



CANBERRA VALLEY INSTITUTE

Document: Student Transfer Policy and Procedure

(Aligned to RTO Standards 2025)

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Student Transfer Policy and Procedure

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1. Overview

This policy outlines the requirements and procedures for assessing and approving student requests to transfer to or from Canberra Valley Institute (CVI) before the student completes the first six months of their main course of study. It ensures the institute's compliance with the ESOS Act 2000, the **National Code 2018 (Standard 7)**, and the **Standards for RTOs 2025**, specifically **Standard 1: Learner Support and Progress**, **Standard 2: Continuous Improvement**, **Standard 3: Records and Reporting**, and National Code 2018 – **Standard 7**. The Institute will not knowingly enrol a student who wishes to transfer from another registered provider before completing six (6) months of their main course of study, except in accordance with the exceptions outlined under **Standard 7.1** of the National Code.

2. Scope

This policy applies to all **international students** enrolled at Canberra Valley Institute (CVI) who are seeking to:

- Transfer to a different CRICOS-registered provider, or
- Transfer to Canberra Valley Institute (CVI) from another provider before completing six months of their primary course.

3. Definitions

For this policy document, Canberra Valley Institute (CVI) has identified the necessity to define the following expressions:

Principal Course - The principal course of study is typically the final course the overseas student takes after arriving in Australia on a student visa that covers multiple courses.

PRISMS - Provider Registration and International Student Management System is a government-owned and maintained database that issues Confirmation of Enrolment, reports changes in course enrolments, and helps monitor student visa conditions.

Six (6) months- The first six months are calculated as six calendar months from the date an overseas student commences their principal course.

Letter of Release: Official approval provided by the RTO allowing a student to transfer to another provider before six months of study completion.

Compassionate or Compelling Circumstances- Events outside the student's control that seriously affect their capacity to continue or participate in their studies.

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4. Policy and Procedure

4.1 Incoming Students Transfer Requests

1. Students applying to enroll at Canberra Valley Institute (CVI) before completing their six months of principal course of study must submit the enrollment application using the International Student Enrolment Form.
2. Canberra Valley Institute (CVI) will evaluate the application, where a conditional letter of offer may be issued that clearly states that an offer of a place depends on the overseas student obtaining a letter of release from their current provider.
3. Applications for transfers with a valid letter or release, where the overseas student has no outstanding fees or issues with their previous institution, shall be processed by Canberra Valley Institute (CVI) according to the institute's enrolment procedure.
4. Overseas students who fail to provide a valid letter of release will be informed by the institute that their transfer applications cannot be processed at that time. They may reapply for transfer once they have a valid letter of release or after the six-month period of the principal course of study has passed.
5. Canberra Valley Institute (CVI) shall not require a student to present a letter of release in the following circumstances:
 - i. The current provider or the learner's principal course is no longer registered.
 - ii. The current provider has been sanctioned, and its registration has been revoked
 - iii. A government sponsor (if applicable) supports the transfer in writing.

4.2 Outgoing Students Transfer Requests

1. Canberra Valley Institute (CVI) will evaluate individual transfer applications from international students based on what is best for the students and in accordance with the guidelines for approving or denying transfer requests outlined in this policy.
2. Overseas students applying for a transfer must use the Transfer and Letter of Release Request Form of Canberra Valley Institute. Each application should be accompanied by the following documents and sent to info@cvi.edu.au after submitting the online form.
 - i. Letter of Offer
 - ii. Statement of reasons why the student is seeking release, together with other relevant supporting documentation
3. Transfer requests may be approved if:
 - i. The transfer is in the student's best academic or personal interest.
 - ii. Compassionate or compelling circumstances exist.
 - iii. The RTO has failed to meet its ESOS obligations.

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4. Incomplete applications will not be assessed, and the seven (7) working day period for assessment of the transfer request will not commence until all documentation outlined above is received.
5. Canberra Valley Institute (CVI) advises students to continue attending classes while their transfer request is being assessed.
6. Overseas students who have been issued a letter of release in PRISMS will be notified to contact the Department of Home Affairs (DHA) to seek advice on whether a new student visa is needed.

4.3 Grounds for Refusal

Transfer requests may be refused when:

- The student has not completed six months of their principal course
- The transfer would be detrimental to the student's progress or welfare.
- The student has not accessed support services for academic or personal issues.
- There are outstanding fees or disciplinary actions.
- The student has not provided sufficient evidence to justify the transfer.

4.4 Notification and Appeals

- Students are informed of the decision **in writing within 10 working days**.
- If refused, the letter includes clear reasons and information on the **appeal process**
- Students have **20 working days** to appeal under the **Complaints and Appeals Policy**
- Transfers are not finalised in **PRISMS** until the appeal process is completed.

4.5 Record Keeping and Continuous Improvement

All documentation related to student transfer requests, including applications, letters of offer, decisions, appeal outcomes, and PRISMS evidence, will be:

- Retained securely for **a minimum of 30 years**
- Accessible to the **ASQA** or other regulatory authorities upon request.

5. Responsible person

- Student Support Officer
- Chief Executive Officer (CEO)

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6. Related Documents

- Letter of Release
- Fees and Refunds Policy and Procedures

7. Review of Policy

Canberra Valley Institute (CVI) will review the *Student Transfer Policy and Procedure* annually or on a needs basis (whichever occurs first).

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