

1. Introduction

This document outlines CCEB's policy and procedure for the transfer of students to or from another registered provider.

2. Policy

- 2.1 CCEB will not knowingly enrol an overseas student wishing to transfer from another registered provider's course prior to them completing 6 months of their principal course, except in certain circumstances.
- 2.2 CCEB will only accept overseas students that have not yet completed 6 months of their principal course with another provider in the following circumstances:
 - the student has obtained a release in PRISMS from their registered provider; or
 - the releasing registered provider has ceased to be registered or the course in which they have enrolled has ceased to be registered; or
 - the releasing registered provider has had a sanction imposed on its registration by the ESOS agency that prevents the student from continuing their course with that provider; or
 - any government sponsor of the student considers the change to be in the student's best interest and has provided written support for the change.
- 2.3 Students request to transfer from CCEB to another provider must be made in writing at least 4 weeks before the transfer using the Student Variation Form.
- 2.4 If a student under the age of 18 requests to transfer, the student's parent(s) or legal guardian must provide written evidence that they support the transfer. They can countersign the Student Variation Form to provide this written evidence.
- 2.5 A copy of a valid letter of offer from another provider must be submitted with the Student Variation Form.
- 2.6 If CCEB is responsible for the accommodation and welfare arrangements of a younger overseas student who requests to transfer to another provider, the receiving provider must confirm that they will accept responsibility in accordance with the National Code Standard 5.
- 2.7 Where a younger overseas student is transferring to CCEB, CCEB will ensure there are no gaps in welfare arrangements in accordance with the National Code Standard 5.
- 2.8 CCEB may grant a release for overseas students who have not yet completed 6 months of their principal course where:
 - the student has provided a written request to transfer using the Student Variation Form and has included a valid letter of offer from another provider; and
 - the student does not have any fees owing to CCEB; and
 - where it is in the best interest of the student to release them which may include:
 - there is evidence of compassionate or compelling circumstances; or
 - the overseas student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging in CCEB's intervention strategy to assist the student; or
 - CCEB fails to deliver the course as outlined in the written agreement; or
 - there is evidence that the student was misled by CCEB or their agent regarding CCEB or its course and the course is therefore unsuitable to their needs and/or study objectives; or
 - an appeal on another matter results in a decision or recommendation to release the student; or
 - CCEB agrees that the student would be better suited to a course that is not available at CCEB.

- 2.9 CCEB may grant a release for overseas students who have completed 6 months of their principal course or for students not a student visa where:
- the student does not have any fees owing to CCEB.
- 2.10 Where an overseas student is granted release to another provider because they are unable to achieve satisfactory course progress at the level they are studying, the student's course progress will be reported by CCEB in PRISMS.
- 2.11 CCEB may refuse a request to transfer for the following reasons:
- A valid letter of offer from another registered provider has not been received;
 - The transfer may jeopardise the student's progression through a package of courses;
 - Requirements for students under 18 have not been met in accordance with the National Code;
 - The student is intending to avoid being reported the Department of Home Affairs for failing to meet CCEB's attendance or academic progress requirements;
 - The student has fees owing to CCEB;
 - The transfer is perceived as detrimental to the student.
- 2.12 On receiving the written request for release, the Principal Administrator will assess and respond in writing within 10 working days.
- 2.13 CCEB are not required to provide a hard copy release letter.
- 2.14 CCEB will assess the reasons for the request submitted by the student and any supporting evidence they have provided against our transfer policies.
- 2.15 CCEB will advise students that any changes to their course(s) may have ramifications on their admission to subsequent courses.
- 2.16 CCEB will inform overseas students that any transfer may have visa implications and it is advisable the student contact the Department of Home Affairs to seek advise regarding their student visa.
- 2.17 CCEB will not finalise a refusal to release an overseas student until they have had the opportunity to access CCEB's complaint and appeals process.
- 2.18 CCEB will record all transfer request outcomes for overseas students in PRISMS.
- 2.19 CCEB will maintain records of all requests for a release, the assessment of that request, and the decision regarding the request. This will be stored on the student's file for 2 years after the student ceases to be an accepted student.
- 2.20 All relevant staff will be informed and updated on changes to policies and procedures as and when the policy is updated.

