

# Course Transfer Policy & Procedure

## International Students

---

### Contents

Purpose.....	1
Definitions .....	1
Policy .....	1
1. Transferring from another registered provider.....	2
2. Transferring to another registered provider.....	2
3. Transferring to another course offered by Choice Academic College .....	3
4. Visa advice .....	3
5. Appeals.....	3
6. Records .....	3
7. Publication .....	3
Procedures .....	4
1. Transfers from another provider.....	4
2. Transfers to another provider .....	4
3. Transfers to another course offered by Choice Academic College .....	5
Document Control.....	6

### Purpose

The purpose of this policy is to ensure that:

- Choice Academic College does not knowingly enrol transferring students prior to the student completing six months of their principal course of study without release.
- Choice Academic College has a policy and process for assessing student applications to:
  - transfer from Choice Academic College before completing six months of their principal course
  - transfer to another course provided by Choice Academic College

This ensures compliance with Standard 7 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

**This policy also addresses the requirement of RTO standards 2025- clauses 1.6 and 1.7 of providing RPL and Credit transfer when the student transfer is accepted.**

### Standard 1.6

VET students with prior skills, knowledge and competencies are supported to seek recognition of prior learning to progress through the relevant training product.

An NVR registered training organisation demonstrates:

- (a) VET students are offered opportunities to seek recognition of prior learning and are made aware of the organisation's policies for seeking recognition of prior learning;
- (b) decisions relating to recognition of prior learning are based on evidence of prior skills, learning and experience, and are undertaken in accordance with the organisation's assessment system; and
- (c) decisions relating to recognition of prior learning are documented and decided in a way that is fair, transparent, consistent amongst VET students, and maintains the integrity of the training product.

# Course Transfer Policy & Procedure

## International Students

---

VET students who have completed an equivalent training product are supported to obtain a credit transfer.

An NVR registered training organisation demonstrates:

- (a) VET students are offered opportunities to seek credit transfer and are made aware of the organisation's policies for seeking credit transfer;
- (b) decisions relating to credit transfer are based on evidence of prior completion of an equivalent training product demonstrated by AQF certification documentation or an authenticated VET transcript (unless prevented by licensing or regulatory requirements of the training product); and
- (c) decisions relating to credit transfer are documented and decided in a way that is fair, transparent, consistent amongst VET students, and maintains the integrity of the training product.

## Definitions

**DET** means Department of Education and Training

**DHA** means Department of Home Affairs

**PRISMS** means Provider Registration and International Student Management System (PRISMS)

**Six months** means six calendar months from the date that the student commences their studies

**Course Package** means a package of courses included on a student's Visa that usually includes the principle course and any approved pre-requisite courses

**Registered Provider** means an Australian education provider approved to offer courses to overseas students, and registered on CRICOS (the Commonwealth Register of Institutions and Courses for Overseas Students).

## Policy

- All decisions made by Choice Academic College with regard to student transfer requests will be made in accordance with this policy and procedure, will be fair and take into account the student's individual circumstances and any other relevant factors.

# Course Transfer Policy & Procedure

## International Students

---

### 1. Transferring from another registered provider

- Choice Academic College will not knowingly enrol a student wishing to transfer from another registered provider's course prior to the overseas student completing six months of his or her principal course unless one or more of the following conditions apply:
  - 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 on its registration by the ESOS agency that prevents the student from continuing his or her principal course at that registered provider;
  - the releasing registered provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS;
  - any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.

