

TRANSFER BETWEEN CAMPUSES AND COURSES PROCEDURE

Approving authority	Executive Management Team
Purpose	This procedure outlines process for the transfer of students between Institute campuses
Responsible Officer	Head of Marketing (currently the Director 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 Policy

1. PRINCIPLES

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

For international students, a change of campus for international students 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 Procedure should be read in conjunction with the *Admissions Policy and Procedure*.

2. SCOPE

This procedure applies to all staff and to all overseas students applying to study with the Institute or currently enrolled at the Institute on student visas.

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 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 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 on the student's studies;
- a traumatic experience supported by police or a 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 on 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 of the 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. PROCEDURE

Assessing and Processing Campus Transfer Requests

4.1 The prospective or currently enrolled student applies for completes an **Application for Transfer Between Campuses**. The form can be accessed from the Marketing and Student Services staff.

Before completing a form, students must check that they meet the eligibility criteria:

- The course is offered at the other campus.
- 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

4.2 The supporting evidence must include:

- Documentary evidence in support of their application or that is referred to in their application.

4.3 The student will submit the written request to the Marketing team or the Student Services team including supporting evidence.

4.4 The Marketing or the Student Services staff will review PRISMS to determine if the student has completed six months of his or her principal course.

4.5 With these documents sighted, the staff will initially assess the transfer request considering the following questions:

- There is evidence of compassionate or compelling circumstances;
- The student must remain enrolled in a course at the same or higher level than the one 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.
- 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.

4.6 If there is no evidence to support the application, then the request will be refused.

- 4.7 If any evidence presented in support of the application is unclear or inconclusive then the student's request will be referred to the Marketing or Student Services staff, to interview the student and gain a fuller understanding of the circumstances.
- 4.8 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.
- 4.9 If the request for transfer is not granted, the Marketing and Student Services staff will inform the student in writing
- the reasons for the refusal; and
 - that the student may access the student grievance process as detailed in the *Student Grievances and Appeals Policy* within 20 working days.
- 4.10 The above assessment procedure will not take more than 15 working days in writing once the student has provided the necessary documentation.
- 4.11 If approved, the Student Services team will record the change in the student management system and for international students update PRISMS within 14 days of approval.
- 4.12 All requests, considerations, decisions and copies of letters of release will be recorded in the student's file with the application documentation in the student management system.

Assessing and Processing Course Transfer Requests

- 4.13 The prospective or currently enrolled student applies for completes an **Application for Transfer Between Courses**. The form can be accessed from the Institute's website or from the Marketing and Student Services staff.

Before completing a form, students must check that they meet the eligibility criteria:

- The course is currently offered by the Institute.
 - The student has no financial sanctions
 - The student has completed six months and has an Academic Status of Satisfactory.
 - The student has a continuing enrolment from the previous Trimester.
- 4.14 The supporting evidence must include:
- Documentary evidence in support of their application or that is referred to in their application.
- 4.15 The student will submit the written request to the Marketing team or the Student Services team including supporting evidence.
- 4.16 The Marketing Team or the Student Services Team will review PRISMS to determine if the student has completed six months of his or her principal course.
- 4.17 With these documents sighted, the staff will initially assess the transfer request, considering the following questions:
- There is evidence of compassionate or compelling circumstances;

- 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.
 - 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.
- 4.18 If there is no evidence to support the application, then the request will be refused.
- 4.19 If any evidence presented in support of the application is unclear or inconclusive, then the student's request will be referred to the Head of Marketing, to interview the student and gain a fuller understanding of the circumstances.
- 4.20 If the request for transfer is not granted, the Head of Marketing or Head of Student Services will inform the student in writing.
- the reasons for the refusal; and
 - that the student may access the student grievance process as detailed in *the Student Grievances and Appeals Policy* within 20 working days.
- 4.21 The above assessment procedure will not take more than 15 working days in writing once the student has provided the necessary documentation.
- 4.22 If approved, the Student Services team will record the change in the student management system and for international students update PRISMS within 14 days of approval.
- 4.23 All requests, considerations, decisions and copies of letters of release will be recorded in the student's file with the application documentation in the student management system.

5. QUALITY ASSURANCE

To ensure that this procedure is fit for purpose and meet the requirements of the TEQSA Compliance Frameworks, the procedure will be:

- 5.1 internally approved by the Executive Management Team on development or review
- 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 Frameworks requirement and/or other legislation/regulation.

6. FEEDBACK

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

7. ACKNOWLEDGEMENT

This procedure 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	December 2025	Internal Issue	EMT
Related legislation/ regulation/standard	Tertiary Education Quality and Standards Act 2011 Higher Education Standards Framework (Threshold Standards) 2021 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 7		

Note: EMT = Executive Management Team