

PP 7.0 Transfer Between Providers Policy and Associated Procedures

Policy Area	Student Support
Standards	National Code 2018 - Standard 7, ESOS Act 2000
Responsibility	CEO/PEO, Academic Manager & Student Services Manager
Classification	External

1. Policy

Sydney City College of Management (SCCM) is committed to managing requests for transfer between providers in compliance with the ESOS Act 2000 and the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (Standard 7). This policy ensures that:

- SCCM will not knowingly enrol a student who has not completed six months of their principal course of study unless permitted under Standard 7.
- Students are supported to make informed decisions where transfer is considered in their best interests.
- All transfer applications are processed fairly, transparently, and within required timeframes.

2. Definitions

- **Principal Course of Study:** The main course of study (highest qualification) where the student visa was granted, typically the final/last course in a package of courses.
- **Packaged program:** A program offered by a pathway provider that allows students to study two or more courses.
- **PRISMS:** The Provider Registration and International Student Management System reporting database. This database is shared between education providers, the Australian Department of Education, and the Department of Home Affairs
- **Release Approval:** Formal permission granted by a provider allowing a student to transfer to another registered provider prior to completing six months of their principal course.
- **Compassionate or Compelling Circumstances:** Circumstances beyond a student's control that have a significant impact on their ability to commence or continue studies (e.g., serious illness, bereavement, major political upheaval, natural disaster, or traumatic experience etc.).

3. Guidelines for Students Seeking to Transfer to Sydney City College of Management from Another Provider

- SCCM will not knowingly enrol students who are seeking to transfer from another provider before they have completed six months of their principal course of study. This six-month requirement is set under the National Code 2018 – Standard 7 to ensure continuity of study, unless specific exceptions apply.
- However, SCCM may consider and approve an enrolment under the following circumstances:

3.1 Release from Current Provider

- If the student has been formally granted a release from their current provider, SCCM may enrol the student before the six-month period is completed.

3.2 Provider or Course is No Longer Registered

- If the student's current provider has been deregistered with CRICOS, or the specific course has ceased to be registered, the student may transfer to SCCM without needing to complete six months.

3.3 Government Sanction

- If a government authority imposes sanctions preventing the student from continuing their studies with the current provider (e.g., compliance action by ASQA), SCCM may enrol the student.

4. Procedure for Students Seeking to Transfer to SCCM (*Prior to Completing Six Months of their Principal Course*)

4.1 Application Submission

The student submits a transfer application to SCCM with:

- A copy of their current Confirmation of Enrolment (CoE), and
- Evidence of a Release from their current provider, or evidence of significant compassionate or compelling circumstances.
- A copy of the identification page from their current passport
- A signed statement setting out the reason for seeking to transfer request
- Permission for the college to verify the information and documents with the issuing agency or institution

4.2 Application Review

- The Admissions Officer reviews the genuineness of the application and verify supporting evidence within 10 working days of receipt.

4.3 Decision and Approval

If the application is approved:

- An Offer Letter and Student Agreement are issued to the student.
- A new CoE is generated and reported to PRISMS within 31 days.

4.4 Decision and Refusal

If the application is refused:

- The student is notified in writing of the reasons for refusal.

5. Procedure for Students Seeking to Transfer to SCCM (After Completing Six Months of Their Principal Course)

5.1 Application Submission

The student applies directly to SCCM and provides evidence such as:

- The statement of attainment or an official evidence letter disclosing the course completion to date.
- A copy of the identification page from their current passport
- A signed statement setting out the reason for seeking to transfer request
- Permission for the college to verify the information and documents with the issuing agency or institution

5.2 Verification

The Admissions Officer verifies the documents to confirm the student has completed at least six months of their principal course.

5.3 Approval

If the application is approved:

- An Offer Letter and Student Agreement are issued in accordance with SCCM's standard admissions process.
- **PRISMS Reporting**

A new Confirmation of Enrolment (CoE) is generated and reported to PRISMS within 31 days.

6. Guidelines for Students Seeking to Transfer from SCCM to Another Provider

6.1 Eligibility to Request a Transfer

Students may request a transfer to another registered provider **before completing six months of their principal course only in limited circumstances**. SCCM will consider a transfer application where:

6.2 Compassionate or compelling circumstances exist — for example:

- Serious illness or injury that prevents the student from continuing study in their current course (supported by medical documentation).
 - Bereavement of an immediate family member.
 - Major political upheaval or natural disaster requiring emergency travel or significantly impacting the student's studies.
 - A traumatic experience (such as being involved in or witnessing a serious accident, or being the victim of a serious crime) supported by police, medical or counselling reports.
 - Evidence that the current course does not meet the student's long-term career or education goals (e.g., documented advice from a careers advisor or academic counsellor).
- The transfer is demonstrated to be in the best interests of the student's academic progress and welfare, such as where:
 - The student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with the College's intervention strategy to assist the student.
 - SCCM fails to deliver the course as outlined in the written agreement with the student.
 - There is evidence that the student's reasonable expectations about their current course are not being met at SCCM.
 - SCCM was unable to offer a pre-requisite unit, or the overseas student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol
 - Inability to begin studying on the course commencement date due to delay in receiving a student visa.

