



INTERNATIONAL STUDENT TRANSFER BETWEEN PROVIDERS POLICY

Version:	Approved by:	Approval Date:	Effective Date:	Next Review:				
10	Academic Board	18 December 2024	18 December 2024	18 December 2026				
Responsible Officer:	Student Services Manager		Document No:	UOWC-SS-POL-10				
Purpose:	This Policy: <ul style="list-style-type: none">a. Outlines UOW College Australia's (herein referred to as 'the College') requirements for international students who seek to transfer to another education provider;b. Sets out the circumstances in which the College will and will not grant the release sought; and;c. Meets the requirements of Standard 7 of the National Code 2018.							
Scope:	UOWCA	ü	UOWCHK		UOWD		UOWG	
	This Policy only applies to international students who: <ul style="list-style-type: none">a. Hold a student visa; andb. Have accepted an offer to study at the College; ord. Have a packaged offer with UOW. This Policy does not cover refunds. All refunds are assessed independently, in accordance with the Fees and Refund Policy. A release does not guarantee a refund.							
Related Documents:	Academic Delegations of Authority Policy Fees and Refund Policy International Student Release Procedure Student Course and Subject Variation Procedure Student Grievance and Appeals Policy							



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References & Legislation:	Educational Services for Overseas Students Act 2001 (ESOS Act) National Code of Practice for Providers of Education and Training to Overseas Students 2018 (the National Code)
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1. Definitions

Word/Term/Acronym:	Definition:
Confirmation of Enrolment (CoE)	A document provided electronically which is issued by the registered provider to intending overseas students and which must accompany their application for a student visa. It confirms the overseas student's eligibility to enrol in the particular course of the registered provider.
Domestic Student	A student who is an Australian Citizen or Permanent Humanitarian Visa Holder, who will be resident in Australia for the duration of the course of study.
Education or Registered Provider	An educational institution registered on CRICOS (Commonwealth Register of Institutions and Courses for Overseas Students) that is approved to deliver a course to overseas students under the ESOS Act.
ESOS agency	The regulatory agency that has awarded CRICOS Registration for the relevant program. For UOW College Australia programs, the ESOS agency will be either the Australian Skills Quality Authority (ASQA) or the Tertiary Education Quality and Standards Agency (TEQSA).
International Student	A student who is not a domestic student. This includes but is not limited to students on a temporary residence visa, bridging visa and student visa. Referred to as 'overseas student' in the National Code.
Package Offer	An offer for more than one course of study where progression to a higher level course is contingent on the satisfactory completion of the lower level course.
Personal Support Plan	An individualised support program tailored to suit the needs of the student as required.
Principal Course	The highest level qualification undertaken by an international student where a student visa has been issued for multiple courses of study. The principal course is usually the final course of study in a package offer.
Principal Provider	The education provider of the principal course.
PRISMS	Provider Registration and International Student Management System (PRISMS). Through PRISMS, certain Australian Government agencies can monitor student compliance with visa conditions and provider compliance with the Education Services for Overseas Students Act 2000 (ESOS Act).
Release	Student discharge from one education provider to enable enrolment with another education provider.
Restricted Period	The first six (6) months of the principal course of study. Includes any courses prior to the principal course in a package offer.
Student	A person enrolled at any of the College campuses.
Transfer	To cease a current enrolment and accept an offer of study at another education provider.

2. Principles

- 2.1. The College will interpret this Policy in line with its commitment to:
 1. Act in a transparent and ethical manner;
 2. Make defensible decisions fairly, openly and equitably; and
 3. Afford students all rights consistent with the operation of natural justice within the education sector, including the right to appeal a determination.
- 2.2. The College considers acceptance and enrolment the result of an informed choice by the student.
- 2.3. The College will assess, and where approved, grant releases at no cost to the student.
- 2.4. Students will be informed of the outcome of their request within 10 working days of the application being submitted.

3. Release from Another Education Provider to Transfer to UOW College

- 3.1. A student who is yet to complete six (6) calendar months of study at their principal provider is required to be formally released by their previous education provider in accordance with the ESOS Act and the National Code in order to be considered for admission or admitted as a student at UOW College.
- 3.2. A student who has not been released by their previous provider will not be eligible for admission to UOW College.
 1. An offer may be issued to a student referred to in clause 3.1, but the Confirmation of Enrolment (CoE) will only be issued:
 2. Once a release approval is recorded in PRISMS by the student's previous provider.
 3. The previous provider has had a sanction imposed on its registration by an ESOS agency that prevents the student from continuing in their principal course.
 4. Any government sponsor of the student considers the change to be in the student's best interests and has provided written support for that change.
- 3.3. For students under 18, written confirmation of support for the transfer is required from a parent or legal guardian. The College must also coordinate welfare arrangements to ensure no gap in support, as outlined in Section 5 of the National Code.

