



QUANTUM INSTITUTE
OF HIGHER EDUCATION

Transfer and Release Policy and Procedure

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Transfer and Release Policy and Procedure

Purpose

The Transfer and Release Policy and Procedure ('the Policy') details the processes and procedures relevant to the transfer and release of international students at Quantum Institute of Higher Education ('QIHE' or 'the Institute') to ensure fairness, consistency and compliance with the applicable standards and regulations.

Scope

This Policy applies to the international students who are studying in Australia on a student visa and wish to transfer from QIHE to another registered provider.

I. Policy Principles

QIHE upholds the following policy principles:

- i. **Balancing Student and Institutional Interests.** Ensure that students' and the Institute's interests are understood and respected.
- ii. **Compliance.** Comply with all relevant legislation and standards for student transfer.
- iii. **Timeliness and Efficiency.** All transfer and release requests will be handled promptly and efficiently, with timely communication of outcomes to the student.
- iv. **Procedural Fairness.** All students will be treated with fairness, and students shall have the right to appeal QIHE's decisions if they believe that it is not in line with the commitments outlined in this Policy.
- v. **Consistency.** QIHE ensures that its transfer and release practices are in accordance with this Policy.

2. Request for Transfer and Release

2.1 Conditions for Transfer and Release

- i. In accordance with Standard 7 of the ESOS National Code 2018, students cannot transfer to another registered provider or be released within the first 6 (six) months of their principal program of study, as part of their visa.
- ii. Students can only be considered for a transfer or release within the first six (6) months of their principal program of study if there are exceptional circumstances such as:
 - a. Compassionate and compelling circumstances that are outside of the student's control, such as serious illness, family crises, bereavement, major traumatic experience, etc;

- b. QIHE has ceased to be registered or is subject to a sanction that prevents them from continuing to deliver the program ;
 - c. QIHE has agreed to the transfer and provided a release in PRISMS (Provider Registration and International Student Management System).
- iii. Similarly, QIHE will only be able to consider a student transferring from another provider within the first six (6) months of their principal program of study if there are exceptional circumstances as outlined above.
 - iv. Students requesting a transfer and release are required to meet all financial obligations to the Institute before being eligible to transfer. If there are outstanding fees, the Institute may refuse the release request.
 - v. Students who are not meeting academic requirements in accordance with the *Academic Progression and Graduation Policy* may be required to engage in additional academic support before being able to apply for a transfer request.
 - vi. Students can apply for approval for a transfer or release if:
 - a. They have completed more than six (6) months of their principal program of study in which they were given their visa;
 - b. They are sponsored by the government and their sponsor supports the transfer, including issuing a letter to support the transfer;
 - c. QIHE is unable to deliver their program due to government sanctions or has ceased to be registered.

2.2 Documentation Requirements for QIHE Students

Students who wish to transfer to another education provider or be released from QIHE within the first six months of commencing their principal program are required to submit documentation as detailed below.

- i. A Transfer and Release Request Form

The Form is on QIHE's website. The form is required to be fully completed and signed by the student.

- ii. Other supporting documentation, including a written statement

Students are required to provide documents to support their request which include a written statement detailing the reasons for their request and/or other supporting evidence, especially if the request is due to compassionate or compelling circumstances. Example of supporting evidence may include medical certificates, death certificate in case of bereavement, police reports in case of safety concerns, counsellor's report, and others.

- iii. Offer Letter from the new provider

Students are required to submit the unconditional letter of offer from the new provider confirming that the student has been accepted into a program.

- iv. For sponsored students, A written approval from their sponsor

For students sponsored by a government or under a scholarship program, the student must provide a letter from their government sponsor which states that the sponsor supports the transfer and confirms that it is at the best interest of the student, in line with the conditions of their sponsorship.

3. Assessment of Transfer and Release Request

3.1 Assessment for QIHE Students Seeking Transfer and Release from QIHE

- i. Upon receipt of the request for a transfer and release and provision of the required documentations, QIHE will formally assess the student's request within 10 working days of the receipt.
- ii. A formal assessment will typically be done by the Admissions Officer under the Student Support Team. If required, the Officer may consult with other relevant internal or external parties, such as counsellors, medical professional or other advisors to assist in considering the request.
- iii. The outcome of the assessment will be formally communicated to the student via the student's Institute email account.
- iv. For a successful transfer and release request, QIHE will provide the student with an official release letter f.

