



International Student Transfer Policy and Procedure

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A. Overview

- i. The Lead Institute of Higher Education ('the Institute' or 'LIHE') International Student Transfer Policy and Procedure ('the Policy') outlines administrative process for withdrawal and/or transfer requests from international students. LIHE will respond to requests from international students seeking a transfer between registered providers, in accordance with the requirements of the National Code 2018. LIHE is committed to transparent, compliant and effective assessment of international students' transfer requests.
- ii. Definitions
For definitions, please refer to the 'Dictionary of Terms'.

B. Scope

This Policy applies to all current and prospective students and all staff involved in the transfer of international students.

C. Policy Principles

If a release is granted, whether as a result of an initial request or via a successful internal or external appeal, it will be at no cost to the student.

Record-keeping for all requests and decisions will adhere to the Records Management Policy.

This Policy is underpinned by the following principles:

- i. LIHE will not knowingly enrol an international student wishing to transfer from another registered provider's course prior to the student completing six months of their principal course of study.
- ii. LIHE will consider applications of international student transfer to another institute in accordance with the National Code 2018 and this Policy.
- iii. LIHE will consider all requests for transfer to or from another provider fairly and consistently while considering the individual circumstances of each applicant.

D. Assessment Process

- i. LIHE will **not** enroll an international student transferring from another provider before the student has completed six months of their principal course of study EXCEPT where:
 - b. The releasing institute, or the course (in which the international student is enrolled) has ceased to be registered.
 - c. The releasing institute has agreed to the international student's release and recorded the date of effect and reason for release in Provider Registration and International Student Management System (PRISMS).
 - d. The releasing institute has had a sanction imposed on its registration by the Australian Government or State/Territory government that prevents the international student from continuing the student's principal course of study; or
 - e. Any government sponsor of the international student considers the change to be in the international student's best interest and has provided written support for such change.

- ii. International students seeking to transfer from LIHE to another institute prior to completion of the first six months of their principal course must seek approval to transfer.

- a. Grounds for approval

LIHE will grant a release where it is in the international students' best interests, provided the international student can demonstrate that:

1. There is sufficient evidence of compassionate or compelling circumstances (stated above), and the evidence can justify a change of provider; or
2. LIHE failed to deliver the course as outlined in the international students Letter of Offer; or
3. There is evidence that the international student's reasonable expectations about their current course of study are not being met; or
4. There is evidence that the international student was misled by LIHE or an education agent regarding LIHE or its course of study and the course of study is therefore unsuitable to the needs and/or study objectives of the international student; or
5. An appeal (internal or external) on another matter results in a decision or recommendation to release the international student.
6. Any other circumstances which LIHE considers to be in the international student's best interests under the National Code Standard, as LIHE determines in its discretion.

- b. Grounds for refusal

LIHE may refuse to release the student in any of the following circumstances:

1. Where the international student has outstanding debt to LIHE. Debts include but are not limited to all fees, loans and library fines.
2. Where the international student has not or only recently started studying the course and the full range of support services are yet to be provided or offered to the international student.
3. Where an international student is not genuinely engaging with an intervention strategy.
4. If LIHE considers that the transfer may jeopardise the international student's progression through a package of courses.
5. Where the international student is changing their principal course of study to a lower AQF level or a non-AQF level.
6. Where the international student has received an "At Risk" notice for unsatisfactory attendance or unsatisfactory course progress, in accordance with *the Academic Progression and Graduation Policy*.
7. Where the international student will be or has been reported to the DHA for

student visa breaches.

8. Where international student considers that the transfer is not in the international student's best interest, that is, they do not meet any of criteria set out in 'Grounds for refusal' Section.

E. Request for Transfer Application Procedure

Students can download the Request for Release Application Form from the LIHE website.

- i. Students seeking to transfer to another provider before completing six months of their principal course must submit a completed Request for Release Application Form and attach supporting documentation.
- ii. The application must include a Letter of Offer from the receiving (new) institute.
- iii. Applications for release will normally be processed within 20 working days and a written notification of the outcome of the application, including reasons for the decision, will be provided to the student. The release outcome will be communicated to students through formal correspondence, ensuring clarity on the decision. For the format, refer to the Deferral and Suspension Policy and Procedure Section Fvi.
- iv. Where the request is unsuccessful, the student will be informed of the reasons and advised that they may freely transfer between providers after six months. A sample letter to notify students of release refusal can be found in Appendix A.
- v. The application outcome will also be reported to the Department of Education (DoE) via PRISMS as per current requirements. The release outcome will not be reported to PRISMS until the appeal process is finalized or the student withdraws from the process.

E. Compassionate or Compelling Circumstances

Compassionate or compelling circumstances are generally those beyond the control of the international student and which have an impact upon the international student's course progress or wellbeing. These include, but are not limited to:

- i. serious illness or injury of the student.
- ii. pregnancy or childbirth for the student or the student's partner.
- iii. serious illness or bereavement of an immediate family member.
- iv. serious upheaval or disaster.
- v. misadventure (should be supported by police or medical report)
- vi. legal responsibilities, such as jury service.
- vii. Institute being unable to offer a pre-requisite unit and therefore faces a shortage of relevant units for which they are eligible to enroll.
- viii. inability to begin study on the course commencement date due to delay in receiving a student visa.

When determining whether compassionate or compelling circumstances exist LIHE will require

the student to provide documentary evidence to support a claim.

F. Withdrawal and Refund

Once the request for release is approved and the transfer process is finalised, a refund (if any) of paid tuition fees will be processed in accordance with the *Fee Refund Policy*.

G. Appeals

Applicants may appeal a decision by writing to the Student Support Manager if they believe that the decision has not considered all the facts or was unfairly made in accordance with this Policy within 20 working days from the date decision was sent. For details, refer to the Student Grievance Policy and Procedure on the LIHE website.

Appendix A

Sample letter to notify students of release refusal



Sample Letter for Release Refused

Dear [Student Name],

We regret to inform you that your request for release has been denied. This decision has been made based on the following reasons:

[Insert reasons for refusal].

- **Please note:** All formal correspondence will be sent to your LIHE email. Please ensure you regularly check this email for updates.
- As an international student, your rights are protected under the ESOS Framework. This includes information about tuition fees, refunds, and support services. Learn more at [ESOS Framework Overview](#) and [International Student Fact Sheet](#).

Important: Students should contact the [Department of Home Affairs](#) (DHA) for advice on how this request may affect their student visa.

Links:

Refer to the [ESOS Framework Overview] (<https://www.dese.gov.au/esos-framework>) and the [International Student Fact Sheet] (<https://www.dese.gov.au/esos-framework/international-student-fact-sheet>).



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Version	Approved by	Approval Date
2	Academic Board	21 June 2024
3	Academic Board	10 February 2025
Next Review	Custodian	Effective Date
Refer to the <i>Policy Documents Review Schedule</i>	Dean	10 February 2025
Related Documents	Dictionary of Terms Academic Progression and Graduation Policy Student Grievance Policy and Procedure Deferral and Suspension Policy and Procedure Student Selection and Admission Policy and Procedure Fee Refund Policy Records Management Policy	
References and Legislations	National Code of Practice for Providers of Education and Training to Overseas Students 2018 Higher Education Standards Framework (Threshold Standards) 2021	