4. Release from UOW College to Transfer to Another Education Provider

- 4.1. An accepted UOW College student wishing to transfer to another education provider will need to apply for a Release if they have not completed six (6) months study in their Principal course by:
 1. Completing the College's 'Leaving UOW College' form

2. Providing a letter detailing compassionate or compelling circumstances;
 3. Submitting supporting documents; and
 4. Providing an unconditional offer letter from the new education provider.
- 4.2. Students must remain enrolled in their current course until a final decision on their release application is determined. Any appeals process must also be completed before a release can be granted.
1. Special Consideration for Under 18 Students: In addition to the requirements listed above in 4.1 and 4.2, students under the age of 18 must provide:

5. Granting a Release

- 5.1. The College may grant a release under the following conditions:
1. The College is satisfied that exceptional circumstances exist that prevent the student from continuing their study at the College. These would be circumstances that are unexpected and beyond the control of the student and have an impact upon the student's course progress or wellbeing.
 2. If a student is financially supported by a government sponsor and the sponsor considers the transfer to be in the student's best interest and provides written support for this transfer.
 3. Where the College has altered a course for which a Confirmation of Enrolment (CoE) was issued or where the course is no longer available.
 4. There is documentary evidence that the student was misled about the College, the course, or related enrolment conditions by the College or an authorized education agent, resulting in the course not aligning with the student's needs or study objectives.
 5. There is documented evidence that the student's reasonable expectations of their current course are not being met or the registered provider fails to deliver the course as outlined in the written agreement. The student is unable to achieve satisfactory course progress, even after engaging with UOW College support services and following an intervention strategy. This must be supported in writing by a Program Manager.
 6. If an internal or external appeal on a separate matter results in a decision or recommendation that the student should be released.
 7. Before applying for a release, the student must discuss their reason for seeking a release with a Student Advisor, who will assess whether the transfer aligns with the student's best interests, including the presence of compassionate or compelling circumstances, and their likelihood of succeeding in the current course.
- 5.2. If a student has a package offer that includes a UOW course as the principal course of study, a release will only be granted where the student has been released from UOW.
- 5.3. Upon approval of a release, the student's enrolment with the College will be discontinued, and the Department of Home Affairs (DHA) will be notified of the change. The student's Confirmation of Enrolment (CoE) will be cancelled, and the release will be recorded via PRISMS.

- 5.4. Approval of a release does not imply approval for a refund. Refund requests are independent of the release process and require a separate application. Refunds will only be assessed after the student has been notified of the outcome of their release application, in accordance with the UOWC Fees and Refund Policy.

6. Circumstances where a release will not be granted

- 6.1. Circumstances where a release will not be granted include, but are not limited to:
1. If the transfer is deemed not to benefit the student's academic or personal wellbeing; or
 2. The student has not yet commenced or only recently started studying in their course; or
 3. The student has an outstanding financial debt to the College; or
 4. The College considers the transfer request is an attempt by the student to avoid being reported to the Department of Home Affairs for failure to meet mandatory or discretionary visa conditions; or
 5. The student cites reasons such as dissatisfaction with tuition fees, travel distance, or a change of mind without valid grounds; or
 6. The student cites work commitments or employment demands as the reason for requesting a transfer; or
 7. The student has not met course progression and has been placed on a Personal Support Plan but has not, in the opinion of the College, meaningfully engaged with that Personal Support Plan; or
 8. The student has not otherwise utilised the full range of support services available to assist with academic and personal issues and the College believes the reasons for the transfer request can be resolved by accessing the appropriate support services.
- 6.2. If a Student's application for a Release is refused:
1. The student must be provided with written reasons for the College's decision; and
 2. The student must be informed of their right to appeal the decision within 20 working days of the decision being made.
 3. The refusal will only be reported in PRISMS under one of the following conditions:
 4. The appeals process has found in favor of the registered provider; or
 5. The student has chosen not to pursue an appeal within the designated 20 working days period; or
 6. The student withdraws from the appeals process.

