

QUT International Student Transfer Policy

1. GUIDELINES

Under the Education Services for Overseas Students (ESOS) National Code 2018, education providers are restricted from enrolling students who are enrolled at other institutions, prior to the student completing six months of their principal program. The principal program is one for which a student visa has been issued at the highest level of study in the program.

Students who wish to change education provider before completing six months of their principal course, must seek an approval for release from the provider of the highest level qualification that the student has accepted (for QUT students this is typically a Bachelor or Masters degree). This requirement applies to students even if they have not commenced their principal course, including those studying English or academic preparatory programs, at QUT or elsewhere.

Instructions for applying to be released from QUT are provided in section 4 below.

QUT will approve a release under certain circumstances outlined in section 2 below. Where a request for release is not approved, the student can seek a review of the decision in accordance with section 5.

2. CIRCUMSTANCES IN WHICH A REQUEST TO TRANSFER MAY BE GRANTED

QUT may approve a request to transfer to another provider to an international student under the following circumstances:

- The student has completed six months of their principal course
- A government sponsor requests that the student be released to study at another provider
- Evidence of compassionate or compelling circumstances that meet QUT's [special circumstances](#) definition
- The course accepted by the student will no longer be offered in the student's accepted intake
- The student has failed to meet the academic entry requirements for the principal program after completing a non-English Language preparatory program
- The student is unable to achieve satisfactory course progress at the level they are studying after engaging QUT's intervention strategy to assist with their academic and/or personal issues
- Evidence that the student was misled by QUT or QUT's representative regarding the course they accepted, and the course is unsuitable to their needs.

QUT will assess the transfer request using the student's claim, the supporting documentation submitted by the student and information available to QUT.

3. CIRCUMSTANCES IN WHICH A REQUEST TO TRANSFER WILL BE REFUSED

Changing from the accepted study program can be disruptive and have a detrimental impact on the student's ability to achieve the educational outcomes they planned to achieve, and for which their student visa was granted.

QUT will not approve a request for release under the following circumstances:

- The student has not genuinely engaged QUT student support services and demonstrated they applied QUT's recommended intervention strategies
- QUT forms the view that the student is trying to avoid being reported to Department of Home Affairs for failure to meet the provider's attendance or academic progress requirements

- An alternative pathway is available at QUT which is in the student's best interest and allows the student to progress and meet the entry requirements of the principal course
- The student has outstanding fees to QUT
- The student decides they would prefer to live in another city for personal reasons
- The student decides they would prefer to study at an institution with lower fees
- The student decides they would prefer to study a different subject area, or at a lower level
- The application to transfer providers does not include the documentation required in Section 4.

4. REQUEST FOR TRANSFER APPLICATION PROCEDURE

Students seeking to transfer to another provider before completing six months of their principal course must submit a completed Request for Release application form online and attach supporting documentation.

The application must include an offer letter from the receiving (new) provider.

Students who are under 18 years of age must also include:

- Written evidence that the student's parent or legal guardian supports the transfer; and
- Where the student is not being cared for in Australia by a parent or suitable nominated relative, the valid enrolment offer also confirms that the registered provider will accept that responsibility for approving the student's accommodation, support and general welfare arrangements as per Standard 5 (Younger overseas students).

Applications for release will normally be processed within 10 working days and a written notification of the outcome of the application, including reasons for the decision, will be provided to the student.

The application outcome will also be reported to the Department of Education, Skills and Employment via the Provider Registration and International Student Management System (PRISMS).

5. REVIEW PROCESS

Where a request for release is not approved, the student can request a review of the decision under QUT Policy E/9.2 Grievance resolution procedures for student related grievances.

Level 2 requests for review must be lodged within 20 working days of the written notification of the application outcome.

The grounds for the review should be clearly stated, and may include:

- Evidence that the QUT International Student Transfer Policy was not applied correctly; or
- Additional evidence that the applicant meets the grounds for requesting a release (section 2).

Review requests are submitted via email to qut.intcompliance@qut.edu.au.

Reviews will normally be conducted by the Manager, Student Fees and Progression. A written notification of the review outcome will be provided, usually within 15 days of the lodgement of the review request.

6. CANCELLATION OF ENROLMENT AND REFUNDS

Approval for release will not cancel any current enrolment that the student may have with QUT. Students receiving approval to transfer to another institution must cancel their enrolment at QUT or the relevant pathway provider through the usual channels, and apply for a refund of fees if applicable. Students may be subject to academic or financial penalty for cancellation of enrolment in accordance with the [International student fee policy and the international student refund policy](#).