



Transfer and Release Policy

1. Purpose

This policy ensures that ALACC Health College Australia (ALACC) manages student requests for transfer between registered providers fairly, transparently, and in compliance with the **National Code of Practice for Providers of Education and Training to Overseas Students 2018 – Standard 7** and the updated **ASQA 2025 Standards**.

2. Scope

This policy applies to ALACC and all international students requesting to transfer from an ALACC course to another registered provider during the restricted period (the first six months of the principal course).

3. Policy Statement

ALACC is committed to supporting students' right to transfer to another education provider where it is in their best interests and in line with legislative requirements.

4. Applying for Transfer and Release

Students requesting a transfer must submit a **written request** including:

- The reasons for the transfer, and
- A valid **Letter of Offer** from another CRICOS-registered provider.

Students must use the **Transfer Request Form**, available on the ALACC website or campus.

Important: Students must be aware that transferring providers may affect their student visa. Students should refer to the **Department of Home Affairs** website for up-to-date visa information: Changing Courses.

You can refer to the Department of Home Affairs website at:

<https://www.border.gov.au/Trav/Stud/More/Changing-courses>



5. Restricted Period (First Six Months)

Students cannot transfer to another provider before completing six months of their **principal course**, unless exceptional circumstances apply. The principal course is identified in the initial Letter of Offer and CoE (Confirmation of Enrolment).

6. Grounds for Granting Release During the Restricted Period

ALACC will grant a release where it is assessed that the transfer is in the student's best interests, including but not limited to:

- ALACC or the course has ceased to be registered;
- ALACC's registration has been suspended or cancelled;
- The student's government sponsor supports the transfer in writing;
- Compassionate or compelling circumstances exist (defined below);
- ALACC has assessed that the student is unable to achieve satisfactory course progress, despite genuine engagement with ALACC's intervention strategy;
- The course no longer meets the student's needs or expectations;
- The student has been misled by ALACC or a representative agent regarding the course or provider;
- An internal or external appeal outcome supports the student's transfer request.

Compassionate or compelling circumstances include but are not limited to:

- Serious illness or injury supported by medical documentation;
- Bereavement of a close family member (with documentary evidence);
- Major personal trauma or unforeseen circumstances that prevent the continuation of studies;
- Significant changes to the student's circumstances beyond their control.

7. Grounds for Refusing a Release

A release will not generally be granted if:

- The student simply changes their mind without compassionate or compelling reasons;
- The student has unpaid fees or financial obligations;



- The student has not genuinely engaged with intervention strategies to improve course progress;
- There are no compassionate or compelling circumstances supporting the request;
- The student has not yet commenced studies at ALACC;
- The request is aimed at avoiding being reported for unsatisfactory academic progress or misconduct.

If a release is refused, the student will be provided with detailed reasons in writing and advised of their right to appeal the decision.

8. Assessment and Notification Timeframes

- ALACC will assess all complete applications within **10 working days** of receipt.
- Students will be notified in writing of the outcome.
- If refused, students have **20 working days** to lodge an internal appeal following ALACC's Complaints and Appeals Policy.

Note: ALACC will not finalise a refusal status in PRISMS until:

- The appeal process is completed and upholds the refusal, or
- The student does not appeal within the 20-working-day period, or
- The student withdraws their appeal.

9. Refunds Following Release

Where a student is granted a release, any application for a refund must be made separately in writing and will be assessed according to the **ALACC Refund Policy**.

10. Recordkeeping

ALACC will maintain full records of all transfer applications, including:

- Application for transfer.
- Supporting documentation;
- Outcome of the application;
- Any appeals and outcomes.



- Correspondence and PRISMS reports.

Records will be securely retained for audit purposes and in line with legislative requirements.

11. Legislative and Regulatory References

- ESOS Act 2000
- National Code of Practice for Providers of Education and Training to Overseas Students 2018 – Standard 7
- Standards for RTOs 2025 (ASQA)

12. Related Policies and Forms

- Transfer Request Form
- Complaints and Appeals Policy
- Refund Policy

13. Non-Compliance

Failure by ALACC to manage transfer requests fairly and according to this policy will allow the student to access ALACC's internal and external complaints and appeals processes.

14. Document Control

Policy:	Transfer and Release Policy
Policy owner:	CEO / Director of Studies
Reviewed by:	Compliance Team
Approval authority:	Dr Janet Lawrence, D.Ed., FACN CEO/Director of Studies
Last Review date:	April 2025
Version:	2025.1
Next review:	April 2027
Summary of changes:	Updated policy to align with the 2025 ASQA Standards by emphasizing student rights, clear grounds for approval or refusal, defined timelines (10 working days for decisions, 20 working days for appeals), and compassionate or compelling circumstances