International Student Transfer Policy

Version Number: 2.0
Effective Date: 18 March 2026
Review Date: 18 March 2028
Approved By: Vickie Powell

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1. Purpose

This policy provides the framework by which Stanley College assess requests from international students wishing to transfer *to* and *from* Stanley College higher education course, prior to completing six (6) months of their principal course of study, in accordance with the National Code of Practice.

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2. Scope

This policy applies to:

- All current and prospective international students at Stanley College, and
- Staff who are involved in the assessment of transfer requests.

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3. Key Definitions

Please refer to Glossary of Terms at:

- Website: https://www.stanleycollege.edu.au/studying-with-us/policies-and-procedures/
- Higher Education website: https://highereducation.stanleycollege.edu.au/essential-information/policies-procedures/

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4. Policy Principles

4.1 Principles

Stanley College's process for transfers is applied fairly and consistently to all students.

Stanley College's *Student Transfer Policy* and accompanying Procedure are in accordance with the ESOS *National Code of Practice for Education Providers*, Standard 7, which prescribes the requirements education providers must follow when assessing transfer requests.

4.2 Transfer from Stanley College to another Provider

Any Stanley College student who wishes to transfer to another higher education provider must have completed more than six months of study in their Principal Course at Stanley College. The Principal Course is the main course of study to be undertaken by an international student where the Student Visa has been issued for multiple courses – it refers to the final course of study in the packaged offer. The first six months is calculated as six calendar months from the date the international student commences their Principal Course.

If a student has not completed more than six months of study in their Principal Course, Stanley College will only grant the transfer request if it is in the student's best interests, that is (including and not limited to):

- The student will be reported to Department of Home Affairs (DoHA) because they are unable to achieve satisfactory course progress, even after engaging with Stanley College Intervention Strategies.
- When there is evidence of compassionate or compelling circumstances
- Stanley College is unable to deliver the course as outlined in the written agreement.
- There is evidence that the course the student is enrolled in does not meet the student's reasonable expectations.
- There is evidence the student was misled by Stanley College or an education agent regarding the course or Stanley College
- An appeal (internal or external) on another matter results in a decision or recommendation to release the student.
- When the 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.

4.3 Circumstances where Stanley College will refuse the request:

- If the student does not have a valid *Letter of Offer* from another Higher Education Provider;
- If the student is under 18 years old and has not provided the College with written evidence confirming alternative welfare arrangements as specified in 4.5 below.
- The student has an outstanding debt to Stanley College,
- The student has not addressed, nor provided evidence to show how it will be in their best interest (as outlined in 4.2);
- The student has not genuinely engaged with the College's intervention strategy with the intention of failing and being released;
- If the student intends to transfer to a lower Australian Qualifications Framework (AQF) level or a non-AQF course, they will need to apply for a new Student Visa for a lower-level course,
- The student has not met the requirement for International Students to be a Genuine Student (GS) who has complied with all Student Visa requirements;
- Stanley College believes the transfer will be detrimental to the student because, but not limited to:
    - The transfer will not aid their progress through a set of packaged courses;

- The student has not satisfactorily explained the actual benefits they will attain from the transfer;
- The student has recently had an intervention strategy put in place and there has not been sufficient time to assess whether this will be an effective solution to the problem.

- The student has submitted false information or fraudulent documents include those linked to Public Interest Criterion (PIC 4020); or
- There are outstanding fees owing to Stanley College.

4.4 Application Requirements

- The following will need to be provided to apply for a transfer:
  - A *Course Variation Form*;
  - Evidence to demonstrate the student meets one of the requirements outlined in 5.4; and
  - A valid *Letter of Offer* from the new Provider.

4.5 Students Aged Under 18 Years of Age

Where the student is under 18 years of age, special provisions will apply:

- Stanley College requires written evidence that their parent or legal guardian supports the transfer.
- Where appropriate, the student must confirm alternative welfare arrangements under Confirmation of Appropriate Accommodation and Welfare (CAAW);
- The new Education Provider must confirm that it accepts full responsibility for approving the student's accommodation, support and welfare arrangements in accordance with ESOS National Code, Standard 5.

