

Transfer Between Registered Providers Policy and Procedure

1. Purpose

Superior Training Centre (STC) is committed to ensuring that all requests by overseas students to transfer between CRICOS registered providers are managed fairly, transparently, consistently and in the best interests of the student while maintaining compliance with Australian legislation and regulatory requirements.

The purpose of this Policy and Procedure is to:

1. establish a documented and consistent process for assessing requests from overseas students wishing to transfer to another CRICOS registered provider during the first six calendar months of their principal course of study;
2. ensure STC complies with the:
 - Education Services for Overseas Students Act 2000 (ESOS Act);
 - National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code);
 - Standards for Registered Training Organisations (RTOs) 2025;
 - National Vocational Education and Training Regulator Act 2011;
 - Migration Act 1958; and
 - all associated legislative instruments and government requirements;
3. ensure transfer decisions are made objectively, consistently and based upon evidence rather than arbitrary or commercial considerations;
4. protect the integrity of Australia's international education system by ensuring students are enrolled in courses that are appropriate to their academic capability, career aspirations, English language proficiency and welfare needs;
5. ensure transfer decisions are made in the genuine best interests of the student, recognising that students may require transfer where another course or provider is demonstrably more suitable to their educational, personal or welfare circumstances;
6. provide students with access to a fair, transparent and timely assessment process, including access to STC's Complaints and Appeals Policy where a transfer request is refused;
7. ensure all transfer requests are supported by appropriate documentary evidence, are accurately recorded within STC's Student Management System and PRISMS where required, and are retained in accordance with legislative record-keeping requirements;
8. establish responsibilities for staff involved in assessing, approving, refusing and recording transfer requests; and
9. ensure STC maintains effective governance, continuous improvement and quality assurance processes relating to overseas student transfers.

2. Scope

This Policy applies to:

- all international students studying at Superior Training Centre under a student visa;
- all courses registered on STC's CRICOS registration;

- prospective overseas students seeking to transfer from another CRICOS registered provider to STC;
- currently enrolled overseas students requesting to transfer from STC to another registered provider;
- packaged courses where STC is the principal provider;
- students sponsored by Australian Government agencies, foreign governments or other sponsoring organisations;
- education agents acting on behalf of STC;
- all STC employees involved in admissions, enrolment, student administration, compliance, academic management and student support.

This Policy applies throughout the student's enrolment and continues until all legislative record retention requirements have been satisfied.

This Policy does not apply to:

- domestic students;
- students transferring between courses within STC where no change of registered provider occurs;
- students completing their principal course who subsequently enrol with another provider;
- students whose transfer is governed by provider default arrangements under the Tuition Protection Service (TPS).

3. Legislative Framework

This Policy has been developed having regard to the following legislation, standards and regulatory guidance.

Commonwealth Legislation

- Education Services for Overseas Students Act 2000 (ESOS Act)
- Education Services for Overseas Students Regulations
- Migration Act 1958
- Migration Regulations 1994
- National Vocational Education and Training Regulator Act 2011
- Privacy Act 1988
- Australian Consumer Law
- Australian Qualifications Framework (AQF)

National Code of Practice for Providers of Education and Training to Overseas Students 2018

This Policy specifically supports compliance with:

Standard 1 – Marketing Information and Practices

Ensuring overseas students receive accurate and ethical information regarding transfer requirements before enrolment.

Standard 4 – Education Agents

Ensuring education agents act ethically and comply with legislative restrictions relating to recruitment and student transfers.

Standard 5 – Younger Overseas Students

Ensuring appropriate welfare arrangements are maintained where students under 18 years of age transfer between providers. (currently STC does NOT recruit students under 18 years old)

Standard 7 – Overseas Student Transfers

Establishing documented procedures for assessing and recording requests by overseas students wishing to transfer between registered providers during the restricted transfer period.

Standard 8 – Overseas Student Visa Requirements

Ensuring transfer decisions appropriately consider visa implications and reporting obligations.

Standard 10 – Complaints and Appeals

Providing students with access to fair, independent and timely internal complaints and appeals processes.

Standards for Registered Training Organisations (RTOs) 2025

This Policy supports compliance with the Standards for RTOs 2025, particularly those relating to:

- student information;
- learner support;
- student wellbeing;
- procedural fairness;
- governance;
- quality assurance;
- records management;
- complaints and appeals;
- continuous improvement.

