

Procedure Title	Transfer Between Registered Providers Procedure
Procedure	<p><b>1. Transferring from CIC Higher Education (CIC) to Another Registered Provider</b></p> <p>1.1 International students seeking to transfer from CIC to another registered provider must complete a Withdrawal Application or Letter of Release Application and supply the following information:</p> <ol style="list-style-type: none"> <li>A written explanation, supported by appropriate evidence of the reasons for the transfer request which constitutes compassionate or compelling circumstances; and</li> <li>A letter of offer from another registered provider confirming that a valid unconditional offer has been made; and</li> <li>Any other documents requested by the Director of Admissions.</li> </ol> <p>1.2 The Withdrawal Application and Letter of Release Application are available on the CIC website at: <a href="https://cic.vic.edu.au/forms/">https://cic.vic.edu.au/forms/</a> and from the Admissions Department.</p> <p>1.3 The completed form and supporting documentation should be submitted to the Admissions Department or emailed to: <a href="mailto:admissions@cic.vic.edu.au">admissions@cic.vic.edu.au</a>.</p> <p>1.4 The Director of Admissions will ensure the student has no outstanding obligations or debts. Students will need to clear any outstanding debts before a release is authorised. The Director of Admissions may also request the student to attend an appointment to discuss their application.</p> <p>1.5 The Director of Admissions will inform the student in writing of the outcome within 10 working days of receiving the request. The notification will also include that the international student should contact the Department of Home Affairs (DoHA) to seek advice on whether a new student visa is required.</p> <p>1.6 If a release is granted, the student will be released at no cost and the date of effect and reason for release will be recorded in PRISMS.</p> <p><b>2. Grounds for Granting a Release</b></p> <p>2.1 The Director of Admissions will grant the transfer request because the transfer is in the student's best interests, including but not limited to where CIC has assessed that:</p> <ol style="list-style-type: none"> <li>The student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with CIC's intervention strategy to assist the student in accordance with ESOS Standard 8 (Overseas student visa requirements).</li> <li>There is evidence of compassionate and compelling circumstances.</li> <li>CIC has failed to deliver the course as outlined in the written agreement.</li> <li>There is evidence that the student's reasonable expectations about their current course are not being met.</li> <li>The student can provide evidence that they were misled by CIC or an education or migration agent regarding CIC as a registered provider or its course and the course is therefore unsuitable to their needs and/or study objectives.</li> <li>The student has appealed (internal or external) a decision on another matter resulting in a decision or recommendation to release the student.</li> </ol> <p><b>3. Unsuccessful Request and Reasons for Refusal</b></p> <p>3.1 The Director of Admissions' assessment of an application to transfer and granting of a release can be refused on the grounds:</p>

- a. The student has outstanding debts to CIC; and/or
  - b. The transfer would not be in the best interests for the educational progress of the student; and/or
  - c. The transfer would be in breach of the Genuine Temporary Entrant requirements applied to the original student visa application; and/or
  - d. A student's change of mind about their chosen course of study is not considered a genuine reason for transfer; and/or
  - e. The student is at risk of not achieving satisfactory course progress due to circumstances within their control and has received a warning letter. Students are advised to access academic support in this situation; and/or
  - f. The student has breached the terms of their written agreement, which was signed by the student confirming that they completely understood CIC policy and procedures; and/or
  - g. The College has issued the student with a letter of intention to report to DoHA; and/or
  - h. The student cannot provide a valid enrolment offer from another registered provider; and/or
  - i. There is no evidence for compelling and compassionate circumstances.
- 3.2 When the application for release has been unsuccessful, the Director of Admissions will provide the student with written notification of the decision, including an explanation of the reason/s for refusal. The student will be advised of the option to withdraw from their course; however, this will not act as a release.
- 3.3 The student will be informed of their right to appeal the decision to refuse the transfer request within 20 working days, in accordance with the Student Complaints and Appeals Policy.
- 3.4 If the student appeals the decision, the College will not finalise the student's refusal status in PRISMS until the appeal decision has decided in favour of CIC. However, if the international student chooses not to access the complaints and appeals processes within the 20-working day period, or the overseas student withdraws from the process, the College will update PRISMS.
- 4. Transfer to CIC Within the First Six Months of Study**
- 4.1 Applications for enrolment are received and registered by the Admissions Department.
  - 4.2 The Admissions Department will assess applications against the exception criteria in the policy section of this document.
  - 4.3 If the application is considered eligible for admission, the Admissions Department will enrol a student as described in the Admissions Procedure.
- 5. Record Keeping**
- 5.1 The Director of Admissions will ensure all records associated with the international students' request to transfer to CIC or transfer to another registered provider will be retained for two years after the student ceases to be an accepted student. These records will be stored on the student's file in the Student Management System.
  - 5.2 The records retained will include the Withdrawal Application or Letter of Release Application, associated documentation, any additional documentation as requested by the Director of Admissions and the decision/s regarding the application.