7. Supporting Documentation

- 7.1. Students must provide evidence that substantiates the claim for release. The College will refuse any request that is not substantiated by evidence.
- 7.2. Transfer applications on medical grounds must be accompanied by a medical certificate (original or original certified copy) which must indicate:

1. The name of the student; and
 2. The date the certificate was written and signed; and
 3. The degree of incapacity of the student; and
 4. How the medical condition affects the student's ability to continue in the prescribed course of study at the College.
- 7.3. Supporting documentation for applications on compassionate grounds may include, but is not limited to:
1. Notification or letter from a registered psychologist; or
 2. Death certificate or death notice; or
 3. Police report or event number.
- 7.4. In addition to providing supporting documentation to evidence their claim for transfer, students under 18 years of age seeking to transfer must also provide:
1. Written evidence that the student's parent or legal guardian supports the transfer; and
 2. Written confirmation that the new provider will accept responsibility for approving a student's accommodation, support and general welfare arrangements in cases where the student is not being cared for in Australia by a parent or suitable nominated and approved relative.
- 7.5. Supporting documentation must be an original or certified copy and written in English. If the original document is not in English, a certified and signed translation must accompany the original document before this can be accepted by the College.

8. Notification to the Department of Home Affairs (DHA)

1. If a student's request to transfer to another education provider within the six month period (from commencement of study) is approved, students will be advised to contact to the Department of Home Affairs to obtain information about the impact of this decision on their student visa.
- 8.2. The College will advise the Department of Home Affairs (DHA) of the outcome of all transfer requests via the Provider Registration International Student Management System (PRISMS).
- 8.3. When a release is granted the student's enrolment with the College will be discontinued, The student's Confirmation of Enrolment (CoE) will be cancelled, and the release will be recorded via PRISMS

9. Appealing a UOW College Release Decision

- 9.1. If a student's release request, to transfer to another education provider, is refused the College will inform the student in writing of the reasons for refusing the request and of their right to appeal the decision pursuant to the Student Grievance and Appeal Policy.
- 9.2. If a student chooses to lodge an appeal, they must remain enrolled at the College and pay all relevant tuition fees, until the appeal is finalised.
- 9.3. Any fee refund applications associated with a student's release from the UOW College will be assessed in accordance with the Fees and Refunds Policy.

- 9.4. If an application for a release has been refused, a student may submit an appeal an external agency if they believe there has been a failure in due process, of maladministration or misconduct on the part of the education provider.
- 9.5. External appeals must be submitted to an external agency within 10 working days of the College’s final decision.
- 9.6. If a student pursues an external appeal, they must notify the College of their external appeal lodgement within 10 working days of receiving the internal appeal outcome.

10. Roles & Responsibilities

Officer:	Responsibility:
Student Advisors	<ul style="list-style-type: none"> • Providing accurate advice to the student regarding the academic implications of the intended transfer request; • Conducting a preliminary assessment of the student’s transfer application and advising the student accordingly, e.g. if additional documentation is required; and • Completing and submitting the transfer request on behalf of the student via a Student Course and Subject Variation Request Form, ensuring a complete application, with all required information and evidence, is submitted; and • Notifying the student of the outcome of the application, including the student’s right to appeal as appropriate.
Administration Manager	<ul style="list-style-type: none"> • Finalising the release in accordance with the Department of Home Affairs procedures as amended from time to time.



11. Change History

Version	Approved By	Date Effective	Amendment
1.0	Academic Board	16/11/2007	New Policy
2.0	ITC Quality Manager	10/08/2010	Administrative update – migrated to new template
3.0	ITC Quality Manager	20/06/2011	Administrative update –name change
4.0	Strategy & Operational Group	05/03/2012	Definitions added. Minor wording change to 3.1.1f
5.0	Academic Board	19/03/2015	Migrated to new template; policy title change; complete policy revision and re-write; UOW alignment.
6.0	Compliance Officer	21/07/2016	Minor change only – College branding and document formatting updated.
7.0	Academic Board	23/11/2017	Implementation of revised National Code 2018
8.0	Academic Board	01/06/2018	Substantive Review – content redrafted and restructured to reflect National Code 2018.
9.0	Academic Board	13/06/2019	College branding and application of policy on new template. Revised for closer alignment with UOW.
10.0	Academic Board	18/12/2024	Enhanced clarity and ensure compliance with the National Code 2018, regarding release conditions and support for students under 18.