STC Governance Documents

This Policy should be read in conjunction with:

- Student Handbook
- Letter of Offer and Written Agreement
- Complaints and Appeals Policy
- Student Support Policy
- Course Progress Policy
- Attendance Policy
- Education Agent Management Policy
- Privacy Policy
- Records Management Policy
- Continuous Improvement Policy
- Fees and Refund Policy

4. Definitions

Best Interests of the Student means a decision that promotes the student's educational progression, wellbeing, safety, academic success and compliance with Australian legislation.

Compassionate or Compelling Circumstances means circumstances generally beyond the student's control that have a significant impact upon the student's ability to study successfully, including illness, bereavement, family crisis, trauma or natural disasters.

CRICOS means the Commonwealth Register of Institutions and Courses for Overseas Students.

Letter of Offer means a formal written offer of enrolment issued by another CRICOS registered provider.

National Code means the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

Principal Course means the principal course of study as defined under the ESOS Act.

PRISMS means the Provider Registration and International Student Management System administered by the Australian Government.

Registered Provider means a provider registered on CRICOS.

Restricted Transfer Period means the first six calendar months of the student's principal course of study.

Student Management System (SMS) means STC's approved student administration database.

Transfer Request means a written request submitted by an overseas student seeking to transfer between registered providers.

5. Policy Principles

Superior Training Centre is committed to ensuring that all transfer decisions are based upon the following principles.

Student-centred decision making

Transfer decisions will always be made having regard to the individual circumstances of the student rather than commercial or administrative convenience.

Compliance

STC will comply with all legislative obligations relating to overseas student transfers, including the ESOS Act, National Code, Standards for RTOs 2025 and applicable migration legislation.

Procedural Fairness

Students will receive:

- fair consideration;
- an opportunity to provide supporting evidence;
- written reasons for decisions;
- access to complaints and appeals processes;
- respectful and timely communication.

Transparency

Students will be informed prior to enrolment and throughout their studies of:

- transfer requirements;
- evidence requirements;
- assessment processes;
- appeal rights;
- potential visa implications.

Evidence-Based Decisions

Transfer requests will be assessed on documented evidence rather than assumptions or unsupported statements.

Consistency

Comparable requests will be assessed consistently while recognising each student's individual circumstances.

Student Welfare

Student wellbeing, safety and academic success will be central considerations throughout the assessment process.

Integrity

STC will not encourage inappropriate student movement between providers and will comply with legislative restrictions relating to education agent recruitment and onshore transfers.

6. Student Rights and Responsibilities

Student Rights

All overseas students have the right to:

- request a transfer to another registered provider;
- have their request considered fairly and objectively;
- receive information about the transfer process before enrolment;
- provide supporting documentation;
- receive written reasons where a request is refused;
- access STC's Complaints and Appeals process;
- be treated respectfully and confidentially;
- receive advice regarding possible visa implications (while recognising STC does not provide migration advice);
- have their personal information managed in accordance with privacy legislation.

Student Responsibilities

Students requesting a transfer must:

- complete the approved STC Transfer Request Form;
- provide accurate and truthful information;
- submit all supporting documentation;
- provide a valid Letter of Offer from the receiving CRICOS registered provider where required;
- continue attending classes and meeting course requirements while the request is being assessed;
- continue complying with visa conditions;
- meet financial obligations under the Written Agreement;
- notify STC of any changes to their circumstances that may affect the request.

7. STC Responsibilities

Superior Training Centre will:

- publish clear information regarding overseas student transfers prior to enrolment;
- assess every request individually;
- consider the student's best interests;
- provide access to academic and welfare support before determining whether transfer is appropriate;
- make decisions free from discrimination, bias or commercial influence;
- assess evidence objectively;
- verify enrolment offers issued by receiving providers where necessary;
- ensure all decisions comply with legislative requirements;
- record all decisions within STC's Student Management System and PRISMS where required;
- retain records in accordance with legislative requirements;
- provide written reasons for approvals and refusals;
- advise students of their rights to internal and external appeal;

- cooperate with receiving providers where transfer is approved;
- ensure staff receive ongoing training regarding ESOS compliance and transfer requirements;
- monitor transfer trends through STC's Continuous Improvement Framework; and
- review this Policy at least annually or following legislative or regulatory changes to ensure continued compliance and effectiveness.

8. Transfer Requests During the First Six Calendar Months

The first six calendar months of an overseas student's **principal course of study** is regarded as the restricted transfer period under the National Code.

During this period, an overseas student may only transfer to another CRICOS registered provider where the transfer complies with the ESOS Act, the National Code and this Policy.

