



## 1.1.6 Provider Transfer Policy and Procedures

### 1.0 Purpose

The Provider Transfer Policy and Procedures provide the guidelines and outlines the circumstances in which to meet the requirements for the assessment of incoming and outgoing transfer students for both staff and students.

### 2.0 Scope

This Policy and Procedure apply to all prospective and current international students who wish to transfer from another education provider, or who seek to transfer from Acknowledge Education (Stott's College) /International College of Hotel Management (ICHM) (the Colleges) to another provider, within the first six months of their principal course.

The Policy and Procedure apply to all overseas higher education (HE), vocational education and training (VET), Victorian Certificate of Education (VCE), and English Language Intensive Courses for Overseas Students (ELICOS) students enrolled at the Colleges. It also applies to VCE and ELICOS students under the age of 18.

### 3.0 Regulatory Context

- [National Code of Practice for Providers of Education and Training to Overseas Students 2018](#) – Standard 7 – Overseas Student Transfers

### 4.0 Policy Statement

#### 4.1 Students seeking to transfer to Acknowledge Education / ICHM (the Colleges)

4.1.1 The Colleges will not knowingly enrol a student wishing to transfer from another registered provider's course prior to the student completing six months of their principal course of study, except where:

- Either the other registered provider or the course in which the student is enrolled ceases to be registered; or
- The other registered provider has agreed to the student's release and recorded the date of effect and reason for release in PRISMS; or
- The other registered provider has had a sanction imposed on its registration by the government that prevents the student continuing their course of study; or
- Any government sponsor of the student considers that change to be in the student's best interest and has provided written support for that change.

4.1.2 In accordance with conditions listed under 4.1.1, above, the Colleges will not actively recruit a student before the student has completed six months or their principal course, unless the above exceptions apply or the student can demonstrate exceptional circumstances in support of the transfer.

- 4.1.3 The Head of Student Administration will follow the relevant procedure in PRISMS to ensure that a Confirmation of Enrolment (CoE) is only issued according to Standard 7 of the National Code (ESOS Act).
- 4.1.4 Any refunds or course fees paid to the original provider will be in accordance with the original provider's refund policy, which students must adhere to.
- 4.1.5 All applications for incoming transfer will be considered and responded to within 10 working days. The Head of Student Administration will notify the student of the decision in writing.

## **4.2 Students seeking to transfer from Acknowledge Education / ICHM (the Colleges)**

- 4.2.1 Overseas students are restricted from transferring from their principal course of study for a period of six months.
- 4.2.2 Notwithstanding the above, students may apply for a release to enable them to transfer to another education provider where:
  - The overseas student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with any of the Colleges' intervention strategies designed and implemented to assist the overseas student in accordance with Standard 8 (Overseas student visa requirements); or
  - There is evidence of compassionate or compelling circumstances; or
  - The Colleges fail to deliver the course as outlined in the written agreement; or
  - There is evidence that the overseas student's reasonable expectations about their current course are not being met; or
  - There is evidence that the overseas student was misled by the Colleges or an education or migration agent regarding the Colleges or their course, and the course as offered is therefore unsuitable to their needs and/or student objectives; or
  - An appeal (internal or external) on another matter results in a decision or recommendation to release the overseas student.
- 4.2.3 If any of the exceptions in 4.1, above, apply:
  - release will only be issued where a student has a valid enrolment offer from the receiving provider; and
  - a student under 18 years of age must have written evidence that the student's parent or legal guardian supports the transfer and, if appropriate, written confirmation that the new provider will accept responsibility for approving a student's accommodation, support, and general welfare arrangements, per Standard 5 of the National Code.
- 4.2.4 The Colleges will not release the student in the first six months of their principal course where:
  - The student's academic progress is likely to be disadvantaged
  - The transfer may jeopardise the student's progression through a package of courses.
  - The transfer may be detrimental to the student's welfare.

