

Transfer between Providers Policy Version 1.1

1. Purpose

This policy sets out the arrangements at Nexus Institute of Higher Education for managing requests by international students to transfer between Nexus Institute and another registered institution. The policy complies with Standard 7 of the National Code 2018.

The policy should be read in conjunction with

- Admissions Policy
- Fees Policy
- Privacy Policy
- Student Complaints and Appeals Policy

2. Scope

The policy applies to all students at Nexus Institute and to prospective students seeking to enrol at Nexus Institute. The policy also applies to all staff handling requests for transfers.

3. Definitions

National Code. The National Code is the National Code of Practice for Providers of Education and Training to Overseas Students 2018

Provider Registration and International Student Management System (PRISMS). PRISMS is the system that supports the issuing of CoEs to international students in compliance with the Education Services for Overseas Students (ESOS) Legislation.

4. Policy statement

Students seeking to transfer between registered providers prior to completing six months of the principal course of study must seek approval to do so from the provider of their principal course of study. The principal course is the final course of study to be undertaken as recorded on the student visa. The six months is calculated as six calendar months from the first day of the principal course.

Transfer to Nexus Institute from another institution. Nexus Institute will not knowingly enrol an international student seeking to transfer from another registered institution prior to the student completing six months of their principal course of study except under one of the following conditions:

- The original registered provider has agreed to the student's release and recorded the date of effect and the reason for release in PRISMS
- The original registered provider has ceased to be registered
- The course in which the student is enrolled has ceased to be registered
- The original registered provider has had a sanction imposed on its registration by the TEQSA that prevents the student from continuing their principal course at that provider
- Any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.

Transfer from Nexus Institute to another institution.

Nexus Institute will only grant a release under the following conditions:

- Where the student seeks to transfer to a qualification at another institution at the same or a higher Australian Qualifications Framework (AQF) level of higher education
- Where another registered institution has provided a letter confirming that a valid enrolment offer has been made
- Where the student has provided convincing evidence of benefits of enrolling in the alternate course and that this is not detrimental to their future studies and welfare.

Nexus Institute will also grant a transfer if other circumstances apply, such as:

- Nexus institute cannot satisfactorily resolve any personal difficulties or educational problems which the student has encountered, for example, if Nexus Institute is unable to offer a core subject or unable to provide any relevant subjects, or if the student cannot attend Nexus Institute because of the student's medical conditions
- Nexus Institute fails to deliver the course as outlined in the written agreement with the student, or there is evidence that the student's reasonable expectations about Nexus Institute are not being met, confirmed by correspondence with Nexus Institute or marketing materials provided before the student's enrolment
- There is evidence that the student was misled by Nexus Institute or by an education agent acting on behalf of Nexus Institute and that the course is unsuitable to the needs or study objectives of the student
- The student will be reported for failing to achieve satisfactory academic progress at the level at which they are studying
- There are compassionate or compelling circumstances that are beyond the student's control and which emerged after accepting the offer of enrolment from Nexus Institute
- An appeal (internal or external) on another matter results in a decision or recommendation to release the student.

Nexus Institute will not grant a release in the following circumstances:

- Where the transfer is to a lower AQF level of qualification (except where this is covered by a Nexus Institute articulation agreement)
- Where Nexus institute considers that such a transfer can be detrimental to the future study plans or welfare of the student
- Where Nexus Institute is able to arrange reasonable instruction for the student and the student is likely to succeed
- Where the circumstances forming the basis of the request were known to the student before accepting the offer of enrolment at Nexus Institute and the student was given adequate information at the time of enrolment to make an informed decision to undertake the course
- Where the student gave false or misleading information to Nexus Institute when applying to study or when requesting a release.

5. Procedures

Transfer to Nexus Institute from another institution. An international student who wishes to transfer to Nexus Institute before completing six months of their principal course of study

must ask their institution for a release. If agreed, the institution will then cancel the student's CoE and record the agreement on PRISMS.

Approval is not needed to transfer to another provider if the student has completed more than six months of their principal course.

Transfer from Nexus Institute to another institution. International students who wish to transfer to another registered provider and have studied a minimum of six months of their principal course with Nexus Institute do not require a letter of release from Nexus institute.

Students who have not yet studied a minimum of six months of their principal course with Nexus Institute and wish to transfer to another registered provider must request a release. Student wishing to make a request to transfer should complete the Withdrawal from Course Form and include:

- A written statement setting out compelling reasons for transferring to another course and education institution and exactly how the student will benefit from the transfer
- A copy of the offer letter from the other institution confirming that the student has been offered an unconditional place at that institution.

The request should be handed in at Nexus Institute Reception or emailed to the Registrar.

The non-refundable component of pre-paid tuition fees will remain non-refundable even if a release is granted. Other unused fees may be refunded in accordance with the Fees Policy. Separate applications must be made for refund requests.

Where a release is granted, Nexus Institute will advise the student and cancel the student's CoE. Nexus Institute will report the release to the Department of Home Affairs by identifying the receiving provider, the course, the effective date and the reason for release on PRISMS. Nexus Institute will advise the student of the need to contact the Department of Home Affairs (DHA) to seek advice on whether a new student visa is required.

If a release is not granted, Nexus Institute will provide the student with written reasons for refusing the request and will inform the student of their right to appeal against this decision.

General procedures. Where all necessary supporting documentation has been submitted with the written request, Nexus Institute will respond to the request within ten working days.

Nexus Institute will not make any charge for considering or approving a request for a release.

If dissatisfied with the outcome, the student is entitled to make an appeal under the Complaints and Appeals Policy within 20 working days. The student's refusal status in PRISMS will only be finalised after the appeal finds in favour of Nexus Institute, or the student has chosen not to access the complaints and appeals process within the 20 working day period, or the student withdraws from the process.

Nexus Institute will maintain records of all requests from international students for a release and the assessment of, and decision regarding, the request for at least two years after the student ceases to be an accepted student.

6. Roles and responsibilities

The Registrar is responsible for implementation, monitoring and reporting for this policy. The Registrar is authorised to make decisions about transfers under this policy.

7. Related information

- National Code of Practice for Providers of Education and Training to Overseas Students 2018.

8. Document control

Category	Organisational
HESF Standard	7.2
Policy code and name	Transfer between Providers Policy
Policy owner	Registrar
Policy approver	Board of Directors
Date of approval	9 February 2026
Date of next review	1 January 2027
Change log	Version 0. Original version created on 28 December 2023.
	Version 1. Feedback from Board of Directors incorporated on 15 Jan 24.
	Version 1.1 (19 Dec 2025). Record-keeping.