Superior Training Centre (STC) recognises that the objective of these requirements is to protect students from inappropriate recruitment practices while ensuring they are not prevented from transferring where another provider or course is demonstrably in their best educational or welfare interests.

Students wishing to transfer during the restricted transfer period must:

- complete the STC Transfer Between Registered Providers Request Form;
- provide all supporting documentation relevant to the request;
- provide a valid Letter of Offer from the receiving CRICOS registered provider;
- attend any meeting requested by STC to discuss the transfer request;
- continue to comply with all enrolment obligations, visa conditions and course requirements while the request is being assessed.

Transfer requests will be acknowledged promptly and normally assessed within **10 working days** of receiving all required documentation.

Where additional information is required, STC may request further evidence before making a decision. Students will be advised in writing if the assessment timeframe is extended.

Transfer decisions will be made solely on the merits of each individual case.

STC will not encourage students to remain enrolled where another provider is demonstrably more appropriate for their educational progression, welfare or future success.

9. Assessment Principles

Every transfer request will be assessed using the following principles.

9.1 Best Interests of the Student

The primary consideration will always be whether the proposed transfer is genuinely in the student's best educational, academic and personal interests.

Assessment will consider:

- academic capability;
- career objectives;
- previous academic performance;
- English language proficiency;
- support needs;
- wellbeing;
- welfare;
- personal circumstances;

- future employability.

9.2 Individual Assessment

Each application will be assessed individually.

STC will not adopt blanket approval or refusal practices.

Every request will be considered on its own merits using available evidence.

9.3 Evidence-Based Decision Making

Decisions will only be made after consideration of appropriate documentary evidence.

Evidence may include:

- medical certificates;
- psychologist or counsellor reports;
- police reports;
- statutory declarations;
- correspondence from government sponsors;
- course advice;
- academic records;
- intervention records;
- welfare reports;
- correspondence from the receiving provider;
- documentation relating to compassionate or compelling circumstances.

Where evidence is insufficient, STC may request additional documentation.

9.4 Procedural Fairness

Students will be provided with:

- an opportunity to present supporting evidence;
- an opportunity to explain their circumstances;
- written reasons for any decision;
- access to STC's Complaints and Appeals Policy.

9.5 Consistency

Transfer requests involving similar circumstances will be assessed consistently while recognising that every student's circumstances are unique.

9.6 Compliance

All assessments will comply with:

- ESOS Act 2000
- National Code
- Standards for RTOs 2025
- Migration legislation
- STC policies and procedures.

10. Mandatory Grounds for Granting Release

STC will approve a request to transfer where one or more of the following circumstances applies and appropriate supporting evidence has been provided.

10.1 Student Unable to Achieve Satisfactory Course Progress

Following implementation of STC's intervention strategy, there is evidence the student is unable to achieve satisfactory course progress at the level they are studying and transfer to another provider is considered to be in the student's best interests.

10.2 Compassionate or Compelling Circumstances

The student has experienced compassionate or compelling circumstances that make continued study at STC unreasonable or impractical.

Examples include:

- serious illness;
- significant injury;
- family bereavement;
- natural disaster;
- civil unrest;
- domestic violence;
- serious mental health concerns;
- family crisis.

10.3 Failure to Deliver the Course

STC has failed to deliver the course substantially in accordance with the Written Agreement or the student's reasonable expectations.

10.4 Student Misled

There is evidence that:

- STC;
- an education agent; or
- a migration agent

provided misleading or inaccurate information which resulted in the student enrolling in an unsuitable course.

10.5 Appeal Outcome

An internal or external appeal recommends that the student be released from STC.

10.6 Provider Registration Issues

STC:

- ceases to be registered;
- loses CRICOS registration; or
- is unable to continue delivering the student's principal course.

10.7 Government Sponsor Support

A government sponsor confirms in writing that transfer is in the student's best interests.

10.8 Other Legislative Requirements

Any other circumstance prescribed by Commonwealth legislation or the National Code.

11. Additional Circumstances STC Will Consider

In addition to the mandatory grounds, STC may consider the following factors.

Academic Suitability

Whether the proposed course is better aligned with:

- the student's aptitude;
- educational background;
- learning capability;
- future career objectives.

Student Wellbeing

Whether remaining enrolled is likely to negatively affect the student's:

- mental health;
- physical health;
- welfare;
- personal safety.

Course Suitability

Whether another course provides:

- more appropriate progression;
- better vocational outcomes;
- more suitable educational pathways.

