Transfer Between Providers Procedure

1 Purpose

This Procedure outlines how the University (UniSQ) assesses and manages requests from Student visa holders to transfer between registered providers within the first twelve calendar months of study in their principal program.

2 Scope

This Procedure applies to Student visa holders within the first twelve calendar months of study in their principal program, and who are either enrolled at UniSQ or seeking to transfer to UniSQ from another registered provider.

This Procedure does not apply to following Students however these Students are still required to advise the University in writing of their withdrawal from studies to ensure cancellation of their Confirmation of Enrolment (CoE):

- non-Student visa holders;
- Students who have completed twelve or more calendar months of their principal program; or
- Students with an Official Sponsor, where the sponsor considers the change to be in the Student's best interests and has provided written support for the transfer.

3 Procedure Overview

Student visa holders who wish to transfer between registered providers within the first twelve calendar months of their principal program must follow specific processes, including applying for and obtaining a letter of release from their current provider, in accordance with the National Code 2018.

This Procedure aligns with the:

- *National Code of Practice for Providers of Education and Training to Overseas Students (2018):* Standard 7: Overseas Student Transfers.

4 Procedures

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To apply to transfer to or from another registered provider within the first twelve months of the Student's principal program, the Student must demonstrate that the transfer would be in their best interest.

The twelve-month period is calculated from the date the Student commenced (or is due to commence) their principal program, excluding any breaks due to Deferment or Suspension. The principal program is the main program of study to be undertaken by a Student where the Student visa has been issued for multiple programs, and is usually the final program of study.

4.1 Students seeking transfer from UniSQ to another provider

The University will consider a release request within the first twelve months of the principal program when the transfer is deemed to be in the Student's best interest. Valid grounds for a release may include:

- UniSQ fails to deliver the program as outlined in the written agreement
- the Student provides evidence that their reasonable expectations about the current program are not being met
- there is evidence that the Student was misled by the UniSQ or an education or migration agent regarding the UniSQ or its program, and the program is therefore unsuitable to their needs and/or study objectives
- the Student is involved in an Appeal (internal or external) on another matter that results in a Decision or recommendation to release the Student
- there is evidence of unexpected circumstances beyond the control of the Student that have had an impact on the Student's Academic Progress or wellbeing
- the program is academically unsuitable for the Student, for instance, where the Student is better suited to a different learning environment, the program does not meet their educational or developmental needs, or the Student is unable to achieve satisfactory progress at the level at which they are studying, even after engaging with UniSQ's intervention strategy
- the Student has not met the conditions of their offer letter for the principal program. This includes the conditions of any Pathway Program and offers involving packaged programs and articulations.

Circumstances for refusal include situations where:

- the Student has an unpaid debt to UniSQ

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- the request is made within the first six weeks of the program commencing
- the Student has not made a genuine attempt to participate in the program or engage with an intervention strategy implemented by UniSQ to improve the Student's academic performance
- it is deemed by UniSQ that a transfer is not in the best interest of the Student
- the documents provided by the Student do not provide, in UniSQ's view, adequate grounds to justify the transfer.

4.1.1 Application Process

To request a release, Students must complete and submit an application form to the University's International Office. There is no fee associated with the application.

Before the University assesses the release request, the Student must provide the following documentation:

- a statement outlining the reasons for the request to transfer to another registered provider and how the Student will benefit from the transfer
- a copy of the documentary evidence referred to in the statement, where applicable
- a valid letter of offer from another registered provider
- if the Student has an Official Sponsor, confirmation of support for the transfer from the sponsor
- for Students under 18, confirmation that their parent or legal guardian supports the transfer, along with evidence that the receiving provider accepts responsibility for the Student's accommodation, support, and general welfare arrangements, in accordance with Standard 5 of the National Code 2018.

Once submitted, the Student will receive acknowledgment that their request has been received. The application will be assessed by the Director (International Operations and Compliance) in accordance with the requirements outlined in this Procedure, and Students will be notified of the outcome in writing within 10 University Business Days of receipt of the request and supporting documents.

4.1.2 Successful Outcome

If the request is approved, the Student will be notified that their University CoE has been cancelled, and the release will be recorded in the Provider Registration and International Student Management System (PRISMS), along with the effective date and reason for release.

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UniSQ will advise the Student to seek visa-related guidance from the Australian Government Department responsible for Immigration. Any applicable fee refunds will be administered according to the Refund of Student Fees Policy.

