STUDENT HANDBOOK
Part B – International Students
Section 7 – Transfer between Registered Providers

ALG assess requests from students for a transfer between registered providers prior to the student completing six months of his or her principal course of study in accordance with their documented procedures.

ALG must not knowingly enroll a student wishing to transfer from another registered provider’s course prior to the student completing six months of his or her principal course of study except in some circumstances outlined below.

After the first six months of the principal course no restrictions apply.

Requesting a Transfer to ALG within 6 months of your Principal Course at Another School

ALG must not knowingly enroll a student wishing to transfer from another registered provider’s course prior to the student completing six months of his or her principal course of study except where:

a. the original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered

b. the original registered provider has provided a written letter of release

c. the original registered 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; or

d. 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.

If any of the conditions apply ALG can enrol a student before he or she has completed six months of the principal course.

PRISMS and Transfers

When providers attempt to create a new Confirmation of Enrolment (CoE), PRISMS will usually advise them if the student has not completed six months of the principal course.

PRISMS will alert that the student is enrolled elsewhere, but not identify the provider.

If the receiving registered provider wants to issue a CoE for a student who has not completed the first six months of his or her principal course, PRISMS will ask the provider one or more questions:

o Does the student require a letter of release? [Answer: Yes or No]
  The answer will be ‘Yes’ unless the circumstances listed in Standard 7.1a, c or d have occurred.
If the answer is ‘No’, the response is recorded and the provider will be allowed to continue with creating the CoE.

If the answer is ‘Yes’ the provider will be asked the following question:

- **Have you sighted the letter of release from the previous provider?** [Answer: Yes or No]
  - If the provider answers ‘Yes’, the response will be recorded and the provider will be allowed to continue with creating the CoE.
  - If the answer is ‘No’, the provider will be shown the following warning:
    - **It would appear that you may be in breach of the requirements in Standard 7 should you continue to create the CoE for this student. This information will be recorded. Do you wish to create the CoE?** [Answer: Yes or No]
      - If the provider answers ‘Yes’, the provider will be required to enter reasons for doing so (in the mandatory comments field).
      - If the provider answers ‘No’, the CoE approval process will be cancelled.

### Requesting a Transfer FROM ALG

- Once ALG has issued a student with an electronic Confirmation of Enrolment (eCoE), the Australian immigration department regulations state that the student cannot change their study by moving to another institution before the student has completed six months of the student’s principal course.
- After the first six months of study, the student can change their study provider if they wish.
- Transfers before six months require consultation with the senior staff member of ALG and student and granted on a case by case basis.
- Requests before six months can be refused, but the reasons must be consistent with the intent of the standards, the provider’s documented transfer policy and given to the student in writing.
- Examples of when a transfer will be granted include when student can provide evidence that:
  - he or she was misled by the provider or an education,
  - they need to move more than 1.5 hours travel distance away from the study campus,
  - for compelling or compassionate reasons,
  - consultation with the Student and faculty it is decided the course of studies is no longer in the best interest of the student and their intended vocational outcome.
- Examples of when a transfer will not automatically be granted include:
  - student has not paid fees in full,
  - no suitable evidence is provided to support a transfer request e.g. medical certificates.
- Any request for transfer must be addressed within 7 days of receiving such request and a meeting established with the student and Director (or Director’s representative).
- Where ALG does not grant a letter of release, the student must be provided with written reasons for refusing the request and must be informed of his or her right to appeal the registered provider’s decision in accordance with Complaints and appeals policy of ALG.
- The registered provider must maintain records of all requests from students for a letter of release and the assessment of, and decision regarding, the request on the student’s file.
Process of Release

- ALG must grant a Letter of Release only where the student has provided a letter from another registered provider confirming that a valid enrolment offer has been made.

- A Letter of Release, if granted, must be issued at no cost to the student and must advise the student of the need to contact the Australian immigration department to seek advice on whether a new student visa is required.

- Where the ALG does not grant a Letter of Release, the student must be provided with written reasons for refusing the request and must be informed of his or her right to appeal as per ALG’s complaints and appeals policy.

ALG will keep a record of all requests from students for a Letter of Release and outcomes in the student’s file.