- The Colleges are concerned that the student's application to transfer is a consequence of the adverse action of another party.
  - The student has recently started studying the course and the full range of support services are yet to be provided or offered to the student, or
  - The student is intending to avoid being reported to the Department of Home Affairs for failing to meet the Colleges' attendance or academic progress requirements.
- 4.2.5 All applications for transfer will be considered within 20 working days and the applicant will be notified of the decision in writing.
- 4.2.6 Request for release is evaluated based on criteria outlined under sections 5.3 and 5.4, below. If granted, the release is reflected on PRISMS when the Colleges cancel the student's CoE, at no cost to the student. The Colleges will also advise the student of the need to contact the Department of Home Affairs to seek advice on whether a new student visa is required.
- 4.2.7 If a release is not issued, the student will be provided with written reasons for the refusal to issue. The student will also be advised of their right to access the Colleges' Complaints and Appeals Policy and Procedure.
- 4.2.8 The Colleges will not finalise the student's refusal status in PRISMS until the appeal finds in favour of the Colleges, 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.
- 4.2.9 The Colleges will maintain records of all requests from students for a release (and the assessment, and the decision made) on the student's file for at least two years after the student ceases to be an accepted student, in accordance with ESOS requirements. Refer to **7.3.3 Student Record Management Policy and Procedures** for further details on student record management.

## 5.0 Procedures

### 5.1 Students seeking to transfer to Acknowledge Education / ICHM (the Colleges)

- 5.1.1 Students seeking to transfer to the Colleges complete an Enrolment Application Form and provide all required documentation to support they meet entry requirements.
- 5.1.2 Applications are reviewed against this policy and if the application meets the criteria detailed in the Admissions Policy and Procedures, a Conditional Letter of Offer will be issued to the student.
- 5.1.3 If a release is required for issuing a CoE, the applicant is informed that a release from their current provider must be actioned and reflected in PRISMS, as per the condition of the Offer. A signed Letter of Offer and payment of a deposit will not be accepted until the conditional has been met.
- 5.1.4 If an applicant does not meet any of the course entry requirements as stated in their letter of offer, their application can be refused, and the student informed of the reasons for refusal in writing.
- 5.1.5 Unsuccessful applicants can access the Complaints and Appeals process within 20 business days to request review of the decision.

## **5.2 Students seeking to transfer from Acknowledge Education / ICHM (the Colleges)**

- 5.2.1 Students wishing to apply for a course transfer to another registered provider must submit a Course Withdrawal Form.
- 5.2.2 The Head of Student Administration will review the application based on the conditions listed under 5.3 and 5.4, below.
- 5.2.3 If the release is approved, the Head of Student Administration will withdraw the student from studies and reflect the release on PRISMS. The student is notified of the withdrawal and release being granted within 10 business days.
- 5.2.4 If the release is not approved, the student is notified by issuing a 'Letter of Refusal of Release' denying the application within 10 business days.
- 5.2.5 Unsuccessful applicants can access the Complaints and Appeals process within 20 business days to request a review of the decision.
- 5.2.6 The Head of Student Administration will not finalise the student's refusal status in PRISMS until the appeal finds in favour of the Colleges, 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.

### **5.3 A release will not be approved by the Colleges if:**

- The student owes tuition fees or other charges.
- The proposed change will jeopardise the student's progression through a package of programs.
- The student has not accessed student support or academic services offered by the Colleges and the application is based on being unable to achieve satisfactory academic progress.
- There is no evidence to suggest that the student will not be able to achieve satisfactory academic progress.
- The student has failed to meet a condition of their student visa.
- The Colleges consider the request to be an attempt to avoid being reported to the Department of Home Affairs for failure to meet attendance or academic progress requirements.

### **5.4 A release may be approved by the Colleges if:**

- The Colleges discontinue the program into which the student was accepted. As per Part 5. Division 2 of the ESOS Act.
- The student has been unable to achieve satisfactory academic progress, even after engaging with the support services and intervention strategy.
- The student received misleading information about their academic program from the Colleges or one of their representatives and the program is unsuited to their needs.
- The Colleges consider that a student's reasonable expectations about their program are not being met.
- An appeal (internal or external) on another matter results in a recommendation to release the student.
- There are compelling and/or compassionate circumstances.