4.1.3 Unsuccessful Outcome

If the request is denied, the Student will be informed in writing of the following:

- the Decision and the reasons for it, reflecting the Student's individual circumstances
- the Student's right to transfer to another registered provider after completing twelve calendar months of their principal program
- the Student's right to Appeal the Decision within 20 University Business Days, in accordance with the Student Grievance Resolution Procedure.

If an Appeal is submitted, the refusal status will not be finalised in PRISMS until the Appeal is resolved.

4.2 Students seeking transfer to UniSQ

UniSQ will not knowingly enrol a Student visa holder seeking to transfer from another registered provider within the first twelve months of their principal program, unless one of the following conditions is met:

- the releasing provider or the program in which the Student is enrolled has ceased to be registered;
- the releasing registered provider has had a sanction imposed on its registration that prevents the Student from continuing their program with that provider; or
- the Student's Official Sponsor considers the transfer to be in the Student's best interest and has provided written support.

If a Student visa holder requests to transfer to UniSQ within the first twelve months of their principal program of study with another Australian registered provider, UniSQ will be alerted through PRISMS during the confirmation of Enrolment process. If the Student cannot provide a release letter from their original registered provider, the Student's application will not be processed.

4.3 Record-keeping

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The University will maintain all records of requests, any correspondence relating to the request and the University's Decision on the Student's file. The University keeps records of Student visa holder transfer requests for two years after the Student ceases to be an accepted Student.

5 References

Nil.

6 Schedules

This procedure must be read in conjunction with its subordinate schedules as provided in the table below.

7 Procedure Information

Accountable Officer	Deputy Vice-Chancellor (Students and Education)
Responsible Officer	Academic Registrar
Policy Type	University Procedure
Policy Suite	Admissions, Enrolment and Graduations Policy
Subordinate Schedules	
Approved Date	16/11/2026
Effective Date	2/10/2026
Review Date	1/1/2030
Relevant Legislation	*Education Services for Overseas Students Act 2000* National Code of Practice for Providers of Education and Training to Overseas Students 2018
Policy Exceptions	Policy Exceptions Register
Related Policies	National Security Policy Student Grievance Resolution Policy Support for Students Policy Under 18 International Students Policy
Related Procedures	Assessment of Special Circumstances Procedure

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	National Security Procedure Sanctions and Export Controls Procedure Student Academic Progress Procedure Student Appeals Procedure Student Grievance Resolution Procedure
Related forms, publications and websites	Student Request for Release - Change of Provider
Definitions	**Terms defined in the Definitions Dictionary**
	Academic Progress Describes the status of a Student's progress towards successful completion of their coursework for each Study Period and towards completion of their program within the maximum given timeframe. Students who are successfully progressing through their studies would not be assigned to any of the Academic Progress stages outlined in the Student Academic Progress Procedure. Appeal A formal, written request made by a Student or Employee to a higher authority to have a Decision overturned. Decision A determination made by an Employee, contractor or other authorised delegate in the course of their duties on behalf of the University. Deferment Approval granted to Students who have accepted an offer of Admission to a program for the first time to delay the commencement of Enrolment for up to two calendar years. Enrolment The process of admitting Students to one or more Courses for the current Academic Year. Government Department responsible for Immigration Department of Immigration and Border Protection.

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Official Sponsor

A third party or entity, located either within Australia or overseas, who has formally contracted with the University to accept debts on behalf of a Student, and therefore make payments and receive refunds on behalf of a Student.

Pathway Program

Generally, pathway offerings are designed to provide access to higher education to potential Students who have not qualified through prior study for direct entry and normally focus on preparing them for university study by assisting them to develop the necessary academic and study skills. Pathways may act as an entry point into an appropriate higher education Award Program for those who successfully complete the pathway.

Procedure

An operational instruction that sets out the process to operationalise a Policy.

Student

A person who is enrolled in a UniSQ Upskill Course or who is admitted to an Award Program or Non-Award Program offered by the University and is: currently enrolled in one or more Courses or study units; or not currently enrolled but is on an approved Leave of Absence or whose admission has not been cancelled.

Suspension

Prohibition from enrolling in a Course or program for a specified period due to misconduct.

University

The term 'University' or 'UniSQ' means the University of Southern Queensland.

University Business Days

The days of Monday to Friday inclusive between 9am and 5pm Australian Eastern Standard Time (AEST), with the exclusion of gazetted Public Holidays for the relevant campus location, plus the closure of the University between 25 December and 1 January in the following year inclusive as specified in the Enterprise Agreement, as well as any closure of the University either at one or several

	campuses in accordance with a direction of the Crisis Management Team.
	Definitions that relate to this procedure only
Keywords	
Record No	13/371PL

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