- There is evidence that the student was misled by SCCM or an education or migration agent regarding the College or its course and the course is therefore unsuitable to their needs and/or study objectives;

6.3 Grounds for SCCM to Refuse a Transfer

SCCM may exercise its discretion to decline a student's request to transfer to another registered provider prior to the completion of six calendar months of their principal course where such a transfer is not considered to be in the student's best interests or where it would contravene regulatory or institutional obligations. Grounds for refusal may include, but are not limited to, the following:

- **Outstanding financial commitments:** The student has unresolved financial obligations to SCCM, including unpaid tuition fees or other charges.
- **Current academic or disciplinary action:** The student is subject to ongoing disciplinary proceedings or academic sanctions, which may include allegations or findings of academic misconduct, behavioural breaches, or violations of the Student Code of Conduct.
- **Intent to avoid academic progress intervention:** There is reasonable evidence to indicate that the transfer request is motivated primarily by a desire to evade reporting for unsatisfactory academic progress, which would otherwise trigger notification to the Department of Home Affairs.
- **Failure to engage with support services:** The student has not made a genuine attempt to access or engage with the academic support services offered by SCCM, which are designed to assist students in meeting their course requirements.
- **Lack of valid offer from another provider:** The student has failed to provide a valid, unconditional letter of offer from another CRICOS-registered provider for a course that is at the same or a higher level on the Australian Qualifications Framework (AQF) as their current principal course.
- **Submission of inadequate/inappropriate evidence:** The documentation submitted in support of the transfer request is incomplete, unverifiable, or raises concerns regarding its authenticity or relevance.
- **Incompatibility with visa or academic progression requirements:** The proposed course of study at the new provider is not consistent with the student's Australian visa conditions, academic progression obligations, or long-term educational objectives.

6.4 Right to Appeal

If a transfer request is refused, the student will be notified in writing of the reasons for refusal and will be informed of their right to access the Complaints and Appeals Policy within

20 working days. The student may also lodge an external appeal if the internal appeal is unsuccessful.

7. Procedure for Students Seeking to Transfer from SCCM (Prior to Completing Six Months of Their Principal Course)

7.1 Application Submission

- The student completes and submits a Transfer Application Form to the Admissions Officer.
- The application must include:
 - A valid Offer Letter with a current or future start date from another CRICOS registered provider.
 - A signed statement setting out the reason for the release request
 - Permission for the college to verify the information and documents with the issuing agency or institution
 - Supporting documentary evidence demonstrating compassionate or compelling circumstances, if applicable (e.g., medical certificate, psychologist report, evidence that the current course does not align with career/education goals).
- SCCM will not consider requests which do not provide the required documents.

7.2 Acknowledgement of Application

- The Admissions Officer acknowledges receipt of the application within 3 working days.
- If additional information is required, the student is contacted in writing and given 5 working days to provide it.

7.3 Application Review

- The Admissions Officer reviews the complete application within 10 working days of receipt.
- The review considers whether:
 - Compassionate or compelling circumstances are demonstrated and supported by evidence.
 - The transfer is in the best interests of the student's academic progress and welfare.
 - The student has any outstanding tuition fees or other financial obligations.
 - The student is currently subject to an academic or disciplinary sanction.

7.4 Decision – Approval of Transfer

- If the application is approved:
 - SCCM grants a Release at no cost to the student.
 - The enrolment variation is recorded in the Student Management System (SMS).
 - The change of enrolment is reported to PRISMS within 31 calendar days of approval.
 - The student is notified in writing of the approval outcome and advised that they may proceed with enrolment at the receiving provider.

7.5 Decision – Refusal of Transfer

If the application is refused:

- The student is notified in writing within 5 working days of the review outcome.
- The written notification includes:
 - The reasons for refusal (e.g., outstanding tuition fees, insufficient evidence, transfer not in student's best interests).
 - Information about the student's right to appeal under the Complaints and Appeals Policy within 20 working days.
- If the internal appeal is unsuccessful, the student is advised of their right to lodge an external appeal within 10 working days.
- The student's enrolment remains active until all appeal processes (internal and external) are finalised.

7.6 Record Keeping

- The **Admissions Officer** ensures that all applications, supporting documentation, review notes, decisions, correspondence, and appeal outcomes are securely recorded in the student's file.
- Records are retained for compliance and may be reviewed during internal audits or regulatory audits.

8. Procedure for Students Seeking to Transfer from SCCM (After Completing Six Months of Their Principal Course)

8.1 Application Submission

- The student submits a completed Withdrawal Form to the Admissions Officer.
- The form must clearly state the reason for withdrawal (e.g., personal circumstances, relocation, or decision to study at another provider).

8.2 Application Review

- The Admissions Officer reviews the application within 10 working days to confirm that the student has completed at least six months of their principal course.
- Outstanding tuition fees or compliance obligations (if any) are checked and must be settled prior to finalisation.

8.3 Decision and Processing

- Once confirmed, the Admissions Officer:
 - Updates the student's record in the Student Management System (SMS) to reflect the withdrawal.
 - Reports the enrolment cancellation to PRISMS within 31 calendar days.
 - Notifies the student in writing that their withdrawal has been processed and the cancellation reported.

8.4 Record Keeping

- The Admissions Officer ensures that all forms, supporting documentation, correspondence, and system updates are securely stored in the student's file.
- Records are retained in accordance with SCCM's compliance and audit requirements.

9. Refund Policy

Refunds relating to transfers are managed strictly in accordance with the SCCM Refund Policy. Students are encouraged to review this policy carefully before submitting a transfer or withdrawal application.

Students requesting a transfer are responsible for understanding the financial implications of their decision, including:

- Eligibility for any tuition fee refunds,
- Non-refundable components of fees (e.g., application or administration fees), and
- The timing of their application, which may affect the calculation of refunds.

SCCM will not process refund requests outside the scope of the **Refund Policy**, and students are expected to ensure that they have read and understood this policy prior to lodging a transfer application.

5. Related Documents

This policy should be read in conjunction with the following SCCM documents:

- Complaints Handling Policy
- Appeals Handling Policy

- Refund Policy.
- Deferral, Suspension and Cancellation Policy
- Student Code of Conduct
- Records Management Policy
- Application to Transfer Between Providers Form
- Withdrawal Form
- Offer Letter and Student Agreement
- International Student Handbook

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