## 6.0 Definitions

Term	Definition
Release	The principal provider approves the student's request to transfer providers and reports its decision in PRISMS.
CoE	Confirmation of Enrolment.
Six Months	Calculated as six calendar months from the commencement date of an international student's principal program.
PRISMS	The Australian government's Provider Registration and International Student Management System. (Secure database used by education providers to issue CoEs to international students and report on international student visa compliance.)
Compelling and Compassionate	Circumstances which have a significant impact on the student's academic progress or their personal wellbeing and are beyond the student's control may be considered compelling or compassionate.

## 7.0 Related Documents

Document Number	Document Name
1.1.1	Admissions Policy and Procedures
1.2.1	Awarding Credit Transfer (CT) and Recognised Prior Learning (RPL) in Higher Education Programs Policy and Procedure
1.1.5	MLC English Test Process
1.1.8	Genuine Student Admission Procedure
1.7.1	Deferment Suspension Cancellation and Withdrawal Policy
2.4.1	Complaints and Appeals Policy
2.4.2	Complaints and Appeals Procedure
1.2.3	Credit Transfer and Recognised Prior Learning (VET) Policy and Procedure
1.3.3	Course Progress Policy
1.3.1	Student Orientation Policy
7.3.3	Student record management policy
2.2.1	Respecting Diversity and Facilitating Access and Equity Policy and Procedure
6.2.5	International Students Refund of Fees Policy and Procedure

## 8.0 Document Information

<b>Document Name</b>	Provider Transfer Policy and Procedures
<b>Document Number</b>	1.1.6
<b>Purpose</b>	To ensure that staff and students are provided with the guidance to process students transfers and meet the requirements for the assessment of incoming and outgoing transfer applications.
<b>Audience</b>	<input checked="" type="checkbox"/> Staff   <input checked="" type="checkbox"/> Students  <input checked="" type="checkbox"/> Public
<b>Category</b>	Student Participation and Attainment
<b>Subcategory</b>	Admissions
<b>Approval Date</b>	22 January 2024
<b>Effective Date</b>	22 January 2024
<b>Last date of approval</b>	19/02/2026

<b>Next Review Date</b>	19/02/2028
<b>Policy Advisor</b>	Head of Student Administration
<b>Approving Authority</b>	Academic Board
<b>Contact</b>	Quality Assurance Regulator.compliance@ae.edu.au

## 9.0 Change Log

<b>Date</b>	<b>Version</b>	<b>By</b>	<b>Notes</b>
27/01/2009	1.0	RF	Initial Authorisation
15/02/2016	2.0	BS	Format document, alter application form, change to AE
30/06/2016	2.1	BS	Change logos
07/03/2017	2.3	BS	Change to wording, clarity for course transfer
12/12/2017	2.4	BS	Change to reflect National Code 2018
08/08/2018	2.5	BS	Reformat, add hyperlinks
08/12/2020	2.6	BS	Review, check links
26/04/2021	2.7	TW	Updated format to align with policy framework
10/12/2023	3.0	Quality Assurance	Review and updates reflecting current processes
02/02/2025	3.1	HQR	<ul style="list-style-type: none"> <li>Dual badged policy and procedures and expanded scope to include ICHM</li> <li>Expanded scope – all overseas students</li> <li>Contents in this policy and procedure will supersede the relevant information on transfers in the ICHM Admission and Enrolment Policy</li> <li>Updated Registrar to Head of Student Administration</li> <li>Added 4.2.8 and 5.2.6 regarding not finalising transfer refusal status in PRISMS until due process followed per 7.6 of the NC</li> <li>Added 4.2.9 regarding maintenance of student records for at least 2 years after the student ceases to be an accepted student per 7.7 of the NC</li> <li>Updated related documents table</li> </ul>
05/03/2026	3.2	HQR	<ul style="list-style-type: none"> <li>Per Board feedback 19/02/2026: Changed name of policy from <i>Student Transfer Assessment Policy and Procedures</i> to <i>Provider Transfer Policy and Procedures</i></li> </ul>