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Overseas Student Transfer Policy

Policy Overview

This policy outlines the procedures for overseas students requesting a transfer between registered CRICOS providers in accordance with Standard 7 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018). It ensures that St George and Sutherland Community College (SGSCC) manages student transfer requests fairly, transparently, and in compliance with the Education Services for Overseas Students (ESOS) Act 2000.

The policy applies to all international students on a student visa who request a transfer to or from SGSCC before completing six months of their principal course.

Purpose and Rationale

The purpose of this policy is to:

- Ensure compliance with Standard 7 of the National Code 2018.
- Provide clear guidelines for student transfer requests to or from SGSCC.
- Protect students from unnecessary course transfers that may affect visa conditions.
- Support student well-being and academic progress in accordance with visa and enrolment requirements.
- Maintain integrity of the international education sector by preventing transfers for non-genuine reasons.

This policy supports international students in making informed decisions while ensuring that SGSCC meets regulatory and ethical obligations.

Procedures and Implementation

1. Transfer Requests from SGSCC to Another Provider

Eligibility for Transfer

SGSCC may approve a transfer request to another CRICOS provider before completing six months of the principal course if:

SGSCC - St George & Sutherland Community College Inc.

127-129 Sutherland Road Jannali, NSW 2226

P: 02 9528 3344 • E: enquiries@sgscc.edu.au • W: sgscc.edu.au

RTO: 7091 • CRICOS Provider No: 03122K • NDIS Registered Provider: 4050004600 • ABN: 89 753 440 576

The student can demonstrate compassionate or compelling circumstances, such as:

- Serious illness or injury (medical certificate required).
- Significant personal issues affecting study (e.g., family emergency).
- Course no longer available or unsuitable (e.g., course structure changes).
- Student is experiencing academic difficulties despite support services.
- SGSCC has ceased to be a registered provider or is under sanctions.

The student provides a valid Letter of Offer from another CRICOS provider.

The transfer is in the best interest of the student and does not negatively affect visa conditions.

Transfer Request Process

Step 1: Student submits a written request to SGSCC, including:

- Letter of Offer from the new provider.
- Supporting documents (e.g., medical reports, personal statements).

Step 2: SGSCC assesses the request within 10 business days.

- If approved: SGSCC cancels the Confirmation of Enrolment (CoE) in PRISMS.
- If refused: SGSCC provides a written explanation, including appeal options.

Step 3: If the request is denied, the student may lodge an internal appeal within 20 business days.

2. Transfer Requests to SGSCC from Another Provider

SGSCC may accept a transfer request from another CRICOS provider if:

- The student has completed at least six months of their principal course.
- The current provider has issued a Release Letter (if required).
- The student meets SGSCC's entry requirements for the requested course.
- The student is financially and academically prepared for the transfer.

Transfer Request Process

Step 1: The student submits an application to SGSCC, including:

- Certified academic transcripts.
- Visa details.
- Letter of Release (if required).

Step 2: SGSCC assesses the application and, if eligible, issues a Letter of Offer.

Step 3: if the student accepts the offer, SGSCC issues a Confirmation of Enrolment (CoE) in PRISMS.

3. Reasons for Transfer Request Refusal

SGSCC may refuse a transfer request if:

- ✗ The student has outstanding tuition fees or financial obligations.
- ✗ The transfer is deemed to be for non-genuine reasons, such as:
 - Avoiding academic progress requirements.
 - Seeking a lower-level qualification.
 - Enrolling with another provider without meeting visa requirements.
- ✗ The student has not accessed support services to address academic difficulties.
- ✗ The student fails to provide sufficient evidence for a compelling reason.

If a request is refused, SGSCC will provide:

- A written explanation for the decision.
- Information on the student's right to appeal through SGSCC's complaints process.

Applicability and Responsibilities

This policy applies to:

- All international students on a student visa at SGSCC.
- SGSCC staff handling enrolments, compliance, and student support.

Responsibilities:

Role	Responsibilities
International Program Manager/Sales Manager	Ensure compliance with Standard 7 of the National Code. Keep PRISMS updated and regulatory reporting.
Student Administrator	Process transfer requests and provides student support.
Compliance Manager	Audit termly intake records to ensure the international team recruit students in compliance with Standard 7.
Finance team	Manage tuition fee obligations before approving transfer

References

This policy aligns with:

- Education Services for Overseas Students (ESOS) Act 2000
- National Code of Practice for Providers of Education and Training to Overseas Students 2018 – Standard 7
- Migration Act 1958 (Visa conditions for student transfers)
- Privacy Act 1988 (Confidentiality of student data)

Review and Continuous Improvement

- This policy will be reviewed annually to ensure compliance with ESOS and National Code requirements.
- Staff training will be conducted to ensure fair and consistent application of transfer rules.
- Student feedback will be collected to improve transfer procedures.