



Student Transfer Policy and Procedure

1. Purpose

This policy and associated procedures ensure that Illoura College does not knowingly enrol an international student who wishes to transfer from another registered provider prior to the international student completing six months of their principal course.

2. Key Definitions

- **CoE** is a Confirmation of Enrolment document, provided electronically, that is issued by Illoura College to an international student when they enroll in a course at Illoura College. This CoE must accompany their application for a student visa, submitted through Department of Home Affairs (DHA).
- **Principal Course** refers to the main course of study to be undertaken by an international student for which a student visa has been granted. Where a student is enrolled in a packaged program consisting of multiple courses, the principal course is usually the final course in the sequence.
- **PRISMS** (Provider Registration and International Students Management System) refers to the Australian Government secure database that provides Australian education providers with Confirmation of Enrolment facilities required for compliance with the ESOS legislation.

3. Policy

3.1 Students transferring from another provider to Illoura College

Illoura College will not knowingly **enroll** an international student who is seeking to transfer from another registered provider before completing six calendar months of their principal course, unless a permitted circumstance under Standard 7 applies.

Illoura College may proceed with an application where:

- the releasing registered provider, or the course in which the student is enrolled, has ceased to be registered;
- the releasing registered provider has had a sanction imposed by an ESOS agency that prevents the student from continuing their course;
- the releasing registered provider has agreed to the student's release and recorded the date of effect and reason for release in PRISMS;
- a government sponsor considers the transfer to be in the student's best interests and has provided written support; or
- the student has completed six calendar months of their principal course.

Illoura College will check the student's transfer status in PRISMS before confirming enrolment or issuing a CoE. Where the student is not permitted to transfer to Illoura College under Standard 7, any tuition fees already paid to Illoura College will be managed in accordance with the Fees and Charges Policy, Refunds Policy and Procedure, and the Student Agreement.



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3.2 Students transferring from Illoura College to another provider

3.2.1 Transfer before completing six calendar months

International students enrolled at Illoura College who have not completed six calendar months of their principal course must apply for release before transferring to another registered provider. Students must complete the Course Variation Form and provide a valid offer letter from another registered provider, together with supporting evidence relevant to their request.

Illoura College will assess each request on its individual circumstances and will grant a release where the transfer is considered to be in the student's best interests and is supported by appropriate evidence. The outcome will be provided in writing within 10 working days of receiving a complete application and valid offer letter.

3.2.2 Circumstances where transfer may be approved

Illoura College may approve a transfer request where it is in the student's best interests. This may include, but is not limited to, circumstances where:

- the student will be reported because they are unable to achieve satisfactory course progress at their current level of study, and the student has engaged with Illoura College's intervention strategy;
- the student provides evidence of compassionate or compelling circumstances;
- Illoura College is unable to deliver the course as agreed in the Offer Letter or Student Agreement;
- the student provides evidence that their reasonable expectations of the current course are not being met;
- the student is experiencing difficulty coping with the course, has accessed academic support, and has not improved their academic performance;
- the student provides evidence that they were misled by Illoura College or by an education or migration agent regarding Illoura College or its course, and the course is unsuitable for their needs or study objectives;
- an internal or external appeal on another matter results in a decision or recommendation to release the student;

3.2.3 Circumstances where transfer may be refused

Illoura College may refuse a transfer request where the transfer is not considered to be in the student's best interests or where the request is not supported by sufficient evidence.

Circumstances may include, but are not limited to, where:

- the student has not demonstrated genuine compassionate or compelling circumstances;
- the student has not provided a valid offer letter from another registered provider;
- the student has outstanding fees payable to Illoura College;
- the transfer may negatively affect the student's progression through a packaged course arrangement;
- the student has recently commenced the course and has not yet accessed the full range of academic, welfare or support services available to them;

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- the student is seeking to transfer primarily to avoid intervention, reporting or other action relating to unsatisfactory course progress, attendance, non-payment of fees or breach of enrolment conditions;
- the student has recently had an intervention strategy put in place and there has been insufficient time to assess whether the strategy will support the student;
- the student has not identified or evidenced the benefits they expect to gain from transferring;
- the transfer would not support the student's progression through a package of courses.

3.2.4 Fees payable on cancellation, withdrawal or transfer

Illoura College does not charge a fee for assessing or approving a transfer release request. However, where a student cancels or withdraws from their enrolment, cancellation fees, outstanding tuition fees and refund arrangements may apply in accordance with the Student Agreement, Fees and Charges Policy, and Refunds Policy and Procedure.

Where a student's enrolment is cancelled, or a transfer request is approved and the student withdraws from Illoura College, the following fees may apply:

- If the student applies after the term has commenced, the student may be required to pay a cancellation fee of \$2,500, any outstanding tuition fees from the previous term, and the tuition fee for the current term where applicable.
- If the student applies during a scheduled term break before the next term has commenced, the student may be required to pay a cancellation fee of \$2,500 and any outstanding tuition fees from the previous term.

