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

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.

Standard 7: The requirements of the National Code 2018 that govern the transfer of overseas students between registered providers, including transfer restrictions, release requirements and provider obligations.

Transfer Restriction Period: The period during which an overseas student cannot transfer between registered providers without a release or another applicable exception under Standard 7. The applicable period, including temporary changes, is explained in section 4 of this policy.

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

TEMPORARY STANDARD 7 TRANSFER RESTRICTION CHANGE
2 OCTOBER 2026 TO 30 JUNE 2027

From 2 October 2026 to 30 June 2027, the transfer restriction period for overseas students, is temporarily extended from 6 calendar months to 12 calendar months of the student's principal course.

During this period, references in this Policy and Procedure to the first six calendar months of the principal course or the six-month transfer restriction period are to be read as 12 calendar months, unless otherwise stated.

The temporary restriction also applies to students undertaking courses before their principal course. The 12-month period itself is calculated from the date the student commences their principal course.

The change does not impose an additional 12 months from 2 October 2026. Students who have already completed 12 calendar months of their principal course are not subject to the temporary transfer restriction. Students who had completed more than six months but less than 12 months of their principal course when the temporary change commenced are subject to the transfer restriction until they complete 12 months.

The existing exceptions and release provisions under Standard 7 continue to apply during the temporary restriction period (See Sections 4.3 and 4.4 below).

From 1 July 2027, the transfer restriction period reverts to six calendar months of the principal course.

ALG is committed to ensuring that decisions about overseas student transfers are made solely in the student's best interests and are not influenced by commercial, recruitment or commission-based considerations. ALG will not encourage, facilitate or accept transfer arrangements that are inconsistent with the intent of the ESOS Framework or the National Code.

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.

Education agents acting on behalf of ALG must comply with all legislative restrictions about education agent commissions for overseas student transfers. Any actual or suspected non-compliance will be managed in accordance with the **Education Agents Policy and Procedure.**

4.1 Transfers to ALG from another provider

Before issuing a Confirmation of Enrolment (CoE), ALG will check PRISMS and relevant student records to determine:

- whether the student has previously commenced study with another registered provider
- whether the proposed enrolment is a transfer or progression through an approved package of courses
- whether the student is subject to the applicable Transfer Restriction Period.

For packaged courses, the assessment is based on the student's principal course and transfer status in PRISMS, rather than solely on an individual CoE. Progression through the approved package for which the student's visa was granted does not constitute a transfer. Enrolment with a provider outside that package is treated as a transfer.

ALG will not knowingly enrol an overseas student transferring during the applicable Transfer Restriction Period unless:

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

Supporting evidence must be provided for any applicable exception.

Before accepting the student, ALG will assess whether:

- the transfer is in the student's best interests and supports their genuine study goals
- the student meets all admission and course entry requirements
- the student has the academic capability and qualifications needed to successfully undertake the course.

ALG will determine whether any education agent commission is permitted under the ESOS Act. Where prohibited under the ESOS Act and National Code, ALG will not pay, offer or provide, directly or indirectly, commissions or other monetary or non-monetary benefits connected with the transfer. These include bonuses, performance payments, service fees, gifts, discounted or free services and incentives.

4.2 Transfers from ALG to another provider during the restriction period

Students wishing to transfer from ALG during the applicable Transfer Restriction Period must submit the approved Transfer Request Form with:

- a valid Letter of Offer from another registered provider
- supporting evidence explaining their reasons for requesting a transfer.

ALG will assess the request against the approval and refusal criteria below.

- where, following consultation with the student and the Academic Director or delegate, ALG determines that the current course is no longer in the student's best interests or suitable for their intended career or vocational outcome.

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 because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with ALG's intervention strategy
- compassionate or compelling circumstances exist (as defined in this policy)
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- 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.

following consultation with the student and the Academic Director or delegate, ALG determines that the current course is no longer in the student's best interests or suitable for their intended career or vocational outcome

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.

Claims must be supported by objective, verifiable and relevant documentation, such as medical certificates, financial evidence or third-party reports. ALG will assess whether the evidence is credible and sufficient to support release on compassionate or compelling grounds.

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

- serious illness or injury that has affected the student's studies
- bereavement of a close family member
- a family member's medical condition requires the student to relocate.
- major political upheaval or a natural disaster in the student's home country requiring emergency travel and affecting the student's studies
- involvement in, or witnessing, a serious accident or crime that has significantly affected the student
- ALG being unable to offer a prerequisite unit, or the student failing a prerequisite unit, resulting in a shortage of relevant units in which the student is eligible to enrol.
- 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
- 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.
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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, having considered the student's individual circumstances, supporting evidence and best interests, reasonable grounds exist for refusing the request. Reasonable grounds may include 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
- is not genuinely engaging with an intervention strategy and there is evidence that the student is seeking to fail or otherwise avoid their academic obligations for the purpose of obtaining a release.