Student Support

Whether STC has:

- provided appropriate intervention;
- implemented reasonable adjustments;
- offered academic support;
- offered wellbeing support.

Genuine Student Considerations

Whether the transfer appears consistent with the student's stated education objectives.

Visa Implications

Whether the student understands the possible consequences of transferring, including potential impacts on their student visa.

STC will advise students to seek independent migration advice where appropriate.

Receiving Provider

Whether the receiving organisation:

- is CRICOS registered;
- has made a genuine enrolment offer;
- offers a suitable qualification.

12. Circumstances Where a Transfer May Be Refused

STC may refuse a transfer request where, following an individual assessment, it reasonably concludes that approval would not be in the student's best interests.

Reasons may include:

12.1 Insufficient Evidence

The student has failed to provide sufficient evidence supporting the request despite being given an opportunity to do so.

12.2 No Valid Offer

The student has not provided a valid Letter of Offer from another CRICOS registered provider.

12.3 Transfer Not Appropriate

Evidence indicates the proposed transfer is unlikely to improve the student's educational outcomes.

12.4 Support Not Yet Exhausted

STC reasonably believes the issues raised can be effectively addressed through existing academic support, welfare services or intervention strategies.

12.5 Student Objectives

Evidence indicates the proposed transfer is inconsistent with the student's educational objectives or appears designed primarily to avoid legitimate academic or administrative processes.

12.6 Fraudulent Information

The student has submitted false, misleading or fraudulent documentation.

12.7 Legislative Restrictions

Approval would result in STC breaching Commonwealth legislation or the National Code.

Transfer requests will **not** be refused solely because:

- the student owes fees;
- the student has raised a complaint;
- STC wishes to retain enrolment revenue;
- an education agent objects to the transfer.

13. Outstanding Fees and Financial Obligations

Students remain responsible for all financial obligations arising under their Written Agreement with STC.

Outstanding tuition fees, charges or debts do **not automatically prevent** approval of a transfer request.

Where a transfer is approved:

- outstanding debts remain payable;
- refunds will be assessed under the Fees and Refund Policy;
- financial records will be updated;
- the student's enrolment status will be amended in PRISMS where required.

Students will be provided with a final statement of account following approval.

Any refund payable will be calculated strictly in accordance with STC's Fees and Refund Policy.

14. Student Welfare Considerations

Student welfare is a primary consideration in every transfer decision.

Assessment will consider:

- physical wellbeing;
- psychological wellbeing;
- family circumstances;
- accommodation;
- safety;
- cultural adjustment;
- social support;
- academic stress;
- financial hardship;
- disability;
- accessibility needs.

Before refusing a request, STC will consider whether:

- additional academic support could resolve the issue;
- counselling has been offered;
- reasonable adjustments are available;
- alternative training arrangements are possible.

Where necessary, STC may refer students to:

- counselling services;
- mental health professionals;
- community support organisations;
- emergency assistance providers;
- external welfare services.

15. Compassionate and Compelling Circumstances

Compassionate or compelling circumstances are generally those beyond the student's control which have a significant impact upon their capacity to continue studying successfully.

Examples include, but are not limited to:

Medical

- serious illness;
- surgery;
- hospitalisation;
- serious injury;
- ongoing disability.

Family

- death of an immediate family member;
- family breakdown;
- serious illness of a close relative;
- caring responsibilities.

Personal Safety

- domestic violence;
- family violence;
- assault;
- stalking;

- threats to personal safety.

Mental Health

- diagnosed anxiety;
- depression;
- trauma;
- psychological illness;
- significant emotional distress supported by appropriate evidence.

Natural Disaster

- flood;
- bushfire;
- cyclone;
- earthquake;
- pandemic;
- other declared emergencies.

Government Action

- political unrest;
- armed conflict;
- travel restrictions;
- government evacuation advice.

Other Exceptional Circumstances

Any other circumstance that STC reasonably determines has significantly affected the student's ability to continue studying.

Students claiming compassionate or compelling circumstances should provide supporting documentation wherever reasonably available, such as:

- medical certificates;
- psychologist reports;
- police reports;
- death certificates;
- statutory declarations;
- government notices;
- evidence from qualified professionals.

Each case will be assessed individually, recognising that not all students will be able to provide the same level of documentary evidence due to the nature of their circumstances. Where appropriate, STC may request further information before making a final decision.

16. Students Under 18 Years of Age

Superior Training Centre does not recruit overseas students under 18 years of age

17. Incoming Transfer Students

STC will not knowingly enrol an overseas student seeking to transfer from another CRICOS registered provider during the first six calendar months of the student's principal course unless one of the exceptions under the National Code applies.

