



Overseas Student Transfer to Other Providers Policy

Purpose

This policy outlines how Xpert Solutions manages requests from overseas students to transfer between registered providers. Xpert Solutions is committed to ensuring transfer decisions:

- support student wellbeing
- are evidence-based
- are made in the student's best interests
- comply with ESOS and National Code requirements
- support informed student decision-making.

This policy supports compliance with:

- 2025 Standards for Registered Training Organisations
- ESOS Act 2000
- National Code 2018
- PRISMS requirements.

Definition

Principal Course: The principal course of study for which the student visa was granted.

Release: Approval recorded in PRISMS allowing a student to transfer to another provider before completing six months of the principal course.

Incoming Transfer Student: An overseas student seeking to transfer to Xpert Solutions from another registered provider.

Outgoing Transfer Student: An overseas student seeking to transfer from Xpert Solutions to another registered provider.

Compassionate or Compelling Circumstances: Circumstances beyond the student's control that significantly affect their ability to continue studies.

Self-Assurance: Ongoing monitoring and review activities used to evaluate the effectiveness of overseas student transfer processes.

Policy

The following policy and procedure ensure that Xpert Solutions processes request for students to transfer from or to other training providers in accordance with 'Standard 7 – Overseas Student Transfers' of the 'National Code of Practice for Providers of Education & Training to Overseas Students 2018'.

Xpert Solutions is restricted from enrolling transferring students prior to a student completing 6 months of their principal course of study. This means Xpert Solutions will not knowingly enrol an overseas student transferring to Xpert Solutions from another education provider, who has not completed at least 6 months of their principal course without meeting specified criteria outlined in



the ESOS National Code. However, there are some exemptions applied which are discussed in the procedure below.

This policy details the procedures for assessing applications to transfer within this 6-month period.

The procedures outlined below will ensure that it does not enrol any transferring international student prior to the 6 months of their principal course being completed unless the previous education provider has recorded releasing information on PRISMS.

Students who have studied longer than this period of 6 months can apply as normal. These students are not required to obtain the release information on PRISMS. The relevant information is provided through PRISMS where the releasing provider records this information. The following procedures have been separated into 'Incoming students' and 'Outgoing students.'

Xpert Solutions supports overseas students to make informed decisions regarding their studies. Transfer requests will be assessed individually and fairly. Decisions will consider student welfare, academic progress, support requirement, visa compliance; educational outcome, compassionate or compelling circumstance and regulatory requirement.

Continuous Improvement and Self-Assurance

Xpert Solutions reviews overseas student transfer activities through:

- transfer request trends
- student feedback
- complaints and appeals
- PRISMS reviews
- welfare concerns
- internal audits.

Outcomes are recorded in the Continuous Improvement Register. Corrective actions must include:

- responsible person
- due date
- completion evidence
- effectiveness review.