

Transfer Between Registered Providers Policy and Procedure

1. Purpose

The purpose of this policy and procedure is to explain how Australian Learning Group (ALG) manages requests from overseas students to transfer to another registered provider or to enrol at ALG from another provider.

This policy ensures compliance with **Standard 7 – Overseas Student Transfers** of the *National Code of Practice for Providers of Education and Training to Overseas Students 2018* (National Code 2018).

2. Scope

This policy applies to:

- all overseas students enrolled with ALG
- all overseas students seeking to enrol with ALG
- all ALG staff involved in admissions, enrolment and student administration

This policy applies to transfers:

- from another provider to ALG
- from ALG to another provider
- between courses within ALG

Requests to cancel enrolment for other reasons are managed under the Enrolment Variation (Deferral, Suspension and Cancellation) Policy and Procedure.

3. Definitions

Principal Course: The main course of study undertaken by an overseas student where a visa includes multiple courses. This is usually the final course of study covered by the student visa.

Transfer Restriction Period: The first six calendar months of the student's principal course.

Release: Approval from the current registered provider allowing an overseas student to transfer to another registered provider.

Student's best interest: A decision that supports the student's academic progress, wellbeing and genuine study goals, and does not disadvantage their ability to successfully complete their course.

4. Policy

ALG manages requests for transfer between registered providers in a structured, consistent and transparent manner in accordance with Standard 7 of the National Code 2018.

Transfer requests are assessed on an individual basis, with decisions based on the student's best interests, supporting evidence and compliance with the transfer restriction requirements.

ALG ensures that transfer decisions are fair, clearly documented and communicated to students, and that all regulatory obligations relating to PRISMS reporting, appeals processes and record keeping are met.

4.1 Transfers to ALG from another provider

ALG will not knowingly enrol an overseas student who seeks to transfer from another registered provider before completing six months of their principal course, unless one of the following applies:

- the releasing provider or course has ceased to be registered
- the releasing provider has had a sanction imposed preventing the student from continuing the course
- the releasing provider has agreed to the student's release and recorded this in PRISMS
- the student's government sponsor supports the transfer in writing.

Students must provide supporting evidence where any of the above circumstances apply.

4.2 Transfers from ALG to another provider during the restriction period

Students wishing to transfer to another provider within the first six months of their principal course must submit a written request to ALG using the approved Transfer Request Form and provide:

- a valid Letter of Offer from another registered provider
- supporting evidence explaining the reasons for the request

ALG will assess the request to determine whether the transfer is in the student's best interests.

Notwithstanding the above, ALG may grant a release within the transfer restriction period where the student demonstrates compassionate or compelling circumstances, and where it is determined that the transfer is in the student's best interests.

4.3 Circumstances where ALG may approve a transfer

ALG may grant a release where it determines that transferring is in the student's best interests, including where:

- the student will be reported for unsatisfactory course progress despite intervention strategies
- compassionate or compelling circumstances exist (as defined in this policy)
- ALG is unable to deliver the course as outlined in the written agreement
- the student's reasonable expectations about the course are not being met
- the student was misled by ALG or an education or migration agent
- an internal or external appeal recommends the student be released.

Supporting evidence must be provided to substantiate the request, including where claims of compassionate or compelling circumstances are made.

4.4 Compassionate and Compelling Circumstances (Standard 7)

ALG assesses claims of compassionate or compelling circumstances in accordance with Standard 7 of the National Code 2018.

For release to be approved on this basis, the student must demonstrate that:

- their circumstances are compassionate or compelling; and
- their best interests would be served by transferring to another provider or location.

Evidence must be objective, verifiable and clearly support the request for transfer.

Compassionate or compelling circumstances may include, but are not limited to:

- medical or wellbeing-related circumstances, where a student provides appropriate evidence confirming that:
 - the physical environment at ALG's location is unsuitable for their condition; or
 - their current course or career pathway is no longer suitable due to medical or psychological factors; or
- a family member's medical condition requires the student to relocate.
- significant benefit to the student, where the student can demonstrate a clear and tangible improvement in their circumstances, such as:
 - an unforeseen and substantiated change in financial circumstances resulting in hardship; or
 - a traumatic or significantly adverse experience affecting the student's wellbeing in ALG's environment.

All claims must be supported by relevant documentation (e.g. medical certificates, financial evidence, statutory declarations or third-party reports).

ALG will assess the credibility, relevance and sufficiency of evidence when determining whether the circumstances meet the threshold for compassionate or compelling grounds.

