

## Policy

The following policy and procedure ensure that Dalton College processes requests for student transfers between registered providers in compliance with National Code of Practice for Providers of Education and Training to Overseas Students 2018 – Standard 7.1 to 7.6 (Transfers between registered providers). Dalton College also ensures alignment with the *Standards for RTOs 2025*, including Clause 1.2 (Learner Support and Progression), Clause 8.4 (Compliance with legislation), and Outcome Standard 4 (Governance and self-assurance), to support students’ rights, maintain transparency, and meet all legislative and regulatory requirements.

Dalton College is restricted from enrolling a student who is transferring from another provider prior to the student completing six (6) months of their principal course, unless certain conditions are met.

This policy outlines procedures for assessing such applications fairly, consistently, and in accordance with student welfare and regulatory compliance.

Students who have completed more than 6 months of their principal course may apply as normal and do not require a letter of release.

## Related National Standards for Registered CRICOS Providers

- 7.1 The receiving registered provider must not knowingly enroll the student wishing to transfer from another registered provider’s course prior to the student completing six months of his or her principal course of study except where:
- the original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered
  - the original registered provider has provided a written letter of release
  - the original registered provider has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or her principal course; or
  - any government sponsor of the student considers the change to be in the student’s best interest and has provided written support for that change.
- 7.2 The registered provider must have and implement its documented student transfer request assessment policy and procedure, which is available to staff and students. The policy must specify:
- the circumstances in which a transfer will be granted
  - the circumstances the registered provider considers as providing reasonable grounds for refusing the student’s request, including when a transfer can be considered detrimental to the student; and
  - a reasonable timeframe for assessing and replying to the student’s transfer request having regard to the restricted period.
- 7.3 The registered provider must grant a letter of release only where the student has:
- provided a letter from another registered provider confirming that a valid enrolment

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- offer has been made; and
- e) where the student is under 18
  - i. the registered provider has written confirmation that the student’s parent or legal guardian supports the transfer; and
  - ii. where the student is not being cared for in Australia by a parent or suitable nominated relative, the valid enrolment offer also confirms that the registered provider will accept that responsibility for approving the student’s accommodation, support and general welfare arrangements as per Standard 5 (younger students).
- 7.4 A letter of release, if granted, must be issued at no cost to the student and must advise the student of the need to contact DIBP to seek advice on whether a new student visa is required.
- 7.5 Where the registered provider does not grant a letter of release, the student must be provided with written reasons for refusing the request and must be informed of his or her right to appeal the registered provider’s decision in accordance with Standard 8 (Complaints and appeals).
- 7.6 The registered provider must maintain records of all requests from students for a letter of release and the assessment of, and decision regarding, the request on the student’s file.

### Procedure – Incoming Transfers to Dalton College

Applies to international students currently studying with another provider and seeking to transfer to Dalton College:

Student submits a copy of their Student Visa and USI (or passport ID) for verification.

1. The Administration Manager accesses PRISMS to verify the student's enrolment history, CoE details, and course commencement date.
2. If 6+ months of the principal course is completed, the student is processed as a regular applicant.
3. If less than 6 months is completed, the student must:
  - o Provide a valid Letter of Release from their current provider; or
  - o Provide written support from their government sponsor, if applicable.
4. A Conditional Letter of Offer may be issued stating that enrolment is subject to obtaining a valid release.
5. If the Letter of Release is received and there are no outstanding fees or issues, the application proceeds.
6. If no valid Letter of Release is received, the application is placed on hold, and the student is advised they may reapply after completing 6 months of their course.
7. Exceptions (e.g., provider closure or sanctions) will be documented and do not require a Letter of Release.

### Procedure – Outgoing Transfers from Dalton College

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# Assessing Student Transfer Requests Policy & Procedure 2025 v2.0



Applies to international students requesting to transfer to another provider before completing 6 months of their principal course:

1. Student **submits a written request in person** with a **Cancellation of Enrolment Form**.
2. A Letter of Release **may be issued if**:
  - o Dalton College has ceased the student’s course
  - o Government sponsor supports the transfer
  - o **Exceptional circumstances are evidenced with supporting documents**
3. Student must provide:
  - o A **valid Letter of Offer** from the new provider
  - o A **written statement** explaining the benefit of the transfer
4. The **Administration Manager assesses** the request and checks:
  - o Outstanding fees
  - o Student understanding of visa and transfer implications
  - o **Whether the student is avoiding being reported for academic or attendance issues**
5. If approved:
  - o A **Letter of Release is issued at no cost**
  - o Student is advised to **contact DIBP** to check visa status
  - o Dalton College **updates PRISMS** to reflect termination
6. Transfer **may be refused if**:
  - o Fees are unpaid
  - o New course is unsuitable
  - o New provider is not CRICOS-registered
  - o Student welfare is at risk
7. If refused, the **student receives a written notice** with reasons and the right to appeal under the **Complaints and Appeals Policy**.
8. The entire process must be completed **within 5 working days** of receiving all required documentation.
9. **All documentation is retained** on the student’s file.
10. **Transfer approval does not imply refund eligibility**—students must refer to the Refunds Policy.

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## Letter of Release of student within first six (6) months of study

To whom it may concern,

This letter is to confirm that Dalton College is releasing the following student even they have not completed the first six (6) months of study in their principal course of study:

**Student Name:** (Insert Details)  
**Student Visa number:** (Insert Details)  
**Student Address:** (Insert Details)

The above mentioned student has been enrolled in the qualification (insert qualification title and code) and has requested a transfer to another education provider. The education provider that the release is being granted for has been evidenced with a 'Conditional Letter of Offer' from the following provider:

**Provider name:** (Insert Details)  
**Provider CRICIS number:** (Insert Details)  
**Qualification code:** (Insert Details)

Dalton College acknowledges that it has informed the student that from the date of this 'Release Letter' it is no longer is the provider of the principal course of study for the student as identified within the Student Visa.

Dalton College will be notifying the appropriate government agency(s) of this change by terminating the student's Confirmation of Enrolment (CoE) via PRISMS.

Students are required to contact the Department of Immigration to seek advice on whether a new Student Visa is required.

Regards,

Administration Manager

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'Conditional Letter of Offer' to Transfer

To **(Insert Student name)**,

I am writing to acknowledge your application to enrol in course **(insert Course name & Code)**.

As you **have not** completed the first six (6) months of your principal course of study at your current education provider, we are only able to offer you a 'conditional' offer of enrolment at this stage.

This condition of enrolment is based on you attaining a 'Letter of Release' from your current education provider in your principal course of study.

This 'Conditional Letter of Offer' is valid for a period of 10 working days from the date of this letter and your 'Letter of Release' must be presented before any further action will be taken in respect to this application.

Please do not hesitate to contact Student Administration if you have any questions.

Regards

Administration Manager

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