

International Students Transfer Policy

1. Purpose and Objectives

To establish clear guidelines in accordance with regulatory requirements on student transfer requests.

2. Definitions, Terms, Acronyms

Canterbury College	Canterbury College Ltd or any controlled entities of Canterbury College Ltd.
Head of School	Head of Junior School (Prep to Year 6). Head of Senior School (Year 7 to Year 12).
Parent/Legal guardian	The parent(s) or guardian(s) of the international student (or intending international student) who signed the letter confirming the international student's offer of placement at Canterbury College.
PRISMS	The Provider Registration and International Student Management System.
Student	A student enrolled at Canterbury College or the parent(s)/legal guardian of a student where that student is under 18 years of age.
Support person	For example, a friend/teacher/relative not involved in the grievance.
Working day	Any other day than a Saturday, Sunday or public holiday during the school term.
CAAW	Confirmation of Appropriate Accommodation and Welfare

3. Policy Scope/Coverage

This policy applies to the College's employees, international students enrolled from Prep to Year 12 and their parent(s)/legal guardian(s). The policy only applies to international students where:

- The student is requesting transfer prior to completing the first six months of their registered school sector; or
- The student has completed the first six months of their enrolment in their first registered school sector course and wishes to transfer but the provider holds welfare responsibility via a Confirmation of Appropriate Accommodation and Welfare (CAAW).

4. Policy statement

4.1 Overseas students requesting to transfer prior to completing the first six months of their registered school sector course

- 4.1.1 Overseas students are restricted from transferring from their first registered school sector course of study for a period of six months. This restriction also applies to any course(s) packaged with their first registered school sector course of study.

- 4.1.2 Exceptions to this restriction are:
 - 4.1.2.1 If the student's course or school becomes unregistered;
 - 4.1.2.2 The school has a government sanction imposed on its registration;
 - 4.1.2.3 A government sponsor (if applicable) considers a transfer to be in the student's best interests;
 - 4.1.2.4 If the student is granted a release in PRISMS.
- 4.1.3 Students can apply to be released by submitting a Student Transfer Request Application at no charge to enable them to transfer to another education provider. However, if a student has not completed the first six months of the first registered school sector course of study or is under 18 years of age, conditions apply.
- 4.1.4 Canterbury College will only release a student before completing the first six months of their first registered school sector course in the following circumstances:
 - 4.1.4.1 The student has changed welfare and accommodation arrangements and is no longer within a reasonable travelling time to the school;
 - 4.1.4.2 The student will be reported because they are unable to achieve unsatisfactory course progress at the level they are studying, even after engaging with Canterbury College's intervention strategy to assist them in accordance with Standard 8 (Overseas student visa requirements);
 - 4.1.4.3 The student provides evidence of compassionate or compelling circumstances.
 - 4.1.4.4 Canterbury College fails to deliver the course as outlined in the written agreement;
 - 4.1.4.5 The student provides evidence that their reasonable expectations about their current course are not being met;
 - 4.1.4.6 The student provides evidence that they were misled by Canterbury College or an education or migration agent regarding Canterbury College or its course and the course is therefore unsuitable to their needs and/or study objectives;
 - 4.1.4.7 An appeal (internal or external) on another matter results in a decision or recommendation to release the student;
 - 4.1.4.8 Any other reason stated in the policies of Canterbury College.
- 4.1.5 Students under 18 years of age must also have:
 - 4.1.5.1 Written evidence that the student's parent(s)/legal guardian supports the transfer application;
 - 4.1.5.2 Written confirmation that the receiving provider will accept responsibility for and communicate with the student about approving the student's accommodation, support, and general welfare arrangements from the proposed date of release where the student is not living with a parent/legal guardian or a suitable nominated relative.
- 4.1.6 Canterbury College will not agree to the transfer before the student completes the first six months of their first registered school sector course in the following circumstances:
 - 4.1.6.1 The student's progress is likely to be academically disadvantaged;
 - 4.1.6.2 Canterbury College is concerned that the student's application to transfer is a consequence of the adverse influence of another party;
 - 4.1.6.3 The student has not had sufficient time to settle into a new environment in order to make an informed decision about transfer;
 - 4.1.6.4 The student has not accessed school support services which may assist with making adjustments to a new environment, including academic and personal counselling services;
 - 4.1.6.5 School fees have not been paid for the current semester.