All fees will be calculated and managed in accordance with Illoura College's Fees and Charges Policy, Refunds Policy and Procedure, and the Student Agreement.

3.2.5 Appeal rights and PRISMS finalisation

Where a transfer request is refused, Illoura College will provide the student with written reasons for the decision and advise the student of their right to access the Complaints and Appeals Policy and Procedure within 20 working days of receiving the decision.

Illoura College will not finalise the refusal outcome in PRISMS until the appeal period has passed, the student withdraws their appeal, or the complaints and appeals process is completed and results in a decision in favour of Illoura College.

3.2.6 Transfer after completing six calendar months

After completing six calendar months of their principal course, students are not required to obtain a release from Illoura College to transfer to another registered provider. However, students must still formally request cancellation of their enrolment by completing the Course Variation Form. Any applicable cancellation fees, outstanding tuition fees or refund arrangements will be managed in accordance with the Student Agreement, Fees and Charges Policy, and Refunds Policy and Procedure.



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3.3 Internal Transfer

- International students who wish to transfer to another course should complete the Course Variation Form. The outcome of the student's application for internal course transfer will be provided in writing within 10 working days of receipt of the form. Where the application is not granted, reasons for such will be provided.
- Illoura College allows students to transfer to other courses offered by Illoura College in any of the following circumstances:
 - The course better meets the study capabilities of the student; and/or
 - The course better meets the long-term goals of the student, whether these relate to future work, education or personal aspirations; and/or
 - The student provides evidence that their reasonable expectations about the current course are not being met.
- Circumstances where Illoura College will refuse the request include, but are not limited to:
 - The transfer may risk the student progress through a package of courses.
 - The student is trying to avoid being reported to DHA for failure to meet the provider's attendance or academic progress requirements.

4. Procedure

4.1 Manage Transfer from another provider to Illoura College

- On receipt of an application from a student that has not completed six months of their principal course of study, check the student on PRISMS following the information about Standard 7 in the PRISMS user guide and to ensure they have been released from the previous provider.
- If the check confirms that the student has been released follow the usual procedures for enrolling a student.
- If the check confirms that the student has not been released, advise the student in writing and within 3 working days of receipt of their application that it has not been approved.
- File all documentation.

4.2 Manage Transfer from Illoura College to another provider

- Where a student wishes to transfer to another provider before having completed six months of their principal course of study with Illoura College, provide students with Application for Release form.
- Acknowledge receipt of completed forms within 3 working days of receipt.
- Review and assess the application provided within 10 working days of receipt. For an application to be approved, supporting documentation must demonstrate that compassionate and compelling circumstances exist.
- Advise the student in writing of the outcome of their application, including a Letter of Release where the application is approved. If it is not approved, provide the reasons and advise the student of their right to access the complaints and appeals process.
- Record approved releases on PRISMS following the information about Standard 7 in the PRISMS user guide.



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- Record refusals of release on PRISMS following the information about Standard 7 in the PRISMS user guide.
- File all documentation and keep for a minimum of 2 years, after the overseas student ceases to be an accepted student.

4.3 Manage Internal transfer

- Where a student wishes to transfer to another course within Illoura College, provide students with Course variation application form.
- Acknowledge receipt of completed forms within 3 working days of receipt.
- Review and assess the application provided within 10 working days of receipt. For an application to be approved, supporting documentation must demonstrate that there are appropriate reasons for transferring.
- Advise the student in writing of the outcome of their application, including a new Offer Letter and Student Agreement where the application is approved. If it is not approved, provide the reasons and advise the student of their right to access the complaints and appeals process.
- Advise the student in writing of any refunds due relevant to their existing course.
- Record student course variation on PRISMS following the information on student course variation in the PRISMS user guide.
- Record refusals of release on PRISMS following the information about Standard 7 in the PRISMS user guide.

5. Related Documents and Forms

Related Policies

- Complaints and appeals policy & procedure
- Fees and charges policy & procedure
- Refund Policy & Procedure
- Course Progress Policy & Procedure

Related Forms

- Student Course Variation form
- Complaints and appeals form
- Refund request form.



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6. Policy Information

Policy area	VET Student support
Policy Version	V 1.0
Date of Effect	July 2025
Review Schedule	July 2026
Applicable Standards	<ul style="list-style-type: none">• Outcome Standards for RTOs 2025 – Standards 2• National Code of practice for Provider Education overseas 2018; Standards 7
Responsibility	<ul style="list-style-type: none">• Director of Quality Assurance• Director of compliance & Studies• Admission Manager