4.5 Circumstances where ALG may refuse a transfer

ALG may refuse a transfer request where reasonable grounds exist, including where the student:

- has not provided a valid Letter of Offer from a receiving provider
- has outstanding tuition fees or non-tuition fees owed
- is currently subject to a Notice of Intention to Report
- is currently participating in an intervention strategy for unsatisfactory course progress
- provides insufficient supporting evidence for compassionate or compelling circumstances (as defined in this policy)
- seeks to transfer for reasons unrelated to their course or study objectives.

4.6 Granting a release

Where ALG approves a transfer request:

- the release will be granted at no cost to the student
- the outcome will be recorded in PRISMS

- the student will be advised in writing to contact the Department of Home Affairs to confirm whether a new student visa is required.

4.7 Refusal of a transfer request

If ALG intends to refuse the transfer request, the student will be informed in writing of:

- the reasons for refusal, and
- their right to access ALG's Complaints and Appeals process within 20 working days.

ALG will **not** finalise the refusal in PRISMS until:

- the appeals process is completed, or
- the student does not lodge an appeal within the allowed timeframe, or
- the student withdraws the appeal.

4.8 Service standard

ALG will assess and respond to transfer requests within 10 working days of receiving a complete application.

4.9 Record keeping

ALG maintains records of all transfer requests, assessments and decisions for two years after the student ceases to be an accepted student.

4.10 Quality Assurance and Continuous Improvement

ALG monitors and analyses student transfer requests as part of its quality assurance and continuous improvement processes. Reasons provided by students requesting a transfer are reviewed to identify any trends or issues that may indicate concerns with course delivery, student support, marketing information or student expectations.

Where relevant issues are identified, ALG will record these through its continuous improvement processes and implement corrective actions where required to improve the quality of its services and student experience.

5. Procedure

| Steps | Key actions | Responsibility | Supporting documents |
|-------------------------|---|------------------------|---|
| 1. Transfer Application | Receive a written transfer request from the student, including a valid Letter of Offer from another registered provider. | Student Administration | Transfer Request Form Supporting documentation |
| | Check PRISMS and the Student Management System to confirm whether the student has completed six months of their principal course. | Student Administration | PRISMS |
| | Review the transfer request and supporting documentation, including | Student Administration | Transfer Between Registered Providers |

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| | assessing any claims of compassionate or compelling circumstances against the criteria defined in this policy, ensuring evidence is valid, sufficient and relevant. | | Policy and Procedure |
| | Where required, consult relevant staff to determine whether the transfer is in the student's best interests. | Academic Director or delegate | Student records / supporting evidence |
| 2. Request Approval | Notify the student in writing of the outcome, including reasons for approval or refusal. | Student Administration | Email notification |
| | If the request is approved within the six-month restriction period, record the release in PRISMS and update the Student Management System. | Student Administration | PRISMS |
| | Advise the student to contact the Department of Home Affairs to confirm whether a new student visa is required. | Student Administration | Department of Home Affairs guidance – written notification |
| 3. Request Refusal | If the request is refused, provide written reasons and inform the student of their right to access the Complaints and Appeals process within 20 working days. | Student Administration | Complaints and Appeals Policy and Procedure |
| | Do not finalise the refusal in PRISMS until the appeals process is completed or the student has not accessed the process within the required timeframe. | Student Administration | PRISMS |
| 4. Record Keeping | Maintain records of the transfer request, supporting documentation and outcome on the student file. | Student Services | Records Management Policy |
| 5. Continuous Improvement | Review reasons provided in transfer requests to identify any trends or issues relating to course delivery, student support, marketing information or student | Academic Director / Quality Assurance Manager | Continuous Improvement Register |

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| | expectations. Where relevant issues are identified, record them for review through ALG's continuous improvement processes. | | |
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5.1 Related Documents

- Enrolment Variation (Deferral, Suspension and Cancellation) Policy and Procedure.
- Complaints and Appeals Policy and Procedure
- Fees and Refunds Policy and Procedure
- Course Cancellation Form
- Continuous Improvement Register

6. Document Information and Review

| Document Information | | |
|----------------------|---|--|
| Document ID | STU-11 | |
| Policy Category | STU Student Administration & Support | |
| Responsible officer | Joe Lynch | |
| Key Stakeholder(s) | All Overseas students and ALG Staff members | |
| Approval by | CEO | |
| Endorsed by | Academic Director and Head of Quality Assurance | |
| Date of Approval | 21/05/2026 | |
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| Version | Date | Amendment(s) |
| 6.0 | 09 March 2026 | <ul style="list-style-type: none"> • Updated to reflect current procedures |
| 7.0 | 09 April 2026 | <ul style="list-style-type: none"> • Updated to reflect situations that may constitute compassionate/compelling circumstances |