

TRANSFER BETWEEN PROVIDERS POLICY

1. Purpose

- 1.1 This policy describes the principles and procedures that govern the transfer of international students into and out of all CRICOS registered courses of study offered by Ikon Institute of Australia (Ikon) and has been established to ensure consistency of approach for students wishing to transfer to another provider as transfers are subject to the specific requirements of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018).

2. Scope

- 2.1 This policy applies to international students studying in Australia with a student visa who wish to transfer between Ikon and another registered provider.
- 2.2 This policy does not apply to domestic students or international students on a non-student visa such as tourist, work or family visa that allows the student unrestricted rights to study in Australia.

3. Related Documents

This policy should be read in conjunction with the following documents:

- International Student Admission Policy
- Student Academic Progress Policy
- International Student Services Policy
- Assessment Policy
- Grievance and Appeals Policy
- Deferral Withdrawal Refund and Tuition Assurance Policy
- Records Management Policy

This policy and related documents can be accessed via the [Policy and Procedures](#) section of the Ikon website and the student and staff policy libraries.

4. Definitions

"AQF Levels" means the criteria required to demonstrate the achievement of a qualification as per the Australian Qualifications Framework (AQF).

"Compelling and Compassionate Circumstances" means circumstances that may negatively impact a student's study, including but not limited to serious illness or injury, bereavement of close family members, major political upheaval or natural disaster in their home country, a traumatic experience such as a serious accident or crime.

"Confirmation of Enrolment (CoE)" means a document issued by education providers to verify the applicant's enrolment in a specified course.

"CRICOS" means the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) is an Australian government register that lists all Australian education providers offering courses to students studying in Australia on a study or training visa and the courses offered.

“International Student” means a student enrolled in a course of study at Ikon who is not a citizen of Australia or New Zealand, or an Australian Permanent Resident, and has been granted a student visa to study full-time in Australia.

“Principal Course of Study” means the main course of study to be undertaken by an international student where the student visa has been issued for multiple courses and is usually the final course of study.

“PRISMS” means the Provider Registration International Student Management System (PRISMS) is an Australian Government secure online system that allows providers to issue Confirmations of Enrolment (CoEs), and that government agencies use to monitor student compliance with visa conditions and educator provider compliance with the ESOS Act 2000.

“Working days” means any day other than a weekend, public holiday or day when Ikon is closed for business.

POLICY

5. Principles

- 5.1 In accordance with the National Code 2018, Ikon shall not knowingly enrol or attempt to enrol any student currently enrolled with another provider prior to the student completing six months of their principal course of study, unless the student has met an exception under Standard 7. The first six months is calculated as six calendar months from the date the overseas student commences their principal course.
- 5.2 Ikon will not prevent an international student from transferring to another provider after the student has completed six months of the principal course at Ikon.
- 5.3 As the principal course of study is generally the final course of study covered by the international student’s visa, transfer requirements apply to all courses of study prior to the international student’s principal course.
- 5.4 Ikon shall assess any application for a transfer fairly against the criteria set out within this document, with the student’s best interest being the guiding principle.
- 5.5 Appeals shall be heard and decisions communicated expeditiously.

6. Roles & Responsibilities

- 6.1 The Registrar are responsible for all decisions regarding overseas students transferring into or out of an Ikon course.
- 6.2 The Academic Board is responsible for conducting, recording, and communicating outcomes of any appeals by overseas students.

PROCEDURES

7. Transferring from Ikon to Another Provider

- 7.1 Ikon will consider permitting a student to transfer to another registered provider prior to completing six calendar months of their principal course in certain circumstances when the transfer is assessed as being in the best interests of the student if:

- The student will be reported to the Department of Home Affairs because they are unable to achieve satisfactory course progress, even after engaging with Ikon's intervention strategies
- When there is evidence of compassionate or compelling circumstances
- Ikon is unable to deliver the course as outlined in the written agreement
- There is evidence that the course the student is enrolled in does not meet the student's reasonable expectations
- There is evidence that the student was misled by the registered provider (Ikon) or an education agent regarding the course or the registered provider
- An appeal (internal or external) on another matter results in a decision or recommendation to release the student
- When the 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.