Prior to accepting an incoming transfer, STC will verify:

- the student's principal course commencement date;
- the student's current enrolment status;
- whether the restricted transfer period has expired;
- that the releasing provider has approved the transfer where required;
- that any legislative exception applies;
- that STC is satisfied the proposed enrolment is appropriate.

Where required, STC will obtain evidence including:

- Letter of Release;
- PRISMS information;
- Confirmation of Enrolment (CoE);
- Letter of Offer;
- government sponsor approval;
- supporting documentation.

Admissions staff must not actively encourage students to breach the transfer provisions of the National Code.

18. PRISMS Procedures

STC will accurately record all transfer decisions in the Provider Registration and International Student Management System (PRISMS) in accordance with legislative requirements.

Where a transfer is approved STC will:

- record the release in PRISMS;
- record the effective release date;
- record the reason for release;
- maintain supporting documentation;
- update the Student Management System.

Where a transfer is refused, STC will not finalise the refusal in PRISMS until:

- the student has not lodged an appeal within 20 working days;
- the internal appeal supports the original decision;
- the external appeal supports the original decision; or
- the student withdraws the appeal.

Only authorised staff may update PRISMS records.

All PRISMS records will be subject to internal compliance review.

19. Complaints and Appeals

Students whose transfer request is refused have the right to access STC's Complaints and Appeals Policy.

The written refusal will include:

- reasons for the decision;
- evidence considered;
- legislative basis for the decision;

- appeal rights;
- appeal timeframes.

Students may lodge an internal appeal within twenty (20) working days of receiving the decision.

The appeal will:

- be managed independently from the original decision-maker;
- consider any additional evidence;
- provide procedural fairness;
- be determined within a reasonable timeframe.

Where the internal appeal upholds the original decision, students may access an appropriate external complaints or appeals process.

STC will maintain the student's enrolment while the internal appeals process is underway unless otherwise required by legislation.

20. Department of Home Affairs Requirements

STC recognises that transferring between registered providers may affect a student's visa obligations.

Students will be advised that:

- STC cannot provide migration advice;
- transferring providers may affect their student visa;
- visa conditions continue throughout the transfer process;
- students should seek advice directly from the Department of Home Affairs or a registered migration agent regarding any visa implications.

Where required under legislation, STC will report changes through PRISMS.

21. Education Agent Requirements

Education agents representing STC must comply with:

- the ESOS Act;
- the National Code;
- STC's Education Agent Agreement;
- STC's Education Agent Policy;
- ethical recruitment practices.

Agents must not:

- encourage inappropriate student transfers;
- provide misleading information;
- recruit students contrary to National Code requirements;
- influence transfer decisions.

Any suspected breach by an education agent will be investigated under STC's Agent Management Framework and may result in suspension or termination of the agency agreement.

22. Onshore Transfer Commission Restrictions (2026)

STC acknowledges the legislative amendments commencing in 2026 that prohibit the payment of education agent commissions for recruiting certain overseas students who are transferring onshore from another registered provider.

Accordingly:

- STC will not pay commissions where prohibited under Commonwealth legislation;
- Finance staff will verify eligibility before approving commission payments;
- Admissions staff must identify students who are transferring from another Australian provider;
- Compliance staff will audit commission payments periodically;
- Education Agent Agreements will incorporate these legislative restrictions.

These restrictions do not prevent legitimate student transfers that comply with the National Code.

23. Records Management

STC will retain records relating to every transfer request all documents kept in the Student Management System.

Records include:

- application forms;
- supporting evidence;
- meeting notes;
- correspondence;
- assessment records;
- approval or refusal decisions;
- appeal documentation;
- PRISMS records.

Records will be retained for a minimum of **two (2) years after the student ceases to be an accepted student of STC**, or longer where required by legislation or STC's Records Management Policy.

All records will be managed in accordance with:

- Privacy Act 1988;
- STC Privacy Policy;
- Records Management Policy.

24. Continuous Improvement

Transfer activities will be monitored through STC's Continuous Improvement Framework.

Performance indicators include:

- number of transfer requests;
- approval rates;
- refusal rates;
- appeal outcomes;
- reasons for transfer;
- student satisfaction;
- PRISMS compliance;
- education agent involvement;
- audit findings.