4.6 Time Frames

Stanley College will process the transfer request within 14 working days of receiving a complete application to transfer.

4.7 Approved Transfer Requests

If the transfer request has been approved, Stanley College will:

- Issue a *Letter of Release* at no cost to the student;
- Record the date of effect and reason for the release in PRISMS.
- Cancel the student's CoE via PRISMS; and
- Notify the student to contact Department of Home Affairs (DoHA) to seek advice on whether a new visa is required.

4.8 Refusal of Transfer Requests

If Stanley College refuses the request to transfer, Stanley College will:

- Issue a written response to the student outlining the reasons for the refusal; and
- Inform the student of their right to appeal the decision within 20 working days, as per *Student Complaint and Appeals Policy and Procedure*.
- Stanley College must not finalise the student's refusal status in PRISMS until:
    - The appeal is in favour of Stanley College
    - The student has chosen not to access the complaints and appeals process with the 20-day working period
    - The student withdraws from the process.

4.9 Record Keeping

Stanley College will retain the following information for two years after the student ceases to be a Stanley College student:

- Applications for Release;
- The assessment of the Release Request; and
- The decision of the Release Request;
- All supporting documentation provided by the student;
- The notification sent to the student.

4.10 Review of Decisions on Appeals

Applicants may seek a review of a decision if they are dissatisfied with the transfer request outcome. Refer to the Student Complaint and Appeals Policy and Procedure.

This Policy and the availability of complaints and appeals procedures do not remove the rights of the student to take action under Australia's consumer protection laws (Australian Consumer Law) and the ESOS Act 2000, or to pursue other legal remedies.

4.11 Refunds

If the student is granted a Letter of Release and is entitled to a refund, the refund will be assessed in accordance with Stanley College's Refund and Cancellation Policy.

4.12 Transfer from another Provider to Stanley College

International Students who have a packaged offer with another Provider and have not yet completed a minimum of six months of study in their Principal Course, will not be eligible to apply for entry into Stanley College. Transfer to Stanley College can only be approved once the student has completed six months of study in their Principal Course or has written evidence of approval to transfer ("Release Letter") from their Principal Provider.

Exceptions are:

- Their initial provider is no longer registered to deliver courses to international students (only if the student seeking to transfer is an international student);

- Their initial provider has been sanctioned by an Australian, State or Territory Government Department in a way that prevents the student from continuing their course;
- Their Principal course is no longer available to international students;
- Their initial provider has issued a *Letter of Release* and recorded the date of effect and recorded the reason for release in PRISMS;
- The student's Government sponsor has provided a written letter to support the change of provider.

Students wishing to transfer from another provider will be required to:

- Complete an *Application for Admissions Form– International Students*; and
- Provide written evidence to demonstrate that they meet a requirement outlined in 4.12.

5. Roles and Responsibilities

The Vice President Wellbeing and Engagement: is responsible for overseeing this policy and its application.
Student Engagement Manager: is responsible for the assessment of transfer requests

Variations Team: is responsible for processing international student transfer requests in a timely and accurate manner and maintaining appropriate records of the transfer.

Finance Team: is responsible for overseeing the financial aspects of an international student transfer including timely payments of refunds

6. Policy Information

Policy Area	HE
Authorised Officer	Vice President, Wellbeing and Engagement
Supporting documents, procedures, work guidelines and forms	Application for Admissions Form – international (Higher Education) Student Course Variation Form Course Admission Information Set Letter of Offer and Written Agreement (Higher Education) Letter of Release Refund and Cancellation Policy and Procedure (Higher Education) Student Complaint and Appeals Policy and Procedure International Student Transfer Procedure (Higher Education)
Audience	Public

7. Link to Standards

7.1 National Code of Practice 2018

Standard (Number)	Standard (Descriptor)	**Standards (Individual)**
Standard 4	Education Agents	4.6.2
Standard 5	Younger Overseas Students	5.7
Standard 7	Overseas student transfers	7.1 – 7.7

7.2 TEQSA Agency Act

Main Section	**Main Topic**	**Subtopic**	**Article**	**Sub section of the article**
10. Administrative law matters	2. Management of Higher education information	C – Higher education student records	197AC	a – d