3. Procedures

- 3.1 Students requesting transfer from CCEB to other providers
- 3.1.1 Any student wishing to request to withdraw/ cancel a course or courses to transfer to another provider must complete and submit the Student Variation Form to CCEB at least 4 weeks before the transfer and attach a valid letter of offer from another provider.
- 3.1.2 If a student under the age of 18 request to transfer, the student's parent(s) or legal guardian has to countersign the request.
- 3.1.3 The Principal Administrator will assess the request to cancel at CCEB and transfer to another provider.

3.1.4 Where the release is granted:

3.1.4.1 CCEB will inform the student (and agent if required) by email.

3.1.4.2 CCEB will record the release in PRISMS (for overseas students).

3.1.4.3 CCEB will record notes relating this in the student management system.

3.1.4.4 CCEB will make relevant changes in the student management system to the courses affected.

3.1.5 Where a release is refused:

3.1.5.1 CCEB will inform the student (and agent if required) by email including the reasons for refusal.

3.1.5.2 The student will be given the right to appeal the decision within 20 working days in accordance to CCEB's Student Complaints and Appeals Policy and Procedure.

3.1.5.3 CCEB will only finalise the refusal of release of an overseas student by recording it in PRISMS once an appeal against the refusal is finalised and found in favour of CCEB or the student chooses not to appeal within 20 working days of being notified of the refusal or the student withdraws their appeal against the refusal.

3.1.5.4 CCEB will record notes relating this in the student management system.

3.2 Students requesting transfer to CCEB from other providers

3.2.1 CCEB can issue a conditional letter of offer to a student currently enrolled at another provider so that they can request a release from that provider.

3.2.2 Once the release is granted from the other provider and all other enrolment documentation is received as required, including payment, CCEB will issue the new CoE(s) in PRISMS and email a copy of them to the student/agent.

3.2.3 If CCEB is unable to issue a CoE(s) because the student has not yet been released in PRISMS from the other provider, CCEB will notify the student/agent. If the student/agent informs CCEB that the release was granted, CCEB will then request that the student/agent contact the other provider to ensure they are released in PRISMS. The enrolment process is not complete until the CoE(s) can be issued and therefore the student may not be able to study with CCEB.

4. Definitions

- a) Student – All students enrolled at CCEB.
- b) Overseas Student – Any student who holds a student visa as defined by the ESOS Act.
- c) Younger student – Any student under the age of 18 years old.
- d) ESOS – Education Services for Overseas Students Act 2000. This act sets out the legal framework governing delivery of education to international students in Australia on a student visa.
- e) CoE – Certificate of Enrolment.
- f) PRISMS – Provider Registration and International Student Management System.
- g) Principal course – Generally the final course of study covered by the overseas student's visa.
- h) National Code – National Code of Practice for Providers of Education and Training to Overseas Students 2018.

- i) Compassionate or compelling circumstances – Generally circumstances beyond the control of the student and which have an impact upon the student’s course progress or wellbeing. These include, but are not limited to:
- serious illness or injury, where a medical certificate states that the overseas student was unable to attend classes;
 - bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided);
 - major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the overseas 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 overseas student (these cases should be supported by police or psychologists’ reports); or
 - where CCEB is unable to offer a pre-requisite unit, or the student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol.

5. Relevant Legislation

Commonwealth	National Code of Practice for Providers of Education and Training to Overseas Students 2018 (Standard 7) National Code of Practice for Providers of Education and Training to Overseas Students 2018 (Standard 5) Education Services for Overseas Students Act 2000
Queensland	-

6. Related Documents

Letters/ forms	Course Variation Form Student Course Change Request Form Student Complaints/ Appeals Form
Policies/ procedures	Younger Students Policy and Procedure Cancellation and Refund Policy Student Complaints and Appeals Policy and Procedure VET Course Progress Policy and Procedure
Other documents	-

Document History

Version	Version release date	Author	Description of change	Date for next review
Student Transfer Policy v3	Nov 2016	H. Pearce (Admin Coordinator)		
Student Transfer Policy and Procedure v4	Aug 2021	H. Pearce (Admin Coordinator)	Reformatted and updated in accordance with Standard 7 of The National Code 2018	Aug 2024