<b>Related Documents</b>	Admissions Policy Admissions Procedure Deferring, Suspending or Cancelling International Student’s Enrolment Policy Deferring, Suspending or Cancelling International Student’s Enrolment Procedure Education Agents Policy Education Agents Procedure Fees, Charges and Refunds Policy Fees, Charges and Refunds Procedure Letter of Release Application Student Complaints and Appeals Policy Student Complaints and Appeals Procedure Transfer Between Registered Providers Policy Withdrawal Application
<b>For Administrative Use Only</b>	
<b>Responsible Officer</b>	Chief Executive Officer
<b>Contact Officer/s</b>	Director of Admissions
<b>Approved by</b>	Chief Executive Officer
<b>Approved Date</b>	July 2024
<b>Review Date</b>	July 2026
<b>Definition/s</b>	See <a href="#">CIC Glossary of Terms and Acronyms</a> <b>Six months:</b> This means completion of six calendar months of the principal course of study from the date that the student commences the course. Where a student has had a break from his or her studies due to a deferment or suspension, the break is not counted for the purposes of determining if the student has completed six months of his or her principal course.

### Version History

Version No.	Approval Date	Amendment/s
1.	November 2015	First iteration <ul style="list-style-type: none"> <li>Approved by Chief Executive Officer</li> </ul>
2.	August 2016	Review <ul style="list-style-type: none"> <li>Approved by Chief Executive Officer</li> </ul>
3.	December 2017	Major amendment and review <ul style="list-style-type: none"> <li>Retitled from Transfer Between Providers Procedure</li> <li>Substantially revised to meet the requirements of the new National Code 2018 and Standard 7</li> <li>Approved by Chief Executive Officer</li> </ul>
4.	October 2018	Minor amendment: <ul style="list-style-type: none"> <li>Update logo and position titles</li> <li>Approved by Chief Executive Officer</li> </ul>
5.	March 2019	Minor amendment <ul style="list-style-type: none"> <li>Updated hyperlinks and email address</li> <li>Replaced “team” with “department” to ensure consistency</li> <li>Approved by Chief Executive Officer</li> </ul>
6.	June 2019	Minor amendment <ul style="list-style-type: none"> <li>Corrected punctuation errors</li> <li>Approved by Executive Director, Governance and Quality Assurance</li> </ul>
7.	August 2019	Minor amendment <ul style="list-style-type: none"> <li>Applied consistent formatting across all policies and procedures</li> <li>Approved by Executive Director, Governance and Quality Assurance</li> </ul>
8.	July 2020	Review <ul style="list-style-type: none"> <li>Updated naming of related documents</li> <li>Approved by Chief Executive Officer</li> </ul>
9.	May 2021	Minor amendment <ul style="list-style-type: none"> <li>Removed reference to Student Handbook</li> <li>Approved by Executive Director, Governance and Quality Assurance</li> </ul>
10.	June 2021	Minor amendment <ul style="list-style-type: none"> <li>Removed reference to Executive Director, Governance and Quality Assurance</li> <li>Approved by Executive Director, Governance and Quality Assurance</li> </ul>
11.	July 2024	Review <ul style="list-style-type: none"> <li>Minor corrections made to document names</li> <li>Approved by Chief Executive Officer</li> </ul>