



International Student Transfer Policy

1. Purpose

Standard 7 of the National Code 2018 provides for the transfer of international students between registered providers.

This policy sets out the means by which KOI handles student transfer and assesses student transfer requests for students seeking to transfer from another registered provider to KOI, or from KOI to another registered provider.

Students seeking to transfer between registered providers prior to completing six months of the principal course of study must seek approval to do so from the provider of their principal course of study. The principal course is the final course of study to be undertaken as recorded on the student visa. The six months is calculated as six calendar months from the first day of the principal course.

2. Definitions

- “National Code” means the National Code of Practice for Providers of Education and Training to Overseas Students 2018
- “ESOS Agency” for higher education providers means the Tertiary Education Quality and Standards Agency (TEQSA)
- “PRISMS” means the Provider Registration and International Student Management System

3. Policy

3.1 Transfer to KOI from Another Provider

KOI will not knowingly enrol an international student seeking to transfer from another registered provider's course prior to the student completing six months of his or her principal course of study except under one of the following conditions:

- The original registered provider has agreed to the student's release and recorded the date of effect and the reason for release in PRISMS
- The original registered provider has ceased to be registered
- The course in which the student is enrolled has ceased to be registered
- The original registered provider has had a sanction imposed on its registration by the ESOS Agency that prevents the student from continuing his or her principal course at that provider
- 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.

An international student who wishes to transfer to KOI before completing six months of their principal course of study must ask their provider for a release. If agreed, the first provider will then cancel the student's CoE and record the agreement on PRISMS.

Approval is not needed to transfer to another provider if the student has completed more than six months of their principal course.

3.2 Transfer from KOI to another provider

International students who wish to transfer to another registered provider and **have studied a minimum of six (6) months of their principal course** with KOI do not require a letter of release from KOI.

Students **who have not yet studied a minimum of six (6) months of their principal course** with KOI and wish to transfer to another registered provider **MUST** request a release. The request must include:

- A written statement setting out compelling reasons for transferring to another course and education provider and exactly how the student will benefit from the transfer



- A copy of the offer letter from the other institution confirming that the student has been offered an unconditional place at that institution.

Student wishing to make a request to transfer should complete the [Withdrawal from Course Form](#) available on the KOI website and hand the form in at KOI Reception or email it to reception@koi.edu.au

After taking account of the circumstances, KOI will only grant a release under the following conditions:

- Where another registered provider has provided a letter confirming that a valid enrolment offer has been made
- Where the student has provided convincing evidence of benefits of enrolling in the alternate course and that this is not detrimental to their future studies and welfare
- Where KOI cannot satisfactorily resolve any personal difficulties or educational problems which the students has encountered, for example if the student cannot attend KOI because of the student's medical conditions.

KOI will also grant a transfer if other circumstances apply, such as:

- KOI fails to deliver the course as outlined in the written agreement with the student
- There is evidence that the student's reasonable expectations about KOI are not being met confirmed by correspondence with KOI or KOI marketing materials provided before the student's enrolment
- There is evidence that the student was misled by KOI or by an education agent acting on behalf of KOI and that the course is unsuitable to the needs and/or study objectives of the student
- The student will be reported for failing to achieve satisfactory academic progress at the level at which they are studying
- KOI is unable to provide a core subject
- The student has failed a core subject and there is a shortage of relevant subjects in which the student is eligible to enrol
- There are compassionate or compelling circumstances that are beyond the student's control and which emerged after accepting the offer of enrolment from KOI
- An appeal (internal or external) on another matter results in a decision or recommendation to release the student.

Note: KOI does not enrol students under 18 years of age.

The non-refundable component of pre-paid tuition fees will remain non-refundable even if a release is granted. Other unused fees may be refunded in accordance with KOI's Fees Policy. Separate applications must be made for refund requests.

KOI will not grant a release in the following circumstances:

- Where KOI considers that such a transfer can be detrimental to the future study plans or welfare of the student
- Where KOI is able to arrange reasonable instruction for the student and the student is likely to succeed
- Where the circumstances forming the basis of the request were known to the student before accepting the offer of enrolment at KOI and the student was given adequate information at the time of enrolment to make an informed decision to undertake the course
- Where the student gave false or misleading information to KOI when applying to study or when requesting a release.

4. Timeframes

Where all necessary supporting documentation has been submitted with the written request, KOI will respond to the request within ten working days.

5. Fees and Charges

KOI will not make any charge for considering or approving a request for a release.



6. Outcomes

6.1 Successful outcomes

Where a release is granted, KOI will advise the student and cancel the student's CoE.

KOI will report the release to the Department of Home Affairs by identifying the receiving provider, the course, the effective date and the reason for release on PRISMS.

KOI will advise the student of the need to contact the Department of Home Affairs (DHA) to seek advice on whether a new student visa is required.

6.2 Unsuccessful outcomes

If a release is not granted, KOI will provide the student with written reasons for refusing the request and will inform the student of his or her right to appeal against this decision.

6.3 Documentation

KOI will maintain on the student file a record of all requests for letters of release, the assessment of such requests and the decisions regarding such requests.

7. Complaints and appeals.

If dissatisfied with the outcome, the student is entitled to access the KOI complaints and appeals process within 20 working days. Details of KOI's appeals processes are provided in the *Complaints and Appeals Policy* on the KOI website.

KOI has provisions for both internal appeals and external appeals.

The student's refusal status in PRISMS will only be finalised after the appeal finds in favour of KOI, or the student has chosen not to access the complaints and appeals processed within the 20 working day period, or the overseas student withdraws from the process.

8. Roles and responsibilities

The Vice-President (Student Affairs) is responsible for implementation, monitoring and reporting on this policy.

The Vice-President (Student Affairs) is authorised to make decisions about transfers under this policy.

9. Privacy

As set out in the Privacy Policy, KOI collects, stores and uses personal information relating to its students as part of the admissions and enrolment process. KOI manages, stores and retains personal information in accordance with the Documents and Records Control Policy. In particular, student records are retained for at least six years from the date on which a student leaves KOI.

All reasonable effort should be made by the staff and management of KOI to ensure that the principles of privacy, confidentiality and security are maintained throughout the administration of student requests to transfer between registered providers.

All staff designated to access information relating to student requests to transfer between registered providers are obliged to preserve confidentiality in accordance with KOI's *Privacy Policy*, the *Privacy Amendment (Enhancing Privacy Protection) Act 2012* and the *Australian Privacy Principles (APPs)*. Records relating to complaints will be retained and disposed of in accordance with the *Records Management Policy*.



Document control

Policy title	International Student Transfer Policy
Policy owner	Vice-President (Student Affairs)
Policy approver	Council on the recommendation of the Academic Board
Version date	9 August 2021
Date of approval	Academic Board 23 august 2019; Council 16 September 2019
Date of next review	1 July 2025
Changes in this version	Section 3.1. Clarify wording Section 3.2. Correct title of form and add link to the form on website Section 7. Add explicit reference to lodging an appeal and rewording to clarify when refusal status in PRISMS is finalised Section 9. Reference to Documents and Records Control and Policy

***** END OF POLICY *****