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Purpose

The purpose of this policy is to ensure that Everest Institute of Education (Ei) does not enrol transferring students prior to the student completing six months of their principal course of study, except for the circumstances outlined in this policy.

This policy also ensures that when a student wishes to transfer from Ei before completing six months of their principal course, Ei assesses the request in accordance with this Course Transfer Policy and Procedure. This policy ensures compliance with Standard 7 of the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018.

Policy

Everest Institute (Ei) will provide students with all information regarding transfer between providers prior to enrolling. Everest Institute (Ei) will provide students with print (through its prospectus) or referral to its website, current and accurate information regarding the following:

- Everest Institute of Education (Ei) will not knowingly enrol a student wishing to transfer from another registered provider's 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 and recorded release transfer request outcomes in the Provider Registration International Student Management System (PRISMS)
 - 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.
- If any of the above conditions apply, Everest Institute of Education (Ei) can enrol a student before they have completed six months of their principal course.
- Everest Institute of Education (Ei) will not actively recruit a student before the student has completed six months of their principal course.
- The restriction to not enrol transferring students also applies to any prerequisite courses in a package of courses.
- Everest Institute of Education (Ei) will not finalise a refusal to release the overseas student until the student has had an opportunity to access the complaints and appeals process.
- The circumstances in which a transfer will be granted include:
 - Where it is considered that the course that the student wishes to transfer to:
 - Better meets the study capabilities of the student; and/or

- Better meets the long-term goals of the student, whether these relate to future work, education or personal aspirations; and/or
 - Offers the student access to greater support either through services offered by another registered provider, commercial or non-profit services or through access to family, friends or a cultural support network.
 - ◆ The student claims or can provide evidence that his or her reasonable expectations about the current course are not being met.
 - ◆ ‘Compassionate or compelling’ circumstances are generally those beyond the control of the overseas student and which have an impact upon the overseas student’s course progress or wellbeing. These could include, but are not limited to:
 - serious illness or injury, where a medical certificate states that the overseas student was unable to attend classes
 - bereavement of close family members such as parents or grandparents (where possible, a death certificate should be provided)
 - major political upheaval or natural disaster in the home country requiring emergency travel, and this has impacted the overseas student’s studies; or
 - a traumatic experience, which could include involvement in, or witnessing of a serious accident; or witnessing or being the victim of a serious crime, and this has impacted on the overseas student (these cases should be supported by police or psychologists’ reports)
 - When Everest Institute was unable to offer a prerequisite unit.
7. A transfer to another course will usually not be granted where:
- ◆ The transfer may jeopardise the student’s progression through a package of courses.
 - ◆ The student has recently started studying the course, and the full range of support services has yet to be provided or offered to the student. In this case, the student will be requested to wait a further 4 weeks before applying for a transfer to another registered during which time the full range of support services will be provided to the student
 - ◆ The student is trying to avoid being reported to the Department of Home Affairs for failure to meet the provider’s attendance or academic progress requirements.
8. All decisions made by Everest Institute of Education (Ei) about a student’s requests to transfer to another provider will be fair and consider the student’s individual circumstances and any other relevant factors.
9. For a request for transfer to be considered and a letter of release provided, students must submit a letter of offer from another registered provider confirming that a valid offer of enrolment has been made.
10. A letter of release will always be granted where a student has provided evidence that he or she was misled by Everest Institute of Education (Ei) or a migration agent regarding the provider or its course, which is in breach of the ESOS Act and released through PRISMS.
11. There is no cost in providing students with a letter of release. However, where a student transfers to another registered provider, any refund of course fees paid will be in accordance with Everest Institute of Education (Ei)’s Fees and Refunds Policy and Procedure

Students who are granted a letter of release must contact the Department of Home Affairs to seek advice on whether a new visa is required. To find out more about visa requirements, students should call the Department of Home Affairs on 131 881 or visit their website for the [Subclass 500 Student visa](#).

12. Information about relevant course transfer is provided to students in the International Student Handbook and Course Guides, which are provided to students prior to or upon commencement of a course. These are also available on the Everest Institute of Education (Ei)’s website at www.everest.edu.au
13. Everest Institute of Education (Ei) will ensure that its staff who interact directly with students are aware of all the provider’s ESOS obligations and the potential implications for students. Marketing and recruitment staff and agents will be aware of the limitations on transfer before completion of six months of a principal course. They will advise overseas students (or parents or guardians if the overseas student is under 18) of these limitations.
14. Everest Institute of Education (Ei) will issue a letter of release to a student who lodges a request for a letter of release with an acknowledgment that the request has been received.

15. Where the decision is made to refuse a student or Everest Institute of Education (Ei) does not respond to the request in the timeframe set out in this Policy, the student may appeal against the decision by accessing Ei's Complaints and Appeals process within 20 days. Where Everest Institute of Education (Ei) does not grant a letter of release, the student will be provided with written reasons for refusing the request and will be informed of his or her right to appeal Ei's decision. If the appeal is found in favour of a student wishing to transfer, a letter of release will be granted and the student released on PRISMS.
16. Everest Institute will use its discretion to refuse transfer requests from overseas students who are not genuinely engaging with an intervention strategy with the intention of failing and being released. If the overseas student subsequently intends to study at a lower Australian Qualifications Framework (AQF) level, Everest Institute will inform them that they will need to apply for a new student visa.
17. All records relating to course transfers will be kept on a student's file. Everest Institute will maintain records of overseas student transfer requests for two years after the student ceases to be an accepted student.

Procedure

1. Students transferring from another provider

Procedure	Responsibility
<p>A. Process the application from the student</p> <ul style="list-style-type: none"> • Where an application from a student indicates that they are already enrolled with another provider, check that a Letter of Release has been provided or that any of the circumstances that apply to transferring students who have not completed six months of their principal course of study apply. • If required, contact the student or the student's education agent to confirm the student's status with the previous registered provider. • Check on PRISMS if a release is required and inform the student or the student's agent if PRISMS prompts with the release requirements. • Where a Letter of Release or any of the circumstances applying to release, or any of these conditions apply, and the student meets other standard enrolment requirements, forward the student's application to the General Manager for approval. • Where the application is approved by the CEO, inform the student in writing via the <i>Letter of Confirmation (Student Transfer) Template</i>. • Where the student is not eligible to transfer because they have not provided a letter of release and none of the circumstances that apply to transferring students who have not completed six months of their principal course of study apply, inform the student in writing that their application has been refused. • Include all documentation in the student's file for student transfer requests for two years after the student ceases to be an accepted student. • Everest Institute will inform the students of the outcome of their application within 10 working days. 	<p>Administration Department General Manager</p>

2. Students seeking to transfer to another provider

Procedure	Responsibility
<p>A. Process application for transfer</p> <ul style="list-style-type: none"> ♦ Where a student requests to transfer to another provider, provide the student with an <i>Application for Withdrawal Form</i> for completion. ♦ Documentation required is stated on this form, including the requirement for a valid letter of offer from another provider and the reasons for the transfer from Everest Institute. 	<p>Administration Department General Manager</p>

Procedure	Responsibility
<ul style="list-style-type: none"> ◆ Acknowledge receipt of <i>Application for Withdrawal Form</i> by email to the student. ◆ Review the application and supporting evidence provided within 10 working days of receipt of the application. 	

Document Control

Document Name:	Course Transfer Policy & Procedure
Author:	Everest Institute
Status:	Active
Approved By:	CEO
Approval Date:	March 2026