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 transfer requests, supporting evidence, transfer assessments, PRISMS checks, decisions and any documentation demonstrating compliance with education agent commission requirements, including where relevant the student's accepted student status.

Records of overseas student transfer requests and associated decisions and evidence will be retained for at least two years after the student ceases to be an accepted student of ALG.

4.10 Quality Assurance, Governance and Continuous Improvement

ALG monitors overseas student transfer activity through its quality assurance and governance processes. Monitoring includes:

- the volume, reasons and outcomes of transfer requests
- compliance with Standard 7, admission requirements and education agent commission restrictions
- whether decisions reflect students' best interests and are supported by appropriate evidence
- the adequacy of records and any emerging recruitment or transfer risks.

Findings are reported to relevant management to identify systemic issues, review controls and implement corrective actions. Improvements are recorded and monitored through ALG's continuous improvement processes.

5. Procedure

Steps	Key actions	Responsibility	Supporting documents
1. Transfer Application and Assessment	• Receive a written transfer request from the student, including a valid Letter of Offer from another registered provider.	Student Administration Team	Transfer Request Form Supporting documentation
	• Confirm student's principal course commencement date, apply the Transfer Restriction Period specified in this policy, and check PRISMS for a restriction or approved release	Student Administration Team	PRISMS
	• Review the transfer request and supporting documentation, including assessing any claims of compassionate or compelling circumstances against the criteria defined in this policy, ensuring evidence is valid, sufficient and relevant.	Student Administration Team	Transfer Between Registered Providers Policy and Procedure
	Confirm that: • the proposed enrolment is permitted under Standard 7	Student Administration Team	Application Form and supporting documents

	• the student is transferring rather than progressing through an approved package of courses • no prohibited education agent commission or benefit is payable • all admission requirements have been met before issuing CoE	Finance Team	
	• Consult the student (and relevant staff) to assess whether transfer is in the student's best interests, including whether the current course remains suitable for their intended vocational/ career outcome. • Record the consultation, assessment and reasons for the recommendation on the student file.	Academic Director or delegate	Student records / supporting evidence
2. TEMPORARY REQUIREMENT – 2 October 2026 to 30 June 2027	• Apply a 12-calendar-month Transfer Restriction Period instead of six months. • Confirm the student's principal course commencement date and calculate whether 12 calendar months have been completed. • Students undertaking a course before their principal course remain transfer restricted. • If the student has completed less than 12 months of their principal course, assess whether a release or another exception under Standard 7 applies. From 1 July 2027, revert to the six-calendar-month restriction.	Student Administration Team	PRISMS; Department of Education Standard 7 guidance; Transfer Between Registered Providers Policy and Procedure
3. Request Approval	• Notify the student in writing of the outcome, including reasons for approval or refusal.	Student Administration Team	Email notification
	If request is approved: • Notify the student in writing of the decision and reasons, and confirm that the release is granted at no cost. • Record an approved release in PRISMS and update the	Student Administration Team	PRISMS

	Student Management System.		
	• Advise the student to contact the Department of Home Affairs to confirm whether a new student visa is required.	Student Administration Team	Department of Home Affairs guidance – written notification
4. 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 Team	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 Team	PRISMS
5. Record Keeping	• Maintain records of the transfer request, supporting documentation and outcome on the student file.	Student Services	Records Management Policy
6. Continuous Improvement	• Review reasons provided in transfer requests to identify any trends or issues relating to course delivery, student support, marketing information or student expectations. • Where relevant issues are identified, record them for review through ALG's continuous improvement processes. • Report significant transfer trends, risks or compliance concerns through ALG's governance and quality assurance processes.	Academic Director / Quality Assurance Manager	Continuous Improvement Register

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
- Admissions Policy and Procedure
- Education Agents Policy and Procedure

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	
Date Effective	12/06/2026	
Date of Next Review	21/05/2027	
Version History		
Version	Date	Amendment(s)
6.0	09 March 2026	• Updated to reflect current procedures
7.0	09 April 2026	• Updated to reflect situations that may constitute compassionate/ compelling circumstances
8.0	08 July 2026	• Updated to clarify transfer restriction requirements.
9.0	15 July 2026	• Minor updates in response to Joint ASQA and TEQSA sector alert – compliance concerns about overseas student transfers
10.0	06 October 2026	• Updated to reflect the temporary extension of the Standard 7 transfer restriction period from 6 to 12 months, effective 2 October 2026 to 30 June 2027. • Updated transfer assessment requirements, packaged course provisions, record-keeping requirements and related procedural controls.