

Transfer Between Providers Procedure

Policy Category	Corporate		
Policy Owner	General Manager IGI		
Responsible for Implementation	Registrar		
Review Date (2 years)	October 2025		
Relevant to	IGI prospective and current students, staff, and relevant third parties (including Education Agents).		
Related Documents	Complaints and Appeals Policy Complaints and Appeals Procedure Enrolment Terms and Conditions		
Version	Authorised by	Approval Date	Effective date
1.1	General Manager IGI	1 October 2023	1 October 2023

1. Purpose

The Transfer Between Providers Procedure gives effect to the Enrolment Terms and Conditions regarding students seeking to transfer between providers (either to IGI or from IGI to another provider) before completing six months of study in their principal course. This procedure ensures that the transfer between providers' requirements and processes is applied fairly, consistently, objectively, and documented.

2. Definitions

Item	Definition
Confirmation of Enrolment (CoE)	A document issued by a registered provider to an intending overseas student. It confirms the overseas student's eligibility to enrol in the course and supports their application for a student visa. They are sometimes called eCoE (electronic CoE).
Course	A structured sequence of study undertaken leading to the award of a diploma and degree.
Current student	Students who are enrolled in a course are current until: <ul style="list-style-type: none"> • they complete the course of study. • they withdraw from the course of study. • their enrolment is discontinued, or they are excluded from a course or study at IGI due to misconduct or other reasons. • they fail to re-enrol in units of the course without approved leave, in which case the student will be regarded as having ceased their course of study.
International student (or Overseas Student)	A person who is required to hold an Australian student visa for the purpose of study in Australia as defined by the ESOS Act.
Principal course	The main course of study undertaken by an international student, where a student visa has been issued for multiple courses (packaged courses).
PRISMS	The Provider Registration and International Student Management System is used to process information provided to the Secretary of the Department of Education by IGI in connection with an international student's course enrolment. It is used by IGI to issue/amend CoEs, extract reports on student visas, etc.

3. Scope

This Procedure applies to international students on a student visa who wish to transfer providers before the completion of six months of their principal course. This procedure does not apply to international students who have completed six months of their principal Course with IGI or transferred to another Course at IGI.

4. Procedure

Eligibility requirements

Student transfer into IGI from another provider

- 4.1. IGI must not knowingly enrol an overseas student seeking to transfer from another registered provider's course to IGI before the student completes six months of their principal course, except where any of the following apply:
- the releasing provider, or the course in which the student is enrolled, has ceased to be registered;
 - the releasing provider has had a sanction imposed on its registration by the ESOS agency that prevents the student from continuing their course at that provider;
 - the releasing provider has agreed to the student's release and recorded the effective date and reason for release in PRISMS; or
 - any government sponsor of the student considers the change to be in the student's best interests and has provided written support for the change.
- 4.2. Students seeking to transfer from another provider to IGI must meet IGI's minimum admission and English language requirements, including any course-specific admission requirements, in accordance with the Admission Procedure.

Student release from IGI to another provider

- 4.3. IGI may approve to release of a student to another provider before completing six months of their principal course if the release is in the student's best interests. This includes but is not limited to:
- the student is not achieving satisfactory course progress at the level they are studying despite engaging with IGI's intervention strategy;
 - there is evidence of compassionate or compelling circumstances (such as a serious illness or injury affecting the student's ability to study, victim or witness of a serious crime, bereavement of close family members, major political upheaval, or natural disaster);
 - IGI fails to deliver the course as outlined in the written agreement;
 - the student provides evidence that their reasonable expectations about their course are not being met;
 - the student provides evidence that they were misled by IGI or an education or migration agent regarding IGI's course, and the course is therefore unsuitable to their needs and/or study objectives or
 - an appeal (internal or external) on another matter results in a decision or recommendation to release the student.
- 4.4. IGI may refuse to release a student to another provider before completing six months of their principal course if:
- the request is not in the best interest of the student and is detrimental to their wellbeing;
 - the request does not comply with the eligibility requirements outlined in this procedure, has not been submitted in accordance with this procedure and/ or has not been submitted with adequate and reliable evidence;
 - the student has an outstanding debt with IGI;
 - the student has not exhausted assistance available through IGI's support services;
 - the student is changing their principal course to a lower AQF level or non-AQF level;
 - the transfer may jeopardise the student's progression through a suite of courses;
 - the request is based on accommodation or employment reasons;
 - the student is avoiding being reported to the Department of Home Affairs for failing to meet attendance or academic progression requirements;

- the student's enrolment has been suspended or cancelled due to a breach of the IGI's policies and procedures; or
- the student has changed their mind about their chosen course or provider.

4.5. Approval of release by IGI is not required if the student:

- has studied their principal course for more than six months;
- plans to discontinue their studies and return to their home country;
- IGI ceases to be a registered provider or ceases to offer the course in which the student is registered;
- a student's sponsor supports the change to be in the student's best interests and has provided written support for the change;
- TEQSA has imposed a sanction that prevents IGI from offering the student's principal course.

How to apply

4.6. Students apply by completing the Transfer Release Request form by census date with supporting documentation including (but not limited to) reasons for the request to be released from IGI and a valid offer letter from the receiving provider;

4.7. The student must remain enrolled until IGI determines its decision.

Assessment and outcome

4.8. The Registrar (or delegate) assesses the application in accordance with this procedure and decides to either approve or reject the application within 10 working days of submission of the request. The student may be asked to provide additional supporting documentation.

4.9. For approved release requests, the Administration and Enrolment Coordinator:

- notifies the student in writing within 10 working days of submission of the request. The notification includes advice to contact the DHA to determine whether a change of enrolment impacts their student visa;
- updates the student management system and PRISMS.

4.10. For rejected requests, the Registrar (or delegate):

- notifies the student in writing that the eligibility requirements have not been met (with reasons) within 10 working days of submission of the request; and
- if a student is dissatisfied with the outcome of the release request, they may lodge a complaint in accordance with the Complaints and Appeals Policy within 20 working days of receiving the notice; and
- updates the student management system and PRISMS.

Recordkeeping

4.11. Release request outcomes are recorded on the student management system. IGI keeps records of outcomes for at least two years after the person ceases to be an accepted student.

PRISMS reporting

4.12. The Registrar records all outcomes relating to approved or refused release requests in PRISMS within 31 days from the IGI termination date.

Complaints

4.13. A student may lodge a complaint within 20 working days of receiving the notice if the release request outcome contradicts this procedure. Complaints must be made in accordance with the Complaints and Appeals Policy.

5. Roles and responsibilities

5.1. The Registrar is responsible for assessing and determining release requests.

5.2. The student is responsible for:

- providing valid and accurate information; and
- providing authentic and genuine documentation.

5.3. IGI is responsible for:

- ensuring the policy and procedure are easily accessible and publicly available, especially for prospective students before enrolment;
- ensuring procedures are transparent and equitable; and
- providing timely responses to students.

6. References

- Higher Education Standards Framework (Threshold Standards) 2021
- Education Services for Overseas Students Act 2000 (Cth)
- Education Services for Overseas Students Regulations 2019
- The National Code of Practice for Providers of Education and Training to Overseas Students 2018 (The National Code)
- Tertiary Education Quality and Standards (TEQSA) Act 2011 (Cth)

7. Document History

Version	Date	Author	Reason	Sections
1.0	Jun 2022	PBL Education	New policy	All
1.1	Oct 2023	IGI	Rebrand and minor amendments	All