

Policy & Procedure

Student Transfer and Release

| | |
|------------------------|---|
| Document Number | Student Transfer and Release Policy and Procedure |
| Version | 7.0 |
| Date | 25/03/2026 |
| Approved By | CEO / Principal Executive Officer |
| Review Cycle | Annual or upon regulatory change |
| Next Review | 25/03/2027 |

1. Purpose

Shafston International College will process all requests from students for transfer both to and from other providers in accordance with this policy and procedure, which complies with Standard 7 of the National Code 2018.

2. Scope

This policy applies to Shafston students who hold a Student Visa to study in Australia. It also applies to student visa holders from other educational institutions who wish to transfer to Shafston.

Overseas students cannot transfer between registered providers prior to completing six calendar months of their principal course of study without the release approval of the provider.

Release transfer restrictions apply to a student during all courses they undertake prior to the principal course. For an overseas student to transfer before completing six months of their principal course, the student must obtain a release from their registered provider, except where:

- The releasing registered provider, or the course in which the overseas student is enrolled, has ceased to be registered;
- The releasing registered provider has had a sanction imposed on its registration by the ESOS agency that prevents the overseas student from continuing their course;
- Any government sponsor of the overseas student considers the change to be in the overseas student's best interests and has provided written support for the change.

After completing six calendar months of the principal course, an overseas student can transfer without needing to meet one of these conditions.

3. Student Requests to Transfer to Another Provider

For an overseas student where the student visa has been issued for multiple courses, the principal course is the highest-level course of study to be undertaken and is usually the final course of study. The first six months is calculated as six calendar months from the date the student commences their principal course.

Shafston will only consider approving a request to transfer without having completed at least six months of the principal course if the student provides a valid enrolment offer letter from another registered provider and can demonstrate exceptional circumstances, including:

- Compassionate or compelling circumstances supported with independent documentation;

Policy & Procedure

Student Transfer and Release



SHAFSTON
www.shafston.edu

- A VET student has engaged in the intervention strategy but has been unable to achieve satisfactory course progress at the course level (note: if an Intention to Report has been issued, the report may still occur even if the transfer request is granted);
- An appeal (internal or external) on another matter results in a decision or recommendation to release the student.

Shafston may refuse to grant a release if:

- The student has not completed six months of their principal course and does not provide evidence of extenuating circumstances;
- The transfer may jeopardise the student's progression through a package of courses;
- Shafston believes that the transfer request is from a student who has not been genuinely engaging with an intervention strategy with the intention of failing and being released;
- The student has outstanding fees;
- The student is requesting to transfer to another local provider to study the same or similar course unless extenuating circumstances are proven.

Shafston must not issue a release to a student:

- Who does not have a valid letter of offer from another provider;
- Who is Under 18, unless the student has written evidence that their parent or legal guardian supports the transfer and the receiving provider accepts responsibility for the student's accommodation, support and general welfare arrangements as per Standard 5;
- Whose government sponsor has not provided written support for the change.

A student must maintain their enrolment and attend classes while their application is being considered.

4. Students Under 18

Under-18 students must have written authorisation from their legal guardian or parent to transfer. For best practice, this should come via the Agent in the student's home country. The parent or legal guardian must send a copy of their passport with the signed written request.

If the student is not being cared for by a parent or suitable nominated relative, the receiving registered provider must accept responsibility for approving the student's accommodation, support and general welfare arrangements as per Standard 5. The letter of offer must note this responsibility.

If Shafston has provided welfare by placing the student in a Shafston Homestay, this welfare arrangement will cease once the transfer is complete or the student leaves Australia.

5. Procedure

Applications for Release are to be submitted to the Student Support Officer and must include:

Policy & Procedure

Student Transfer and Release



SHAFSTON
www.shafston.edu

- A completed Student Transfer and Release Request Form with a letter detailing reasons for the transfer;
- A copy of the Offer Letter from the other registered provider;
- Copies of supporting independent documents.

Shafston will respond in writing within 10 working days. If the student is not satisfied, they can access the Complaints and Appeals process (OPOL009). Internal appeals must be submitted within 20 working days.

If approved, a Letter of Release will be issued at no cost. The student's CoE and future CoEs will be cancelled via PRISMS. If not approved, a Release Refusal Letter will be issued explaining the reasons and the student's right to appeal.

Shafston will maintain records of all requests, assessments, and decisions in the student's file.

6. Transfer from Other Providers

Under Standard 7 of the National Code 2018, Shafston will not knowingly issue a CoE to a student seeking to transfer from another provider prior to the student completing six months of their principal course except where:

- The registration of the provider or course has been cancelled;
- The provider has given the student a letter of release;
- A government sanction prevents the student from continuing;
- The student's government sponsor has provided written support for the change.

7. Important Notes

- Students should understand how a transfer will affect their current student visa before submitting an application.
- A new student visa may be required if the new course is in a different level or sector.
- Six months of the principal course means six calendar months from the commencement date, excluding holiday breaks and deferral/suspension periods.
- Students issued with letters of release may not be granted a refund of pre-paid fees. Refund requests will be assessed separately under Shafston's Refund Policy.

Version Control

| | |
|----------------------------|---|
| Document Number | — |
| Document Title | Student Transfer and Release Policy and Procedure |
| Version | 7.0 |
| Status | Approved |
| Approval Date | March 2026 |
| Review Date | March 2027 |
| Approved By | Principal Executive Officer |
| Applies To | All campuses: Brisbane, Gold Coast, Sydney |
| Standards Reference | National Code 2018 Standard 7; ESOS Act 2000; Standards for RTOs 2025 |
| Supersedes | Student Transfer and Release Policy and Procedure v6 (July 2021) |

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