INTERNATIONAL STUDENT TRANSFER
POLICY AND PROCEDURE

Introduction

The Australian Academy of Commerce (AAC) is committed to providing fair, transparent and compliant processes for international student transfers between registered providers in accordance with the Education Services for Overseas Students (ESOS) Act 2000 and National Code. This policy outlines the requirements and procedures for assessing transfer requests to and from AAC, ensuring alignment with AAC's commitment to student welfare and academic success.

Purpose

The purpose of this policy is to:
- Ensure that student transfer requests are managed transparently and in compliance with the ESOS Act 2000 and National Code 2018.
- Safeguard the interests and welfare of international students.
- Define conditions under which AAC accepts or refuses transfer requests.

Scope

This policy applies to all international students at AAC or seeking admission to AAC and AAC staff responsible for processing and managing transfer requests.

Policy Statement

AAC ensures:
- Compliance with the ESOS framework
- A student-focused approach prioritising welfare and academic progression.
- Maintenance of detailed records for all transfer requests and decisions.

Definitions

Compassionate or Compelling Circumstances	Situations beyond the student's control. Compelling or compassionate circumstances may include, but not limited to; • Serious illness or injury, where a medical certificate states that the student was unable to attend classes; • Serious illness or death of a family member necessitating a return to the student's home country; • Serious injury; • 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 (these cases should be supported by police or psychologists' reports); • Where the registered provider was unable to offer a pre-requisite unit; • Non availability of required subjects in a particular term;

	• Inability to begin studying on the course commencement date due to not achieving the required entry English language level; or • Inability to begin studying on the course commencement date due to delay in receiving a student visa; or Any behaviour identified as resulting in expelling students for serious breaches of discipline and visa obligations as well as failure to pay tuition fees on time.
Principal Course	The main course of study for which a student visa has been issued.
PRISMS	The Provider Registration and International Student Management System used to issue electronic Confirmations of Enrolment (eCoEs).
Release	Formal approval provided by the current provider for a student to transfer to another provider before completing six months or their principal course.

References
- ESOS Act 2000
- ESOS National Code 2018: Specifically, Standard 7

Related AAC Policies and Procedures

- Complaints and Appeals Policy and Procedure
- Deferment, Suspension or Cancellation of Student Enrolment Policy and Procedure
- International Students Compliance Policy and Procedure
- Student Enrolment and Admissions Policy and Procedure
- Support for Students Policy and Procedure

Procedure

1. Transfer to AAC from another provider

AAC will not knowingly enrol an international student transferring from another provider unless:

1. The student has completed six (6) months of their principal course at the current provider, or
2. One of the following exceptions applies:
    a. The current provider ceases to be registered
    b. The student's course is no longer offered.
    c. The student's release is approved and recorded in PRISMS.
    d. A government sponsor supports the transfer in writing.

2. Transfer from AAC to another provider

International students wishing to transfer from AAC to another provider must:

1. Submission
Submit the **AAC Transfer Request Form** to the Student Services Officer (SSO) along with required documents:
- This form must include a written statement outlining the reasons for the transfer.
- An offer letter from the new provider confirming unconditional admission must be attached.

o   Any evidence of compassionate or compelling circumstances supporting the request.

2. Assessment

The request will be assessed within ten (10) business days of receiving all documentation by the Compliance Officer and Director of Studies, based on:

o   The student's academic performance and attendance.
o   Evidence supporting the request.

3. Decision

AAC will notify the student in writing of the outcome.

AAC will approve a transfer if:

- There are compassionate and compelling circumstances.
- AAC is unable to resolve academic or personal issues affecting the student
- The transfer is deemed beneficial to the student's academic progress.
- The student has changed welfare and accommodation arrangements and is no longer within a reasonable traveling time of the Academy; or
- The student can demonstrate they are experiencing threat to physical or mental health or safety by remaining at the Academy and can demonstrate clearly how this will be alleviated through a transfer; or
- AAC fails to deliver the course as outlined in the written agreement; or
- There is evidence that the overseas student's reasonable expectations about their current course are not being met; or
- An appeal (internal or external) on another matter results in a decision or recommendation to release the overseas student; or

AAC may refuse a transfer if:

- The transfer is likely to negatively impact the student's welfare or academic progression.
- The request is based on false or misleading information.
- The student has outstanding financial obligations to AAC.
- The student has unsatisfactory academic progress;
- The student has unsatisfactory attendance;
- AAC is concerned that the student's application to transfer is a consequence of the adverse influence of another party;
- The student cannot provide a letter from another registered provider confirming that a valid enrolment offer has been made.

4. Appeal

If the transfer is refused, AAC will provide written reasons and advise the student of their right to appeal within twenty (20) business days as per *AAC's Complaints and Appeals Policy and Procedure.*

3. Record Keeping

AAC retains all records of transfer requests, assessments and outcomes for a minimum of five (5) years in compliance with regulatory requirements.

Roles and Responsibilities

Role	Responsibility
CEO	Ensure policy compliance, monitors transfer requests for trends and issues, and approves updates to the policy and procedure.

Compliance Officer	Manages the assessment of transfer requests, ensures compliance with PRISMS reporting, overseas appeals related to transfers and verifies the admission from other registered providers comply with the National Code and ESOS Act.
Director of Studies VET	Monitors student progression to identify potential academic or welfare concerns that may influence transfer requests and provides recommendations to support informed decision-making.
Student Services Officer (SSO)	Assists students with completing documentation, provides guidance on the transfer request process, and ensures students are aware of their rights and obligation, and facilitates the admission of students transferring from other registered providers.

Monitoring & Review

AAC's International Student Transfer policy is reviewed annually to ensure compliance with the ESOS Act.

Version Control

Version	Date	Description	Approved by	Approval date	Author	Review date
V1.0	Jan 2025	New policy for AAC	CEO	17 Feb 2025	Compliance Team	Jan 2026

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