

# International Student Transfer Policy and Procedure

## 1. Purpose

This policy outlines the conditions and process for managing requests by international students to transfer to or from another CRICOS-registered provider, in compliance with:

- *Education Services for Overseas Students Act 2000 (ESOS Act)*
- *National Code of Practice for Providers of Education and Training to Overseas Students 2018 – Standard 7*
- *Standards for RTOs 2025*
- *Migration Act 1958* and related regulations governing student visas

The policy ensures transfers are assessed in a fair, transparent, and compliant manner, prioritising student welfare and academic progression.

## 2. Scope

- This policy applies to all international students on student visas (subclass 500) enrolled at DNA Kingston Training who seek to transfer before completing six months of their principal course.

## 3. Legislative and Regulatory Alignment

This policy is guided by the following legislative and regulatory frameworks:

Regulation/Legislation	Relevance
ESOS Act 2000	Governs the provision of education services to overseas students in Australia
National Code 2018 – Standard 7	Outlines conditions under which providers may or may not approve student transfers
Standards for RTOs 2025	Sets out requirements for compliant, student-centred training delivery and support
Migration Act 1958 & Regulations	Governs visa conditions, including course enrolment and transfer implications

## 4. When a Release is not required

A release is not required where:

- The student has completed six months of the principal course;
- The student is government-sponsored and the sponsor supports the transfer;
- The course is no longer offered or registered on CRICOS;
- The student is not on a student visa (e.g. temporary work visa – Subclass 482).

## 5. Conditions for Granting a Release

DNA Kingston Training will approve a release if the following is provided:

- A valid enrolment offer is provided by another CRICOS provider;
- The transfer is not detrimental to the student's academic or career progression;

**AND** evidence of one of the following:

- The course is academically unsuitable for the student;
- There is documented compassionate or compelling circumstance;
- The student can show they were misled about the course;
- The student's reasonable expectations are not being met;
- An internal or external appeal has recommended the release.

## 6. Grounds for Refusing a Release

A release may be refused when:

- The student has not accessed support services to resolve issues;
- The student is attempting to avoid reporting for poor attendance/progress;
- No valid compassionate or compelling reason has been provided;
- Transfer would jeopardise course progression, especially for packaged courses;
- The student has unpaid fees;
- The student has not demonstrated genuine intent for the transfer;
- The new course is at a lower AQF level or not aligned with visa or career outcomes.

## 7. Documentation required

Students must submit:

- A valid letter of offer from the new provider;
- A detailed statement of reasons for transfer;
- Supporting evidence of circumstances (listed under **point 5**);
- If under 18, parental/legal guardian approval and welfare arrangements by the new provider.

## 8. Application & Decision process

- Submit [Withdrawal or Application for Transfer Form for International Students](#) to the Administration Team, with the required documentation listed under **point 7**;
- Outcomes issued within 20 working days.
- There is no fee for release letters;
- All records are maintained in accordance with RTO Standards 2025 Clause 3.6.

## 9. Appeals

- Students have the right to appeal a decision in writing through DNA Kingston Training's [Complaints and Appeals Policy](#), and may access external review via the [Overseas Students Ombudsman](#).

## 10. Visa obligations

Students must ensure that they are informed of possible **visa implications** and are advised to contact the **Department of Home Affairs** directly regarding any visa matters: [www.homeaffairs.gov.au](http://www.homeaffairs.gov.au)

## 11. Responsibilities

- Director – Policy compliance, decision-making
- General Manager – Policy review and monitoring
- Administration Team – Assist students with guidance and documentation

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<p>Kingston Training and Employment Pty Ltd</p>  <p>RTO 6811 CRICOS 02899B</p>	
Policy Title	International Student Transfer Policy & Procedure
Policy Renewal	Every 2 years
Responsibility	Compliance Manager

### Record of updates and changes

Version No.	Issue Date	Nature of Amendment
Version 01	July 2018	New policy to standards
Version 01.1	Nov 2018	Updated policy
Version 01.2	Feb 2019	Reviewed updated
Version 02	June 2022	Reviewed DOHA web site and formatting
Version 03	August 2025	Updated to include RTO Standards 2025