

International Student Transfer Policy

Version	Approved by	Approval date	Review date
01	Board of Directors	24 October 2025	September 2026

Administrators Responsible	President, Registrar
Purpose & Scope	The International School of Global Leaders (ISGL) establishes this International Student Transfer Policy under the oversight of the Board of Directors. This Policy applies to international students on a student visa only and addresses transfer requests into or from ISGL in line with regulatory requirements under the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code).

1. Principles

- ISGL acknowledges that the 'principal course of study' for an international student where a student visa has been issued for multiple courses of study, is, the course leading to the highest AQF qualification or, if there is more than one enrolment at the highest AQF qualification, the course with the earliest proposed start date.
- ISGL will not knowingly enrol international students seeking to transfer from another registered provider's course prior to the students completing six months of their principal course (the Restriction Period), unless certain limited circumstances, as outlined in this document, apply.
- Transfer requests from international students will be reviewed and responded to promptly and students will be updated on the progress of their transfer requests.
- ISGL will take all reasonable checks to ensure an international student is not enrolled with another registered provider before approving the student's enrolment.
- Where an international student enrolled at ISGL applies for a transfer to another registered provider prior to completing six months of the principal course, ISGL will:
 - Conduct an assessment of whether approval of the transfer is in the student's best interest.
 - If ISGL is satisfied that releasing the student is in their best interest, a release to another registered provider at no cost to the student will be approved.

Procedure

2. Overview of transfer provisions

- Unless certain circumstances apply to an international student, ISGL will not:
 - Accept applications for transfer to ISGL from international students who have not completed at least six months of their principal course.
 - Approve requests from its international students, who have not completed at least six months of their principal course, to transfer to another registered provider.
- These circumstances are outlined below:
 - International students at ISGL may transfer from the School to another registered provider at no cost and without seeking ISGL's permission only after completing six months of their principal course (outside of the Restriction Period).
 - Before applying for a transfer from ISGL to another registered provider, the student should be aware that a transfer to another registered provider could impact the student's visa and advice from the Department of Home Affairs should be sought.

3. Permissible transfers during the restriction period

- The circumstances under which transfers into and out of ISGL are permissible during the Restriction Period are set out below:

Requests <u>from</u> another registered providers' students to transfer to ISGL will be accepted	Requests from ISGL's students to transfer <u>to</u> another registered provider
The provider, or the course in which the student is enrolled, has ceased to be registered	ISGL or the course in which the student is enrolled, has ceased to be registered

The provider has had a sanction imposed on its registration by an ESOS agency that prevents the student from continuing their course at the provider	A sanction has been imposed on ISGL's registration by TEQSA (the nominated ESOS agency for higher education) that prevents the student from continuing their course at ISGL
Any government sponsor of the student considers the transfer to be in the student's best interests and has provided written support for the transfer	Any government sponsor of the student considers the transfer to be in the student's best interests and has provided written support for the transfer
The releasing registered provider has agreed to the student's release and recorded the date of effect and reason for release in PRISMS	ISGL grants the transfer request because it is in the student's best interests

4. Determining the best interest of the student

- a. Circumstances where ISGL will grant a release during the Restriction Period because it is in the student's best interests include:
 - i. Unable to achieve satisfactory academic progress including progression and academic issues that persist despite the student engaging with ISGL's intervention strategy to assist the student
 - ii. Compassionate or compelling circumstances, including:
 - serious illness or injury, where a medical certificate states that the student was unable to attend classes
 - bereavement of close family members (where possible a certification should be provided)
 - major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies
 - a traumatic experience, which could include involvement in, or witnessing of a serious accident or witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports)
 - where ISGL was unable to offer a prerequisite subject, or the student has failed a prerequisite subject and therefore faces a shortage of relevant subjects for which they are eligible to enrol.
 - iii. Course-related circumstances:
 - ISGL fails to deliver the course as outlined in the Written Agreement with the student
 - evidence that the student held reasonable expectations about their current course that are not being met
 - evidence that the student was misled by ISGL or an education or migration agent regarding ISGL or its course and the course is therefore unsuitable for their needs and/or study objectives.
 - iv. Appeal: an appeal (internal or external) on another matter results in a decision or recommendation to release the student.
- b. Circumstances where ISGL may refuse a release during the Restriction Period include:
 - i. the student has provided false or misleading information in support of their transfer request;
 - ii. the student does not provide a full letter of offer from another registered provider;
 - iii. there is no evidence of compassionate or compelling circumstances;
 - iv. the student is not genuinely engaging with an intervention strategy as a result of unsatisfactory progress;
 - v. the student is seeking to avoid disciplinary action or being reported as being in breach of visa requirements;
 - vi. the student has outstanding fees owed to ISGL;
 - vii. the student's enrolment is currently deferred, or the student was suspended or excluded for misconduct.

5. Intention to refuse a release

- a. If the outcome of the review is a refusal of the transfer request, the student will be provided with the opportunity to access internal and external appeals processes. The decision will only be finalised and reported to the Australian Government via PRISMS once all appeal avenues have been exhausted or the student chooses not to pursue them.

