

## Transfer Request Assessment Policy

### Purpose of this Policy

The University will assess requests from students for a transfer between registered providers within the first six months of the commencement date of a student's principal course of study, through a documented student transfer request policy and procedures. A Student has the right to transfer automatically after a 6 month period if they have can provide a copy of a new COE from another Provider.

### Scope of this Policy

The ESOS Act requires providers of education and training courses to international students studying in Australia to be registered, and sets out other requirements with which CSU and its staff must comply. These include obligations under the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas students (National Code) which is made under, and forms part of, the ESOS Act.

### This Policy applies to:

International On-Shore students  
Study Group  
Holmesglen  
Division of Student Administration

### Definitions

COE Confirmation of Enrolment  
CSU Charles Sturt University

### Approved

ESOS Compliance Project Steering Committee

### Content

CSU will assess whether to provide an applicant a "letter of release" against the following policy.

Students who apply for release will be assessed by the Student Administration Claims Committee.

Applications for transfer from a student must:

- Be in writing;
- Relate to and provide details about the student's individual circumstances;
- Provide details as to the reasons why the application should be approved.

Upon receipt of the application, the university must consider the request within 30 working days. This period may be extended if the applicant fails to provide all relevant information/documentation, however in such instances the University will advise the student of the additional information/documentation required to make the decision.

Appeals of decisions will be referred to the Director of Student Administration.

1. An application will be refused:

a) Unless the student has a valid enrolment offer from the receiving provider; and

b) In cases where the student is under 18 years old, unless there is written evidence that the student's parent or legal guardian supports the transfer AND written confirmation that the new provider will accept responsibility for approving a student's accommodation, support and general welfare arrangements (in line with Standard 5 of the National Code).

2. An application will also be refused:

- a) If the application is made within 3 months of the commencement of a course.
- b) Where the applicant's transfer may jeopardise the student's progression through a package of courses.

Notwithstanding the above, an application will be accepted where:

1. In the view of the Student Administration Claims Committee, the applicant has provided evidence of compelling and compassionate reasons for seeking the transfer. Applicants should note that it is their responsibility to provide appropriate evidence/documentation, or,

There is a "Transfer Directive" provided by the Executive Director of Student Administration allowing an automatic acceptance of transfer in specified cases/cohorts for a particular period.