



STUDENT TRANSFER POLICY AND PROCEDURE

Definitions

Term	Definition
Principal Course	The final course in a packaged offer.
CoE	Confirmation of Enrolment issued via PRISMS.
PRISMS	Provider Registration and International Student Management System.
Compassionate or Compelling Circumstances	Circumstances beyond the student's control that impact their ability to continue the course.

4. Legislative References

This policy is guided by the following:

- ESOS Act 2000
- National Code of Practice for Providers of Education and Training to Overseas Students 2018
- Standards for RTOs 2025

Policy Statement

MCBT is committed to supporting the rights of international students to transfer between education providers in a manner that is transparent, student-focused, and fully compliant with legislative requirements under the Education Services for Overseas Students (ESOS) Act 2000 and the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

This policy outlines the principles, conditions, and procedures under which international students may request to transfer:

- Once the overseas student has completed six calendar months of their principal course, the Standard 7 restricted transfer provisions no longer apply. MCBT will not require a release under Standard 7. Where the student decides to withdraw to transfer to another provider, MCBT will process the withdrawal/cancellation in accordance with its Deferment, Suspension and Cancellation Policy, Fees and Refunds Policy and applicable PRISMS requirements, and will advise the student to obtain current advice from the Department of Home Affairs regarding any visa implications



Overseas Student Transfers

Melbourne College of Business and Technology is committed to upholding the integrity of Australia's international education sector by managing overseas student transfer requests in accordance with Standard 7 of the National Code 2018. The transfer of international students between CRICOS registered providers within the first six months of their principal course is restricted to ensure students are making informed decisions and receiving adequate support from their provider before transitioning.

Melbourne College of Business and Technology assesses all transfer requests fairly, consistently, and in a timely manner, with consideration of the student's individual circumstances, including compassionate or compelling reasons and the best interest of the student. The RTO ensures that students are informed of their rights to request a transfer, the conditions under which transfers may be granted, and the process for appealing a decision. All decisions are made transparently, recorded and communicated in writing, and are actioned in PRISMS as required. This policy contributes to student wellbeing and provider accountability while maintaining visa compliance and course progression integrity. MCBT **does not accept international students under 18 years of age.**

The Melbourne College of Business and Technology makes this policy available in the Student Handbook and on the Melbourne College of Business and Technology's website.

Transferring from another registered provider

Melbourne College of Business and Technology will not knowingly enrol a student transferring from another provider within the first six months of their principal course unless:

- The releasing provider or course is no longer registered
- A sanction prevents continuation of the course
- The releasing provider grants and records the release in PRISMS
- the government sponsor considers the transfer to be in the student's best interests and provides written support

Transferring to another registered provider

Melbourne College of Business and Technology will consider transfer requests before six months of the principal course if:

- The student is at risk of being reported for unsatisfactory progress at the level they are studying despite intervention.
- There are compassionate or compelling circumstances.
- The course is not being delivered as agreed
- The student's reasonable expectations are not being met
- The student was misled in their decision to enrol, and the course does not meet the student's long-term goals and aspirations.
- An appeal decision (internal or external) supports or recommends the transfer.

Decision to decline the transfer request

The transfer may jeopardise the student's progression through a package of courses. Transfers will not be granted if:



- The student seeks to avoid being reported for breach of visa conditions such as attendance and course progress requirements.
- Where a student relies on compassionate or compelling circumstances as the basis for the transfer request, MCBT may require appropriate supporting evidence. Absence of such evidence will be considered only in relation to that claimed ground and will not prevent consideration of any other applicable Standard 7 grounds.
- The student has just commenced study and not accessed the full range of training support services.

Transfer Request Process

- For a request for transfer to be considered and a letter of release provided, students must provide a valid course offer from another registered provider with the completed Student Transfer Application Form.
- The application, circumstances and evidence are reviewed as per the policy.
- The outcome of the students' application is provided in writing within 10 working days of receipt of the application.
- Where a student's application is refused, the reasons for the decision and the right and process to appeal are communicated to the student in writing in accordance with the Feedback, Complaints and Appeals Management Policy and Procedures.
- Where a student's application is approved and release is granted, Melbourne College of Business and Technology advises the student in writing that they must contact Immigration to seek advice on whether a new student visa is required. To find out more about visa requirements, students will be advised to contact DHA on 131881 or visit the following website, [Explore visa options for studying in Australia](#)
- The overseas students do not incur any cost for release. However, where a student transfers to another registered provider, any refund of course fees, where applicable, will be assessed and paid in accordance with Melbourne College of Business and Technology's Fees and Refunds Policy and Procedures.
- Where MCBT refuses a transfer request, the student will be advised in writing of the reasons and of their right to access MCBT's internal complaints and appeals process within 20 working days. MCBT will not finalise the refusal in PRISMS until:
 - (a) the student does not access the internal complaints and appeals process within 20 working days; or
 - (b) the student withdraws from that process; or
 - (c) the internal complaints and appeals process is completed and supports MCBT's decision not to release the student.
- Where the internal appeal finds in favour of the student, MCBT will implement the decision and record the release in PRISMS without charge
- All records relating to overseas student transfers will be retained for at least two years after the person ceases to be an accepted student.



Change to another course offered by Melbourne College of Business and Technology

Students may transfer to another course offered by Melbourne College of Business and Technology in the following circumstances:

- 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
- Where the student claims or can provide evidence that his or her reasonable expectations about the current course are not being met.

The request is not supported by evidence of legitimate compassionate or compelling circumstances:

- The transfer may jeopardise the student's progression through a package of courses.
- The student seeks to avoid being reported for breach of visa conditions such as attendance and course progress requirements.
- Where the concerns raised by the student may reasonably be capable of resolution through available support services, MCBT may discuss and offer those supports before making the transfer decision. Any refusal on this basis will be individually assessed, evidence-based, reasonable and demonstrably in the student's best interests. MCBT will not impose an automatic waiting period that unreasonably restricts the student's ability to transfer.

For a request for transfer to be considered, students must complete a Course Change Application Form.