6. Initiating a transfer after the Restriction Period

- a. For a transfer to ISGL, an application for admission to the School in accordance with the Admission Policy and requests for credit and recognition of prior learning should be made at the same time in accordance with the Recognition of Prior Learning Policy.
- b. For a transfer to another registered provider, the student should discontinue their enrolment at ISGL by lodging a Discontinuation of Enrolment Form.
- c. The discontinuation of enrolment will be recorded in PRISMS to allow another registered provider to issue a new Confirmation of Enrolment (CoE).
- d. The student will be advised to contact the Department of Home Affairs (DHA) to seek advice on whether a new student visa is required.

7. Transferring to ISGL

- a. Students wishing to transfer to ISGL should apply for admission to the School in accordance with the Admission Policy. Requests for credit and recognition of prior learning should be made at the same time as applying for admission in accordance with the Recognition of Prior Learning Policy.
- b. The application should refer to the reason for the transfer and include as appropriate:
 - i. evidence of release from the previous registered provider, such as a letter of release or other notification of release
 - ii. evidence of de-registration of the provider or course in which they were enrolled
 - iii. evidence of sanction imposed by the relevant ESOS agency on the provider's registration preventing the student from continuing the course or
 - iv. written support of a relevant government sponsor for the transfer.
- c. The Registrar or nominee will:
 - i. review the request for the transfer and reason for the request
 - ii. verify the authenticity of the information provided
 - iii. confirm that the student meets one of the conditions for a transfer during the Restriction Period, including referring to PRISMS for current enrolment status
 - iv. confirm applicable policies and/or legislation and precedents and
 - v. confirm the eligibility of the student for a place in the chosen course at ISGL.
- d. If the Registrar finds that the student is not eligible for a transfer during the Restriction Period, a response will be sent to the student, including reasons for refusing the transfer. The student will be advised to re-apply after the Restriction Period as appropriate.
- e. If the student is eligible for a transfer, the Registrar will proceed with reviewing the student's application for admission in accordance with the Admission Policy.

8. Transferring to another provider

- a. The student should confirm their eligibility for a release prior to lodging a transfer request.
- b. The student should provide reasons for a transfer request to another registered provider and include supporting evidence.
- c. A valid letter of offer from another registered provider must accompany a transfer request
- d. Upon receipt of the student's transfer request, the Registrar will:
 - i. Acknowledge receipt of the request within 5 business days and
 - ii. Inform the student that a response will be provided within 10 business days.

- e. The Registrar will:
 - i. Assess the transfer request and verify the evidence provided
 - ii. Consult with other staff members, as appropriate, to confirm that all conditions for a transfer are met. The Dean will also be consulted regarding any potential detriment to the student's educational goals
 - iii. Consult applicable policies and/or legislation and precedents.
- f. The student may be asked to:
 - i. Provide additional information
 - ii. Attend an interview, which may take place over the phone, the internet or in person. The student may request that a person attends the interview for support or advocacy
- g. The student will receive written notification of the outcome of the review of the release request will be sent to the student.
- h. In the event of a release refusal, the student will be informed of:
 - i. The reason for refusing the release and the right to access the School's appeals process within 20 working days, in writing
 - ii. The option to wait until the end of the Restriction Period before lodging another transfer request, and
 - iii. The Registrar will not record the decision to refuse the release in PRISMS until there is an outcome from any appeals process.
- i. In the event of a release:
 - i. The student's enrolment will be discontinued
 - ii. A notification of release will be issued to the student
 - iii. The release will be recorded in PRISMS, and
 - iv. The student advised on processes relating to discontinuation of enrolment, such as fee refunds.

9. Grievances and Appeals

- a. If dissatisfied with a process or an outcome under this Policy, the student has the right under the provisions of the 'Student Grievance and Appeals Procedures', ensuring a fair and impartial review process.
- b. A current or past student may also lodge a complaint with the National Student Ombudsman (www.nso.gov.au).

10. Records and reporting

- c. ISGL will record all transfer request outcomes in PRISMS.
- d. In the event of a release not requiring ISGL's permission, the student's release or discontinuation of enrolment will be promptly recorded in PRISMS.
- e. In the event of a refusal and where the student chooses to access the internal and external appeals process within twenty (20) days of notification of the decision:
 - i. if the internal and/or external appeals find in favour of ISGL, or if the student withdraws from the appeals process before its conclusion, the decision not to release the student will be promptly recorded in PRISMS; or
 - ii. if the internal or external appeal finds in favour of the student, the decision to release the student will be promptly recorded in PRISMS.
- f. In the event of a refusal and where the student does not access the internal and external appeals process within twenty (20) days of notification of the decision, the decision to not release the student will be promptly recorded in PRISMS.
- g. A record of all transfer requests, supporting documentation, assessment and outcomes will be created and stored for a period of at least two (2) years after the student ceases to become an accepted student at ISGL.

11. Continuous Improvement

- a. ISGL collects data including student feedback and will evaluate on an ongoing basis any improvements to the student transfer process and update this Policy as required.

Related Documents

- a. Postgraduate Admissions Policy and Procedure
- b. Recognition of Prior Learning Policy
- c. Student Grievance and Mediation Policy and Procedures

Version	Approved Date	Approved By	Changes Made
01.1	24 October 2025	Board of Directors	– New policy