- 4.1.7 To apply for transfer to another provider, students need to:
- 4.1.7.1 Complete an Application for Student Transfer Form available from the Admissions Office;
 - 4.1.7.2 Give this completed application form and a valid offer of enrolment from another provider to the Head of School for assessment.
 - 4.1.7.3 If under 18 years of age, attach written confirmation of the parent(s)/legal guardian/s support for the transfer to the nominated provider. In this case, the valid offer of enrolment must also confirm the new provider's acceptance of responsibility for approving the student's accommodation, support and general welfare arrangements from the proposed date of the student's release from Canterbury College, in accordance with Standard 5 (Younger Overseas Students) of the 2018 National Code of Practice for Providers of Education and Training for Overseas Students.
- 4.1.8 Canterbury College will assess the student's transfer request application and notify the student of a decision within 10 working days.
- 4.1.9 If Canterbury College grants the student's transfer request, the student will be notified, and the decision will be reported to the Department of Home Affairs (Immigration and Citizenship) in PRISMS.
- 4.1.10 If Canterbury College intends to refuse the student's transfer application request, Canterbury College will provide the student with reasons for refusal in writing and include a copy of Canterbury College's International Students Complaints and Appeals Policy (available at: <https://canterbury.qld.edu.au/admissions/international-programs/>). The student has the right to access Canterbury College's International Students complaints and appeals process and has 20 working days to do this. The student's transfer request application will only be finalised in PRISMS after one of the following occurs:
- 4.1.10.1 The student confirms in writing they choose not to access Canterbury College's complaints and appeals process; or
 - 4.1.10.2 The student confirms in writing they withdraw from an appeals process they have commenced; or
 - 4.1.10.3 The appeals process is completed, and a decision has been made in favour of the student or Canterbury College.
- 4.1.11 Applications to transfer to another registered provider may have visa implications. The student is advised to contact the Department of Home Affairs (Immigration and Citizenship) office as soon as possible to discuss any implications. The address of the nearest office can be found on <https://immi.homeaffairs.gov.au/help-support/contact-us/overview>.

4.2 Students who are no longer subject to the transfer restriction but where Canterbury College holds welfare responsibility via a CAAW.

- 4.2.1 Students under 18 years of age who have attended Canterbury College for more than six months must have:
- 4.2.1.1 Written evidence that the student's parents(s)/legal guardian supports the transfer application;
 - 4.2.1.2 Written confirmation that the receiving provider will accept responsibility for and communicate with the student about approving the student's accommodation, support, and general welfare arrangements from the proposed date of release where the student is not living with a parent/legal guardian or a suitable nominated relative.
- 4.2.2 To apply for transfer to another provider, students need to:

- 4.2.2.1 Complete an Application for Student Transfer Form available from the Admissions Office.
- 4.2.2.2 Give this completed application form and a valid offer of enrolment from another provider to the Head of School for assessment and response within 10 working days;
- 4.2.2.3 If under 18 years of age, attach written confirmation of support for the transfer to the nominated provider by a parent/s or legal guardian/s. In this case, the valid offer of enrolment must confirm acceptance of responsibility for approving the student's accommodation, support and general welfare arrangements from the proposed date of the student's release from Canterbury College in accordance with Standard 5 (Younger Overseas Students) of the 2018 National Code of Practice for Providers of Education and Training for Overseas Students.
- 4.2.3 Canterbury College will negotiate the welfare transfer date with the receiving provider and will advise the student of the welfare transfer date within 10 working days.
- 4.2.4 Transfers to another registered provider may have visa implications. The student is advised to contact the Department of Home Affairs office as soon as possible to discuss any implications. <https://immi.homeaffairs.gov.au/help-support/contact-us/overview>.

5. Guidelines/Procedure/Process

The procedures and processes are outlined in the Policy Statement.

6. Roles and Responsibilities

Canterbury College

- Provide clear guidelines regarding the process for managing international student transfers which align with the National Code of Practice for Providers of Education and Training to Overseas Students 2018.
- Canterbury College maintains records of all requests from overseas students for a release and the assessment of, and decision regarding, the request for two years after the overseas student ceases to be an accepted student.

7. Review

This policy and its associated procedures, quick reference guides and protocols will be reviewed every two years. Canterbury College, however, reserves the right to review this policy at any time.

Version Number:	v1.02025
Policy Library:	College Operations
Responsible Officer	Principal
Approval Authority:	College Executive
Last Approval Date:	February 2025
Review Date:	February 2027

Related Policies/Procedures:	International Students Complaints and Appeals Policy International Students Monitoring Course Progress and Attendance Policy International Students Deferment, Suspension and Cancellation Policy International Students Refund Policy International Students Welfare and Accommodation Policy International Students Entry Requirements Policy International Students Fee Policy
Acknowledgements:	ISQ School Handbook for CRICOS Registration National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018) Australian Government – Education Services for Overseas Students (ESOS) Framework Department of Home Affairs (Immigration and Citizenship)