



Student Transfer Policy and Procedure (Aligned with RTO Standards 2025)

1. Purpose of the policy

This policy outlines the requirements and processes for assessing and approving requests for students to transfer **to or from** Mid City College before completing six months of their principal course. The policy ensures compliance with the **ESOS Act 2000, National Code 2018 Standard 7, and Standards for RTOs 2025** as per **Standard 1: Learner Support and Progress; Standard 2: Continuous Improvement; Standard 3: Records and Reporting; and National Code 2018 – Standard 7**

2. Scope

This policy applies to all **international students** enrolled at Mid City College who are seeking to:

- Transfer **to another CRICOS-registered provider**, or
- Transfer **into Mid City College** from another provider before completing six months of their principal course.

It also applies to all staff involved in student admissions, support, and reporting processes.

3. Policy Statement

Mid City College recognises that students may need to transfer to or from another provider in certain circumstances. The RTO will:

- Assess all transfer requests fairly, transparently, and within required timeframes.
- Ensure compliance with the **National Code 2018 Standard 7** and **Standards for RTOs 2025**.
- Support students' best interests while maintaining regulatory and quality assurance obligations.
- The RTO will not knowingly enrol a student who wishes to transfer from another registered provider **before completing six (6) months of their principal course of study**, except in accordance with the exceptions outlined under **Standard 7.1 of the National Code**.
- Similarly, currently enrolled students will not be released to another provider within the first **six (6) months** of their principal course unless specific compassionate or compelling circumstances apply.

4. Definitions

- **Principal Course:** The main course of study for which the student visa was granted, usually the final course in a package.
- **Letter of Release:** Official approval provided by the RTO allowing a student to transfer to another provider before six months of study completion.
- **PRISMS:** Provider Registration and International Student Management System used to report enrolment changes.
- **Compassionate or Compelling Circumstances:** Situations beyond the student's control that have a significant impact on their ability to study.

5. Transfer *Into* Mid City College

Mid City College will not knowingly enrol a student transferring from another provider who has not completed six months of their principal course unless one of the following applies:

1. The releasing provider has issued an official **Letter of Release**.
2. The original provider has ceased to be registered or has ceased offering the course.

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3. The original provider has been sanctioned by a government authority.
4. A government sponsor (if applicable) supports the transfer in writing.

Procedure:

1. Student provides valid documentation (e.g., CoE, Letter of Release).
2. Admissions Officer verifies details through **PRISMS**.
3. If compliant, the RTO issues a **Letter of Offer** and **CoE**.
4. Records are kept for **7 years** in the student management system.

6. Transfer Out of Mid City College

6.1 Before Six Months of Principal Course

Students must complete a **Student Transfer Request Form** and attach:

- A valid **Letter of Offer** from the receiving provider.
- Any relevant supporting documentation (e.g. medical, compassionate or compelling reasons).

Transfer requests may be approved if:

- The transfer is in the student's best academic or personal interest.
- Compassionate or compelling circumstances exist.
- Mid City College has ceased registration, or the course is no longer available.
- The RTO has failed to meet its ESOS obligations.
- A government sponsor supports the transfer.

6.2 Grounds for Refusal

Transfer requests may be refused when:

- The student has not completed six months of their principal course.
- The transfer would be detrimental to the student's progress or welfare.
- The student has not accessed support services for academic or personal issues.
- There are outstanding fees or disciplinary actions.
- The student has not provided sufficient evidence to justify the transfer.

6.3 Notification and Appeals

- Students are informed of the decision **in writing within 10 working days**.
- If refused, the letter includes clear reasons and information on the **appeal process**.
- Students have **20 working days** to appeal under the **Complaints and Appeals Policy**.
- Transfers are not finalised in **PRISMS** until the appeal process is completed.

7. Reporting in PRISMS

- Approved transfers are reported in PRISMS and the student's **CoE is cancelled** accordingly.
- Refusals and related communications are recorded in PRISMS within **31 days**.
- Evidence of PRISMS updates and decisions are retained for **audit and compliance purposes**.

8. Fees and Refunds

- Tuition refunds will be processed in line with the **RTO Refund Policy**.
- Students must clear all outstanding tuition and material fees before a release can be granted.
- All refunds will be directly paid to the Student

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9. Record Keeping

All documentation related to student transfer requests including applications, letters of offer, decisions, appeal outcomes, and PRISMS evidence will be:

- Retained securely for a **minimum of 30 years**.
- Accessible to the **ASQA** or other regulatory authorities upon request.

10. Monitoring and Continuous Improvement

- The **CEO** will conduct **bi-annual reviews** of all student transfer requests to ensure:
 - Decisions are consistent with policy and legislation.
 - Response times meet service standards.
 - Trends in transfer reasons are analysed for potential improvement.
- Outcomes of reviews will be discussed in **RTO Management and Quality Review Meetings**.
- Any identified issues, risks, or non-compliance will result in corrective actions and updates to this policy.
- Policy effectiveness will be monitored through:
 - PRISMS reporting accuracy.
 - Student feedback.
 - Internal audits.
 - ASQA self-assessment activities.
- Continuous improvement actions are recorded in the **RTO Continuous Improvement Register**.

11. Responsibilities

Role	Responsibility
Admissions Officer	Verify student eligibility, PRISMS details, and manage documentation.
Student Support Officer	Provide guidance, assist with forms, and communicate decisions.
Trainer / Assessor head	Approve or decline transfer requests in line with policy and regulations.
CEO	Ensure compliance, oversight, and policy review under the Standards for RTOs 2025.

12. Related Documents

- Deferral, Suspension, and Cancellation Policy
- Complaints and Appeals Policy
- Refund Policy
- Continuous Improvement Policy
- Student Handbook
- PRISMS Reporting Procedure
- ESOS Act 2000 and National Code 2018 (Standard 7)

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