

TRANSFER BETWEEN CAMPUSES AND COURSES POLICY

Approving authority	Academic Board
Purpose	This policy outlines the requirements for the transfer of students between Institute campuses
Responsible Officer	Head of Marketing (currently the Head of Marketing & Student Recruitment) and Head of Student Services (currently the Student Services and Administration Coordinator)
Next scheduled review	April 2031
Document Location	http://www.ozford.edu.au/higher-education/policies-and-procedures/
Associated documents	Admissions Policy and Procedure Academic Progress Policy and Procedure Deferring, Suspending or Cancelling a Student's Enrolment Policy and Procedure Domestic Student Fee Refund and Remission Policy and Procedure International Student Fee Refund Policy and Procedure Records Management Policy and Procedure Student Grievances and Appeals Policy and Procedure Transfer Between Registered Providers Policy and Procedure Transfer between Campuses Procedure

1. PRINCIPLES

This Policy outlines the requirements that students must follow when requesting a transfer from one campus to another.

For international students, a change of campus in Australia is treated as an enrolment change that must be reported in PRISMS. This policy ensures that the Institute complies with the ESOS Act.

This Policy should be read in conjunction with the ***Admissions Policy and Procedure***.

2. SCOPE

This policy applies to all staff and to all students applying to study with the Institute or currently enrolled at the Institute.

3. DEFINITIONS

Confirmation of Enrolment (CoE)

The Confirmation of Enrolment (also called a CoE) is an official statement from the Institute via PRISMS that lists the student's details, course and the start and end dates of the course.

The Confirmation of Enrolment (COE) is an official document issued to international students by universities and other education providers in Australia. It confirms that the student has accepted a place in a course and has paid the required tuition fees and Overseas Student Health Cover (OSHC). The COE is required by the Department of Home Affairs for the purpose of issuing a student visa.

Compassionate or Compelling Circumstances

Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:

- serious illness or injury where a medical certificate states that the student is unable to attend class;
- bereavement for the death of close family members such as parents or grandparents (documented evidence must be provided);
- serious illness, accident or family incident that requires immediate travel, which has impacted the student's studies;
- the inability to begin study on the course commencement date stated on the CoE due to a delay in receiving a student visa if relevant;
- major political upheaval or natural disaster in the home country requiring their immediate travel, and this has impacted the student's studies;
- a traumatic experience supported by police or psychologist's reports, which could include but is not limited to:
 - involvement in or witnessing of an accident; or
 - a crime committed against the student; or
 - the student being a witness to a crime and this has impacted the student.
- where the Institute was unable to offer a pre-requisite unit.

Notes:

- *misreading the examination timetable, examination anxiety or returning home will not be accepted as Compassionate and Compelling circumstances;*
- *religious or faith-based issues are not in themselves grounds for special consideration. However, they may be used in support of an application that meets the Compassionate and Compelling circumstances set out above.*

ESOS National Code

The ESOS National Code refers to the National Code of Practice for Providers of Education and Training to Overseas Students 2018 established under the Education Services for Overseas Students Act 2000.

Principal course

Means the student's main course of study for which the student has confirmation of enrolment (**CoE**). If the student is enrolled in a package of courses that includes one or more Institute's courses, the student's

principal course is the course within the package that has the highest qualification and for which the student has CoE. Where the student has enrolled in only one course, the principal course means the student's nominated course of study with the Institute.

Transfer requirements apply to all courses of study prior to the overseas student's principal course.

Provider Registration and International Student Management System (PRISMS)

Means the Provider Registration and International Students Management System (the electronic system that holds CRICOS and the electronic confirmation of enrolment).

4. POLICY

4.1. Transfer requests between campuses and/or courses will be granted by the Institute if the transfer is determined to be in the student's best interest on the following grounds;

- The course is offered at the other campus. The student must remain enrolled in a course at the same or higher level than the one for which their visa was granted for. If the change of campus involves a lower-level qualification, a new application will be required, and the student may need to apply for a new visa.
- The student has no financial sanctions at the current campus.
- The student has completed six months and has an Academic Status of Satisfactory.
- The student has a continuing enrolment from the previous Trimester.
- There is evidence of compassionate or compelling circumstances.
- There is evidence that the student's reasonable expectations about his or her current course are not being met at the current campus.
- If the student is receiving a government scholarship, the student will need to supply written support from the government department/agency sponsor agreeing to the change.

4.2. Transfer requests will not be granted where:

- The transfer is within the first six months of enrolment, and there are no compassionate or compelling circumstances.
- The transfer might have a negative impact on the student's future study options, including breaking an agreed package of programs for which eCoEs have been issued.
- The student has outstanding course fees.
- The student is subject to an outstanding disciplinary process.

4.3. The Head of Marketing or the Head of Student Services will make the decision as to whether to grant a transfer request for any student.

4.4. Scholarships and fee arrangements will not automatically transfer to the new campus.

4.5. A student who transfers to another course internally will be charged the tuition fee or student contribution amount that applies to other students commencing that course on that campus in that academic year.

- 4.6. If a student transfers from one course to another course, credit approved for the original course will not automatically be transferred. A student will be reassessed for credit under the new course.
- 4.7. The approval of transfer of a student does not indicate the agreement to provide any refund. Refunds are governed by the ***International Student Fee Refund Policy and Procedure*** or the ***Domestic Student Fee Refund and Remission Policy and Procedure*** specified in the student's Acceptance Agreement.
- 4.8. The Institute will assess and respond to a student's request to transfer in writing within 15 working days of the request being submitted.
- 4.9. If the application to transfer is granted, the student's transfer request will be granted at no charge to the student.
- 4.10. If transfer requests are refused, the response to student will provide the reason for refusing the transfer requests and students' right to access the appeal process within 20 working days in accordance with the Institute's ***Student Grievances and Appeals Policy and Procedure***.

5. QUALITY ASSURANCE

To ensure that this policy is fit for purpose and meets the requirements of the TEQSA Compliance Frameworks, the policy will be;

- 5.1 internally endorsed by the Executive Management Team on development or review, prior to approval by Governing Board, or the Academic Board or other delegated authority;
- 5.2 externally reviewed as part of any independent review of the TEQSA Compliance Frameworks approved by the Governing Board;
- 5.3 internally reviewed by the Responsible Officer every three years from the date of approval (if not earlier);
- 5.4 referenced to the applicable TEQSA Compliance Framework requirement(s) and/or other legislation/regulation.

6. FEEDBACK

Feedback or comments on this policy is welcomed by the listed Responsible officers of the Institute.

7. ACKNOWLEDGEMENT

This policy was developed with reference to the following:

- James Cook University, Transfer campus (Variation to Study) ([Transfer campus \(Variation to Study\) - JCU Australia](#))
- Adelaide University, Student and Program Transfers Procedure ([Student and Program Transfers Procedure | Policies and Procedures | Adelaide University](#))
- Australian Government Department of Education, Standard 7: Overseas Student Transfers Fact Sheet ([Education Fact Sheet Title \(internationaleducation.gov.au\)](#))

8. VERSION CONTROL

Version	Date approved	Description	Approved by
1.0	April 2026	Initial issue	AB
Related legislation/ regulation/standard	Tertiary Education Quality and Standards Act 2011 Education Services for Overseas Students Act (ESOS) 2000 Education Services for Overseas Students Regulations 2019 The National Code of Practice for Providers of Education and Training to Overseas Students 2018 Standards 5 and 7 Higher Education Standards Framework (Threshold Standards) 2021		

Notes:

AB = Academic Board

EMT = Executive Management Team