7.2 Ikon may, in its absolute discretion, **not** grant a release or transfer request (i.e. not record a release in PRISMS) if the:

- Request for the transfer is made by a student who has not commenced their studies
- Student has not attached a copy of a valid letter of offer of unconditional enrolment with a CRICOS registered provider
- Student has any outstanding debt to Ikon. Debts may include all fees, loans, or library fines
- Student's actions have caused Ikon to form the view that the student is not a genuine student (e.g. student was absent from Orientation sessions, low attendance rate, failure to access support services)
- Student has been excluded or suspended from their course
- Ikon has formed the view that the student is trying to avoid being reported to the Department of Home Affairs for failure to meet Ikon's attendance and/or academic progression requirements
- Change of mind request is based on financial reasons such as transferring to another provider with lower tuition fees
- Transfer is considered detrimental to the student's welfare or future studies
- Student applies to transfer from an Ikon course to a course that is at a lower AQF level or a non-AQF level for which the original student visa was issued
- Student is not genuinely engaging with an intervention program with the intention of failing and being released
- Transfer would result in a breach of the student's mandatory visa conditions (e.g. student is trying to manipulate the Simplified Student Visa Framework (SSVF) system)
- Student's visa was processed under the SSVF arrangement and the student applies to transfer to a course at a registered provider that is not eligible for SSVF
- Student has not, or only very recently, started to study their principal course and the full range of Ikon's student support services are yet to be provided to the student
- Transfer may jeopardise the student's progression through a package of courses.

7.3 Ikon reserves the right to take into consideration other factors, including the individual circumstances of the student, which are not specified above.

Procedure

- 7.4 Ikon will not release the student unless a letter is provided from another CRICOS registered provider confirming that a valid unconditional enrolment offer has been made.
- 7.5 Ikon staff may meet with the student to discuss their request. Where the student is close to the completion of a subject or near the end of a study period, Ikon will advise the student to complete the study period, including relevant examinations.
- 7.6 International students enrolled with Ikon who have completed six months of their principal course of study who wish to transfer to another place of study must follow the Ikon's course withdrawal procedures, see the *Deferral Withdrawal Refund and Tuition Assurance Policy*
- 7.7 If approved, Ikon will record the release in PRISMS, therefore a hard copy release letter is not required and will not be provided. The student will also be advised to contact the Department of Home Affairs to seek advice on whether a new student visa is required.
- 7.8 Where Ikon does not grant a release, the student will receive a notification of the intention to refuse the release which will include the reason(s) for refusing the request and the student's right to access Ikon's Grievance and Appeals process, see *Grievance and Appeals Policy*. Ikon will not finalise the refusal in PRISMS until the student has been given an opportunity to appeal within 20 working days of receiving the outcome, or if the student withdraws from the process, or if the appeals process finds in favour of Ikon.
- 7.9 Records of any interviews and correspondence will be documented in the student's file and relevant information entered into PRISMS. Ikon will maintain records of all student requests for a release, including the assessment and decision regarding the request, for two years after the student ceases to be a student at Ikon.

8. Transferring to Ikon from Another Provider

- 8.1 Ikon will not willingly enrol students from another registered provider prior to the student completing six months of their principal course except under the following circumstances:
 - the other registered provider has released the student
 - the registered provider has ceased to be registered, or the course in which the student is enrolled has ceased to be registered or is no longer being offered
 - the original registered provider has had a sanction imposed on its registration by the Australian Government or by a state or territory government that prevents the student from continuing their principal course
 - a government sponsor of the student considers the change to be in the student's best interest and has provided written support for the change.

Procedure

- 8.2 Any request from an applicant to transfer to Ikon must follow the regular application process and Ikon may:
 - request permission to contact the institution concerned
 - check the student's commencement date
 - request that the student contacts the principal provider to record the release in PRISMS.
- 8.3 Where a release from the provider cannot be approved and recorded in PRISMS, Ikon will not accept a student's application.

9. Complaints and Appeals

9.1 Students who are dissatisfied with the application of this policy may refer to Ikon's *Grievance and Appeals Policy*.

10. Publication

This policy is published via the [Policies & Procedures](#) and [International Students](#) sections of the Ikon website and in the staff and student libraries.

Policy Information & History

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Government Legislation	Tertiary Education Quality and Standards Agency Act 2011 Higher Education Standards Framework (Threshold Standards) 2021 National Code 2018 Higher Education Support Act 2003 Education Services for Overseas Students Act 2000
Responsible Officers	Registrar
Benchmarking:	External referencing activities were conducted against comparable providers and best practice using publicly available information, including from: Kaplan Australia, J P Jain Global School of Management, Australian College of Applied Professions, Excelsia College, and Charles Sturt University.