3.2 Conditions Under Which Release Will Not Be Granted

The following are the reasons or circumstances in which requests are very likely to be declined:

- i. The student's request has not provided adequate evidence that the transfer would offer educational benefits;
- ii. The student's academic request can be accommodated by the Institute;
- iii. The student has not fulfilled their financial obligations and has outstanding debts or fines;
- iv. The student has not made satisfactory academic progress and has not engaged fully with QIHE's support services and intervention strategies. This may include the student not attending scheduled academic counselling session, having low attendance, or not engaging with other available support services;
- v. The student's request is made on the basis of work commitments or employment demands;

- vi. QIHE considers that the student's request may be an attempt to avoid being reported to the Department of Home Affairs for disciplinary reasons and/or due to unsatisfactory attendance;
- vii. The student's request is to transfer to a program at an AQF level that is lower than the current primary program level;
- viii. The student's request lacks documented evidence to support their cited compassionate or compelling circumstances;
- ix. The student's request could potentially cause non-compliance with applicable regulations or student visa requirements;
- x. The student's request lacks support from their government sponsor.

4. Request to Transfer to QIHE

QIHE may consider enrolling an international student transferring from another registered provider who has not completed their six (6) months of study in their principal program if the original registered provider has agreed to the student's release or has been ceased to be registered and the decision has been recorded in PRISMS.

5. Refund and Appeals

5.1 Refund of Tuition Fees

Should a refund to the student be required it will be processed in accordance with the provisions of the *Fee Refund Policy*.

5.2 Outcome Appeals

Following communication to the student of the outcome of the request for transfer and release, students have twenty (20) days to appeal the decision. The appeal process will be conducted in line with the *Complaints and Appeal Policy and Procedure*.

6. Privacy and Records Management

All requests and outcomes for transfer and release will be recorded and kept in accordance with the *Records Retention Policy*. QIHE respects the importance of everyone's privacy. All records and information provided by students for transfer and release will remain confidential within QIHE's database and will only be disclosed to the relevant staff and authorities as required to process the request.

7. Continuous Improvement and Policy Review

The composition of this Policy and the procedures set within it will undergo regular reviews in accordance with the *Policy Review Schedule*. In the event of new laws and regulations relating to transfer and release of international students, QIHE will assess them and adjust the Policy in accordance with the applicable laws or regulations.

Glossary

AQF refers to the Australian Qualifications Framework, the national policy for regulated qualifications in Australian education and training.

Confirmation of Enrolment (CoE) refers to an official document issued by an Australian education provider to confirm that an international student has accepted an offer and enrolled in a course.

Course refers to QIHE's units of study or subjects.

PRISMS (Provider Registration and International Student Management System) refers to Australian government database used by educational institutions to manage and report on the enrolment and status of international students, ensuring compliance with visa regulations under the Education Services for Overseas Students (ESOS) framework.

Program refers to the Bachelor of Business and Bachelor of Information Technology degree of QIHE.

TEQSA (Tertiary Education Quality and Standards Agency) refers to the independent national regulator for the higher education sector in Australia.

Version Control

Version	1.0
Last Review	18 November 2024
Policy Category	Governing Council
Related Documents	<i>Academic Progression and Graduation Policy</i> <i>Complaints and Appeal Policy and Procedure</i> <i>Discontinuation and Teachout Policy and Procedure</i> <i>Fee Refund Policy</i> <i>Records Retention Policy</i> <i>Student Support and Consultation Policy</i>
Legislation References	TEQSA Higher Education Standards Framework (Threshold Standards) 2021 Education Services for Overseas Students (ESOS) Act 2000 – Standard 7 of the National Code 2018 Migration Act 1958
References	Sydney Polytechnic Institute Australian International College Australian Catholic University Macquarie University University of Sydney