### 2. Transferring to another registered provider

- For Choice Academic College students seeking to transfer to another registered provider's course of study prior to completing six months of their principle course, the transfer request will be assessed and granted in any of the following circumstances:
  - there is evidence of compassionate or compelling circumstances.
  - Choice Academic College fails to deliver the course as outlined in the student agreement.
  - there is evidence that the student's reasonable expectations about their current course are not being met.
  - there is evidence that the student was misled by Choice Academic College or an education or migration agent regarding Choice Academic College or its course and the course is therefore unsuitable to their needs and/or study objectives.
  - an appeal (internal or external) on another matter results in a decision or recommendation to release the student.
- A transfer to another course will not be granted where:
  - The transfer may jeopardise the student's progression through a package of courses.
  - The student has recently started studying the course and the full range of support services are yet to be provided or offered to the student. In this case, the student will be requested to wait a further 4 weeks before applying for a transfer to another registered provider during which time the full range of support services will be provided to the student.
  - The student is trying to avoid being reported to DHA for failure to meet the provider's attendance or academic progress requirements.
  - There are no legitimate compassionate or compelling circumstances.
- In order for a request for transfer to be considered and a letter of release provided, students must provide a valid offer of enrolment from another registered provider.
- The outcome of the student's application for course transfer will be provided in writing within 10 working days of receipt of application.
- Where a student's application is refused, the reasons for this will be communicated plus the right to access the complaints and appeals process as outlined below.

# Course Transfer Policy & Procedure

## International Students

---

- There is no cost in releasing students. However, where a student transfers to another registered provider, any refund of course fees, where applicable, will be paid will be in accordance with Choice Academic College's *Tuition Fees and Refunds Policy*.

### 3. Transferring to another course offered by Choice Academic College

- Students may transfer to another course offered by Choice Academic College in the following circumstances:
  - Where it is considered that the course that the student wishes to transfer to;
    - better meets the study capabilities of the student; and/or
    - better meets the long term goals of the student, whether these relate to future work, education or personal aspirations; and/or
  - Or, where the student claims or can provide evidence that his or her reasonable expectations about the current course are not being met.
- A transfer to another course within Choice Academic College will not be granted where:
  - The transfer may jeopardise the student's progression through a package of courses.
  - The student has recently started studying the course and the full range of support services are yet to be provided or offered to the student.
  - The student is trying to avoid being reported to DHA for failure to meet the provider's attendance or academic progress requirements.
- The outcome of the student's application for course transfer will be provided in writing within 10 working days of receipt of application.
- Cost involved in transferring to another course plus any refund of course fees paid for the student's current course will be in accordance with Choice Academic College's Fees and Refunds Policy and Procedure.
- Where the transfer is approved, the student will be offered RPL and credit transfer.

### 4. Visa advice

- To find out more about visa requirements, students will be advised to contact DHA on 131881 or visit the following website: <https://www.homeaffairs.gov.au/trav/stud>

### 5. Complaints and Appeals

- Where the decision is made to refuse a course transfer or Choice Academic College does not respond to the request in the timeframe set out in this Policy, the student may appeal against the decision by accessing Choice Academic College's Complaints and Appeals process within 20 days. If the appeal finds in favour of a student wishing to transfer, a letter of release will be granted.
- The refusal status will not be finalised in PRISM until the complaints and appeals process is finalised within the 20 working day period or the student withdraws from the course.

### 6. Publication

- This policy is published on Choice Academic College's website at [cacademic.edu.au](http://cacademic.edu.au)

# Course Transfer Policy & Procedure

## International Students

### Procedures

#### 1. Transfers from another provider

Procedure	Responsibility
<p><b>A. Process application.</b></p> <ul style="list-style-type: none"> <li>Check PRISMS to see if the releasing registered provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS.</li> <li>If required, contact the student or student's agent to confirm the student's status with the previous registered provider.</li> <li>Review application and check standard enrolment requirements such as entry requirements and pre-requisites are met.</li> <li>Process application within 5 working days of receipt.</li> </ul>	CEO /Administration team
<p><b>B. Approve application</b></p> <p>Where the application is approved by the Academic/CEO,</p> <ul style="list-style-type: none"> <li>Issue Offer and CoE as appropriate.</li> </ul>	Administration team
<p><b>C. Refuse application</b></p> <p>Where the application is not approved by the Academic/CEO,inform the student in writing.</p>	Administration team

