

Students Transfer Policy and Procedure

January 2026

(Applies to International Students Only)

1. Purpose and Scope

This policy applies only to international students enrolled at TACIS on a student visa.

In accordance with the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018), TACIS will not knowingly enrol an international student who is seeking to transfer from another registered provider before completing six (6) months of their principal course, unless an approved exception under the National Code applies.

This policy sets out the procedures for:

- assessing requests to transfer into TACIS, and
- assessing requests to transfer from TACIS to another provider before a student has completed six (6) months of their principal course.

Note: TACIS does not enrol students under 18 years of age. This policy does not apply to minors.

2. Definition of Principal Course

Where a student is enrolled in a package of courses (e.g. Certificate III → Certificate IV → Diploma), the principal course is the highest qualification in the package (e.g. the Diploma). Completion of a lower-level qualification within a package does not constitute completion of six (6) months of the principal course.

3. Application and Decision Timeframes

- All transfer applications (into or out of TACIS) will be assessed within ten (10) business days of receipt.
- Applications will be date-stamped and acknowledged by the Student Services Officer, or by the RTO Manager in their absence.
- A written outcome will be provided to the student within this timeframe.

PART A – Transferring Into TACIS

4. Application Process

A student seeking to transfer to TACIS from another provider must:

- Complete the Student Transfer Application Form (available online or from reception); and
- Submit the form to the RTO Manager, together with all required supporting evidence.

5. Assessment Process

The CEO or RTO Manager will:

- verify whether the student has completed at least six (6) months of their principal course, including by checking visa dates; and
- assess whether any National Code exceptions apply.

If the student has **not** completed six (6) months of their principal course, TACIS will only proceed if one of the permitted exceptions applies.

6. Grounds for Accepting a Transfer Before Six Months

A transfer may be approved where one or more of the following applies:

- Provider or Course Ceased**

- The student's previous provider has ceased to be registered; or
- The course in which the student was enrolled has ceased to be registered.
 TACIS will verify this via the CRICOS register (www.cricos.education.gov.au).

2. Release from Previous Provider

- The student provides written evidence of release from their current provider (e.g. formal email or letter).
- The student must still meet TACIS entry requirements.

3. Government Sanction

- A sanction has been imposed on the student's previous provider that prevents continuation of the principal course.
- Supporting evidence must be provided and verified.

4. Government-Sponsored Students

- The student is government-sponsored and provides written approval from the sponsor confirming the transfer is in the student's best interest.
- A release letter from the previous provider is not required.

7. Conditional Offers

Where a student has not completed six (6) months of their principal course and does not yet have a release letter, TACIS may issue a Conditional Offer Letter.

The conditional offer:

- clearly states that enrolment is subject to receipt and verification of a valid release from the current provider; and
- does not guarantee enrolment until all conditions are met.

8. Enrolment and PRISMS

Once transfer approval is confirmed:

- the CEO will finalise enrolment documentation; and
- PRISMS will be updated and a **Confirmation of Enrolment (CoE)** issued.

PART B – Transferring From TACIS

9. Application for Release

A student seeking to transfer from TACIS to another provider before completing six (6) months of their principal course must:

1. Review this policy; and
2. Submit a Student Release Application Form, together with:
 - a valid Letter of Offer from the new provider; and
 - any supporting documentation.

10. Assessment and Outcome

Applications will be assessed in line with the National Code 2018 and this policy.

If approved:

- TACIS will record the release in PRISMS;
- the student will be formally notified in writing; and
- TACIS's responsibility for the student will cease from the CoE cancellation date.

The student will be advised to contact the Department of Home Affairs (DHA), as the transfer may affect their visa.

There is no cost to the student for the release.

11. Grounds for Refusing a Release

A release will **not** be granted where:

- no valid letter of offer from another provider is provided;
- documentation is incomplete or inaccurate;
- the transfer would jeopardise the student's academic progress;
- reasons relate to work commitments or travel convenience;
- the request is made to avoid reporting to DHA;
- the student no longer wishes to study the enrolled course without compelling reasons;
- insufficient evidence of compelling or exceptional circumstances is provided;
- the transfer is assessed as detrimental to the student; or
- the student has **outstanding fees** owing to TACIS.

12. Complaints and Appeals

Where a release is refused:

- TACIS will provide written reasons for the decision; and
- the student has the right to access TACIS's Complaints and Appeals Policy and Procedure at little or no cost.