

Transfer between Registered Providers International student

Procedure

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1. PURPOSE

The purpose of this procedure is to:

- assess a request to transfer to another provider where the student has not studied their principal course for more than six (6) calendar months (outgoing); or
- assess an enrolment application where the student has not studied their principal course for more than six (6) calendar months (incoming).

Where a request is denied, the student may appeal internally, and for international students to the Overseas Student Ombudsman.

2. SCOPE

This policy applies to all AFTT's International students (including potential students).

3. DEFINITIONS

All definitions are located in the *VET Glossary*.

4. PROCEDURE

4.1 PROCEDURE

Incoming Student

A Formal Release is Not Required if:

- The original training provider has ceased to be registered;
- The original training provider has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or her principal course;
- The original training provider recorded in PRISMS that a release has been granted;
- Any government sponsor of the student considers the change to be in the student's best interest and has provided written support of that charge;
- The student holds another visa type that is not subject to the ESOS Act and the National Code 2018;
- The student is offshore and unable to commence their studies in Australia.

A formal release IS required if:

- The student has not completed six (6) months of their principal course with their current provider

Assessment of student status:

- During the application process, students must identify previous or current study;
- Onshore applicants must provide a copy of their visa and, if on a student visa, a copy of all relevant CoEs.
Further information and clarification is sought during the interview;
- Transferring from another provider, where a student is identified as being currently enrolled in an Australian provider and they have not completed at least six (6) months of their principal course, applicants are advised to request a release from their current studies before they may be enrolled to AFTT. The student must produce a copy of a cancelled CoE from their principal course before a new CoE can be issued by AFTT.

Outgoing student

A Formal Release will be granted if:

- The student requests a transfer to study a course at an academic level considered similar to, or higher than, the level of their current course, in a discipline area not available at AFTT, evidenced with a valid offer of admission from another registered provider; or
 - The student can demonstrate compassionate or special circumstances which necessitate transfer to another provider; or
 - The student can demonstrate exceptional personal circumstances which have not been successfully resolved after accessing AFTT's support services; or
 - The student does not meet the conditions on their Offer Letter and therefore, cannot commence their AFTT course, and an alternative course at AFTT is not available.
- For students enrolled in a package of courses, AFTT reserves the right to differ with the recommendation from a package provider and the decision of AFTT will be final.

A Formal Release will not be granted if:

- The student has outstanding debts or fines;
- The student has academic and/or non-academic sanctions;
- The student changes their mind about the intended course, claims financial hardship, or wishes to transfer to another provider with lower tuition fees;
- The student requests a transfer to study a course at an academic level that is considered lower than the current principal course of study;
- The student requests a transfer to a course with another provider, and that course is available at AFTT;
- The student's actions have caused AFTT to form the view that they are not a genuine student or genuine temporary entrant (e.g., absence from orientation events, low attendance rate, failure to access support services, significant change in academic direction);
- The student has been excluded or suspended from their course;
- The student has not exhausted access to either AFTT's support services for assistance with study or personal issues, or for students enrolled in a package of courses, the services offered by the package provider;
- The student has already accepted and paid for a course with another registered provider;
- The student cites work commitments or demands of employment as a reason for transfer;
- AFTT does not agree that the transfer is in the best interests of the student's academic progress or future study plans, AFTT believes that the student has made decisions post-enrolment regarding accommodation, employment or travel that are not aligned with the requirements of their principal course;
- AFTT believes that the student is attempting to avoid being reported to the Department of Home Affairs (DoHA) for not meeting course requirements.

How to apply for a release:

The student must submit a formal request for a release letter to their Head of Department (HoD) or the Campus Manager (CM), along with:

- A copy of the offer letter from the new provider;
- A written statement outlining the reasons for transfer, or any other documentation supporting the application. Please note that additional documentation is required for a student under 18 years of age.

The request will be received by AFTT (HoD or CM) who will ensure all necessary documentation has been provided by the student. The request will be proposed to the Director of International Services who will review and make the final decision.

AFTT will grant or refuse a request for a release consistent with AFTT's policies and procedures, and in accordance with the Department Home Affairs (DoHA) requirements, RTO Standards, and the ESOS National Code.

The request to transfer will be considered by the Director of International Services and measured against:

- The details of the request;
- Any supporting documentation submitted by the student;
- Sections 4.2 and 4.3 above;
- Any other compassionate or extenuating circumstances.

Where the application for a release is approved:

- The Campus Manager &/or Director of International Services will advise the student in writing within ten (10) working days, by letter or email, and the outcome of this decision will be recorded in the student management database;
- The electronic Confirmation of Enrolment (eCoE) for student visa purposes will be cancelled, and the Department of Home Affairs (DoHA) will be informed via PRISMS. The student should contact the DoHA to seek advice on whether a new student visa is required. For more information on how the transfer and release affects the student visa, please visit the DoHA website: <https://www.homeaffairs.gov.au/>

Where the application for a release is not successful:

- The Campus Manager &/ or Director of International Services will advise the student in writing within ten (10) working days, of the reasons for refusal. The student may transfer to another provider after six (6) months of study in their principal course. In advance of that, they may access the appeals processes below. Once all appeals processes have been exhausted, and if the provider's decision has been upheld, the outcome will be recorded in PRISMS.

All outcomes will be reported by the Director of International Services to the Quality Education and Risk Committee (QERC).

4.2 COMPLAINTS AND APPEALS

Students are entitled to appeal against a refusal to permit a release by submitting a formal appeal within twenty (20) working days to the Campus Manager, or Director of International Services.

In the event that the internal appeal is unsuccessful, an appeal can be made within ten (10) working days to the Commonwealth Ombudsman:

Commonwealth Ombudsman

Phone: 1300 362 072

Mail:

GPO Box 442

Canberra ACT 2601

AUSTRALIA

No outcome will be recorded in PRISMS until all accessed appeals processes have been decided upon.

Students may access the Student Complaints and Appeals Policy – and its associated procedures – at any time, against any decisions prescribed in this procedure.

5. RELATED DOCUMENTS

- 5.1. VET Glossary
- 5.2. Student Handbook
- 5.3. Applications Enrolment and Selection Policy and Procedure
- 5.4. Complaints and Appeals

6. RELEVANT LEGISLATION

- 6.1. Standards for Registered Training Organisations (RTOs) 2025
- 6.2. Standards for Registered Training Organisations (RTOs) 2015
- 6.3. User Guide Standards for Registered Training Organisations (RTOs)
- 6.4. Australian Skills Quality Authority (ASQA)
- 6.5. Australian Qualification Framework (AQF)
- 6.6. Data Provision Requirements 2012
- 6.7. National Vocational Education and Training Act 2011
- 6.8. ESOS National Code 2018
- 6.9. National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018
- 6.10. Education Services for Overseas Students (ESOS) Act 2000 (Cth)
- 6.11. Education Standards Authority

7. POSITIONS RESPONSIBLE

- 7.1. Campus Manager
- 7.2. Head/s of Department
- 7.3. Head of Student Services & Admin
- 7.4. Student Admissions team
- 7.5. Director of International Services
- 7.6. Chief Financial Officer
- 7.7. Chief Executive Officer

8. APPROVAL INFORMATION

Approval Authority	Quality Education and Risk Committee (QERC)
Health Check approval authority	AFTT CEO
Review date	01/12/2026

Version	Approved by	Approval date	Effective date	Modifications	Status
2.0	QERC	11/05/2022	12/05/2022	New template	Current
3.0	QERC	30/06/2025	01/07/2025	Std's for RTO's 2025	Current