#### 2. Transfers to another provider

Procedure	Responsibility
<p><b>A. Process application</b></p> <ul style="list-style-type: none"> <li>Where a student requests to transfer to another provider, provide the student with a <i>Withdrawal Form</i> for completion.</li> <li>On receipt of form, acknowledge receipt by post and/or email to the student.</li> </ul>	Administration team
<p><b>B. Review application</b></p> <ul style="list-style-type: none"> <li>Review the application and supporting evidence provided within 10 working days of receipt of application.</li> <li>Make a decision based on the circumstances in which a transfer will be granted as set out in this policy.</li> </ul>	Administration team
<p><b>C. Approve application</b></p> <ul style="list-style-type: none"> <li>Where the application is approved, inform the student in writing of the outcome, information on any refund of course fees (if applicable in accordance with Choice Academic College's <i>Tuition Fees and Refunds P&amp;P</i>) and advising the student to contact DHA to confirm whether they will need a new visa.</li> <li>Provide applicable RPL and credit transfer</li> <li>Report the 'Student Course Variation' into PRISMS immediately.</li> <li>Include all documentation on the student's file, to be kept for a minimum of 2 years.</li> </ul>	CEO /Administrator

# Course Transfer Policy & Procedure

## International Students

Procedure	Responsibility
<p><b>D. Refuse application</b></p> <ul style="list-style-type: none"> <li>Where the application is refused, inform the student in writing, including the reasons for the decision and advising the student of their right to access Choice Academic College Complaints and Appeals P&amp;P and that they have 20 working days in which to do this from the date specified on the letter.</li> <li>Include all documentation on the student's file.</li> <li>If the student does not appeal against the decision or if their appeal is unsuccessful, the matter will be closed.</li> </ul>	CEO /Administrator

### 3. Transfers to another course offered by Choice Academic College

Procedure	Responsibility
<p><b>A. Process application</b></p> <ul style="list-style-type: none"> <li>Where a student requests to transfer to another course within Choice Academic College, provide the student with an <i>Internal Course Transfer Application Form</i> for completion.</li> </ul>	Administration team
<p><b>B. Review applications</b></p> <ul style="list-style-type: none"> <li>Review the application and supporting evidence provided within 10 working days of receipt of application.</li> <li>Make a decision based on the circumstances in which a transfer will be granted as set out in this policy.</li> </ul>	Administration team
<p><b>C. Approve application</b></p> <ul style="list-style-type: none"> <li>Where the application is approved, inform the student in writing, information on any additional fees and/or refund of course fees in accordance with Choice Academic College's <i>Fees and Refunds P&amp;P</i> and advising the student to contact DHA to confirm whether they will need a new visa.</li> <li>Provide RPL and Credit Transfer.</li> </ul>	CEO /Administration team
<p><b>D. Refuse application</b></p> <ul style="list-style-type: none"> <li>Where the application is refused, notify the student including the reasons for the decision and advising the student of their right to access Choice Academic College <i>Complaints and Appeals P&amp;P</i> and that they have 20</li> </ul>	CEO /Administration team

# Course Transfer Policy & Procedure

## International Students

Procedure	Responsibility
<p>working days in which to do this from the date specified on the letter.</p> <ul style="list-style-type: none"> <li>• If the student does not appeal against the decision or if their appeal is unsuccessful, the matter will be closed.</li> <li>• If a student's appeal is successful, a letter of release will be granted and emailed to the student.</li> <li>• Include all documentation on the student's file.</li> </ul>	

### Document Control

Document No. & Name:	Course Transfer P&P V1.2 18.06.2025
Quality Area:	SC Students & Clients
Status:	Approved
Approved By:	CEO
Standards (National Code):	Standard 7
Standards (RTO Standards 2025):	Standard 1.6 & 1.7