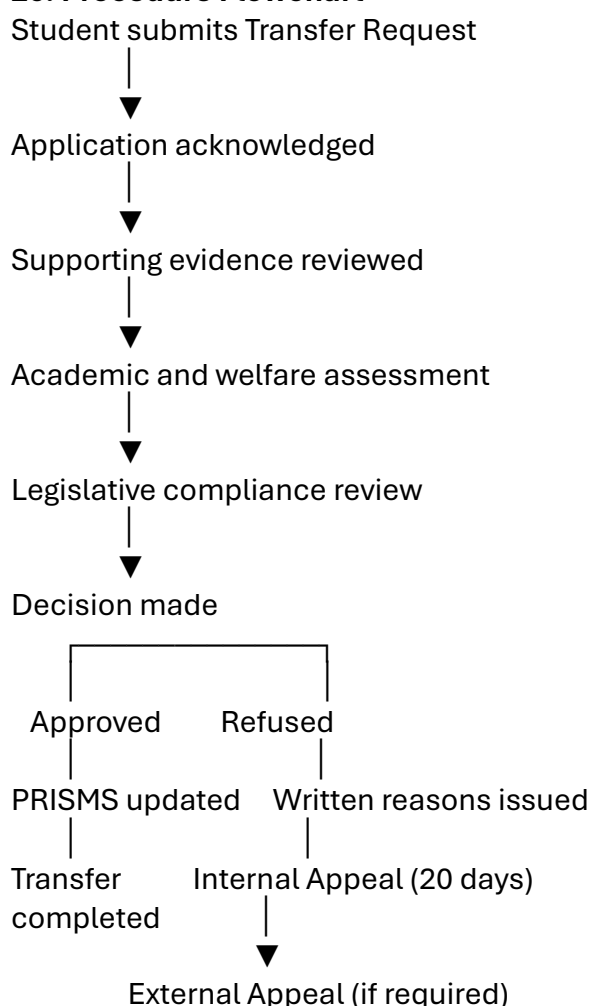
Results will be reviewed annually by the Compliance Committee.

Improvement actions will be recorded in the Continuous Improvement Register.

25. Roles and Responsibilities

Role	Responsibility
Chief Executive Officer (CEO)	Overall accountability for compliance with the ESOS Act, National Code and this Policy.
Compliance Manager	Legislative compliance, PRISMS oversight, policy review and audit.
Admissions Manager	Assessment and coordination of transfer requests.
Student Support Officer	Student counselling, welfare assessment and support referrals.
Finance Officer	Outstanding fees, refunds and commission compliance.
Education Agent Manager	Monitoring agent compliance and prohibited commission arrangements.
Students	Provide accurate information and supporting documentation.

26. Procedure Flowchart



27. Decision Matrix

Circumstance	Normally Approve	Consider Further	Normally Refuse
Compassionate or compelling circumstances	✓		
Unable to achieve satisfactory progress after intervention	✓		
Course not delivered as agreed	✓		
Student misled by provider or agent	✓		
Government sponsor approval	✓		
No valid Letter of Offer			✓
Insufficient evidence		✓	
Better academic pathway		✓	
Outstanding fees only		✓	
Fraudulent documentation			✓

28. Templates

The following forms support implementation of this Policy:

- Transfer Between Registered Providers Request Form
- Transfer Assessment Checklist
- Compassionate and Compelling Circumstances Assessment Form
- Student Welfare Assessment Checklist
- PRISMS Processing Checklist
- Approval Letter
- Refusal Letter
- Internal Appeal Form
- Transfer Register
- Education Agent Commission Verification Checklist

29. Related Policies

This Policy should be read in conjunction with:

- Student Handbook
- Letter of Offer and Written Agreement
- Complaints and Appeals Policy
- Course Progress Policy
- Attendance Policy
- Student Support and Wellbeing Policy
- Critical Incident Policy
- Privacy Policy
- Records Management Policy
- Education Agent Management Policy
- Continuous Improvement Policy
- Fees and Refund Policy
- Risk Management Framework
- Code of Conduct
- Child Safety and Wellbeing Policy (where applicable)

30. Version Control

Document Title	Transfer Between Registered Providers Policy and Procedure
Policy Number	P013
Version	3.0
Effective Date	<i>[Insert]</i>
Review Date	12 months from approval or earlier if legislative changes occur
Owner	Chief Executive Officer
Approved By	STC Board / CEO
Legislative Authority	ESOS Act 2000, National Code 2018, Standards for RTOs 2025
Supersedes	Version 2.2 (15 January 2025)
Classification	Governance Policy
Related Forms	Transfer Request Form, Appeal Form, PRISMS Checklist