ALG to another registered provider the following steps are to be followed:

- 1) The student submits a Cancellation Request Form, selecting 'Transfer to another education provider' as the reason for cancellation. As part of submitting the form, the student submits a valid, unconditional and signed Letter of Offer from their registered provider they are seeking to transfer to.



- 2) Based on records in the Student Management System and PRISMS, ALG identifies whether the student has completed six months of their principal course.
- 3) ALG assesses the transfer request from the Cancellation Request Form in accordance with Sections 4.3 and 4.4.
- 4) Where the transfer request is approved, ALG processes the cancellation in the Student Management System and the release in PRISMS. ALG notifies the student and the education agent in writing and sends a copy of the cancelled CoE(s). The student is informed that they must contact the Department of Home Affairs to seek advice about their student visa including the need to obtain a new visa.
- 5) Where the transfer request is rejected, ALG notifies the student in writing providing a detailed reason for the rejection and information to access ALG's complaints and appeals system. The student may decide to submit an internal appeal.
- 6) ALG does not finalise the outcome of the transfer request until the internal and any external appeals process is finalised.

Requesting a transfer from ALG after six months the principal course

- 5.3. Where a student seeks to transfer from ALG to another registered provider after six months of the principal course, the following steps are to be followed:
 - 1) The student submits a [Course Cancellation Form](#) selecting 'Transfer to another education provider' as the reason for cancellation. As part of the Course Cancellation Form, the student submits a valid, unconditional and signed Letter of Offer from their registered provider they are seeking to transfer to.
 - 2) Based on records in the Student Management System and PRISMS, ALG identifies whether the student has completed six months of their principal course.
 - 3) ALG assesses the transfer request from the transfer request in accordance with Section 4.6.
 - 4) Where the transfer request is approved, ALG processes the cancellation in the Student Management System. ALG notifies the student and the education agent in writing and sends a copy of the cancelled CoE(s). The student is informed that they must contact the Department of Home Affairs to seek advice about their student visa including the need to obtain a new visa.



- 5) Where the transfer request is rejected, ALG notifies the student in writing providing a detailed reason for the rejection and information to access ALG's complaints and appeals system. The student may decide to submit an internal appeal.
- 6) ALG does not finalise the outcome of the transfer request until the internal and any external appeals process is finalised.

Requesting a transfer within ALG

5.4. Where a student seeks to transfer within ALG to another course or program of courses, the following steps are to be followed:

- 1) The student simultaneously submits a [Course Cancellation Form](#) and a [Returning ALG Student Application Form](#) which in conjunction, form a request to transfer to another course or program of courses within ALG. The student submits the request prior to the commencement of the term in which they seek to change course.
- 2) After submitting the request, the student remains enrolled in their original course, continues to attend class and meet satisfactory course progress requirements in accordance with the conditions of their student visa and their enrolment with ALG.
- 3) ALG assesses the request in accordance with Sections 4.7 to 4.9 and provide a written outcome within 10 working days.
- 4) Where the student requests to transfer to a course at a lower AQF level, ALG requests a detailed reason from the student and assesses whether there are compassionate and compelling reasons. Where these are present, ALG ensures to inform the student to seek advice from the Department of Home Affairs about their student visa including the need to obtain a new visa.
- 5) Where ALG approves the internal transfer request, the student will be issued a new Letter of Offer. The student signs the Letter of Offer and pays fees accordingly and ALG enrolls the student in the new course(s) and cancels the student's enrolment in the previous course. ALG issues a revised CoE for the new course(s).
- 6) Where the transfer request is rejected, ALG notifies the student in writing providing a detailed reason for the rejection and information to access ALG's complaints and appeals system. The student may decide to submit an internal appeal.



6. Definitions

The definitions of key terms relevant to this document are contained in the ALG Glossary.

7. Related Documents

- i. [Course Cancellation Form](#)
- ii. [Returning ALG Student Application Form](#)
- iii. [Application Form](#)
- iv. Deferral, Suspension and Cancellation Policy and Procedure
- v. Admissions Policy and Procedure
- vi. Complaints and Appeals Policy and Procedure
- vii. Record Retention Policy and Procedure

8. Document Information and Review

Version	Date Effective	Approved by	Amendment	Date of next scheduled review
5.0	1 December 2023	General Manager	<ul style="list-style-type: none">• Alignment with Standard 7 of the National Code 2018• Clarification of procedures• Clarification of reasonable grounds on which ALG may reject a transfer request• Insertion of transfers within ALG• Insertion of Appendix A• Editorial changes• Transferred to new ALG template	1 December 2026

Appendices

Appendix A – Compassionate and Compelling Reasons Evidence Matrix

Compassionate and Compelling Reason	Accepted Evidence
Serious illness or injury	<ul style="list-style-type: none"> A medical certificate from an Australian health practitioner covering the whole period that the student is affected and unable to attend class or meet other requirements A medical certificate from an overseas health practitioner in exceptional circumstances where the student is overseas
Bereavement of close family members such as parents or grandparents	<ul style="list-style-type: none"> A death certificate in English A death certificate from another country accompanied by an English translation
Major political upheaval or natural disaster in the home country requiring emergency travel	<ul style="list-style-type: none"> Return flight tickets to home country (for deferrals or suspensions) One way flight tickets to home country (for cancellations)
A traumatic experience, which could include: <ul style="list-style-type: none"> involvement in, or witnessing of a serious accident; or witnessing or being the victim of a serious crime, and this has impacted on the overseas student 	<ul style="list-style-type: none"> An official police report that captures the date or period the student is affected A medical certificate from an Australian health practitioner covering the whole period that the student is affected and unable to attend class or meet other requirements
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	<ul style="list-style-type: none"> N/A – ALG will have evidence

This list of compassionate and compelling reasons and relevant evidence is not exhaustive and ALG may use discretion to assess all requests on a case-by-case basis.