PIONEER COLLEGE
RTO: 45763 CRICOS: 03956A

Course Transfer

Policy and Associated Procedures

September 2026

Pioneer Education Institute Pty Ltd t/a Pioneer College

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1. Purpose and Scope

1.1 This policy and associated procedures ensure that Pioneer College (hereafter, referred to as 'Pioneer') does not knowingly enrol an international student who wishes to transfer from another registered provider prior to the international student completing six months of their principal course.

1.1.1 This policy and associated procedures meet the requirements of Standard 7 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

1.1.2 This policy applies to all current and prospective students, and staff within Pioneer who are responsible for managing or approving transfer requests.

1.1.3 This policy ensures all transfers are handled fairly, transparently and in accordance with the compliance requirements.

2. Related Documents

Student Handbook
Letter of Offer
Deferral, Suspension and Cancellation Policy and Associated Procedures
Student Enrolment and Completion Policy and Associated Procedures
Training and Assessment Policy and Associated Procedures
Complaints and Appeals Policy and Associated Procedures
Fees and Refunds Policy and Associated Procedures

3. Related Legislation

3.1 *Education Services for Overseas Students (ESOS) Act 2000*, specifically the *National Code 2018*

3.2 *National Vocational Education and Training Regulator (NVETR) Act 2011*, specifically the *2025 Standards for Registered Training Organisations (RTOs)*

This policy and associated procedures will contribute to Pioneer complying with other requirements such as included in the:

- *ELICOS Standards 2018*
- *Equal Opportunity Act 1984 (WA)*
- *Privacy Act 1988*
- *Competition and Consumer Act 2010; Australian Consumer Law*

4. Definitions

PRISMS	Provider Registration and International Student Management System (PRISMS): A government database for managing international student enrolments and ensures that providers meet all reporting requirements under the ESOS Act.
Compassionate or compelling reasons	Refers to events or conditions beyond a person's control that can affect overall wellbeing and have a serious impact. Examples include serious illness, family death, major disasters, or traumatic events, and usually requires official documentation as proof of occurrence. Does not include issues such as workload stress, minor illnesses, scheduling or time management issues and other random events that are generally within the individual's control.

5. Policy Statements

5.1 Overview

5.1.1 Pioneer will not knowingly enrol an international student who wishes to transfer from another registered provider's course prior to the student completing six months of his or her principal course except in the case of any of the following circumstances:

5.1.1.1 The releasing registered provider or the course in which the student is enrolled has ceased to be registered;

5.1.1.2 The releasing registered provider has had a sanction imposed on its registration by ASQA that prevents the student from continuing their principal course at that registered provider;

5.1.1.3 The releasing registered provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS;

5.1.1.4 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.

5.2 Assessing Course Transfer Requests to Other Registered Providers and Circumstances Where the Transfer Request Will Be Granted

5.2.1 International students who wish to transfer to another registered provider prior to completing six months of their principal course must complete an Application for Release Form and attach a valid offer from another registered provider.

5.2.2 The outcome of the assessment will be provided within 10 working days of receipt of the form and valid enrolment offer. Where the request is granted, a Letter of Release will be provided at no cost to the student. The Release Letter will advise students to contact the DHA to seek advice on whether a new student visa is required. Refunds will be in accordance with Pioneer's Fees and Refunds Policy and Associated Procedures.

5.2.3 The transfer request will be granted where any of the following circumstances apply:

5.2.3.1 The student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with Pioneer's intervention strategy to assist the overseas student in accordance with Standard 8 (overseas student visa requirements).

5.2.3.2 There is evidence of compassionate or compelling circumstances.

5.2.3.3 Pioneer fails to deliver the course as outlined in the Offer Letter and Student Agreement.

5.2.3.4 There is evidence that the student's reasonable expectations about their current course are not being met.

5.2.3.5 There is evidence that the student was misled by Pioneer or an education or migration agent regarding Pioneer or its course and the course is therefore unsuitable to their needs and/or study objectives.

5.2.3.6 An appeal (internal or external) on another matter results in a decision or recommendation to release the student.

5.3 Circumstances Where the Transfer Request Will Not Be Granted

5.3.1 A transfer request will not be granted where any of the following circumstances apply:

5.3.1.1 There are no legitimate compassionate or compelling circumstances.

5.3.1.2 The student has not paid their fees.

5.3.1.3 The transfer may jeopardise the student's progression through a package of courses.

5.3.1.4 The student has recently started studying the course and the full range of support services are yet to be provided or offered to the student.

5.3.1.5 The student is trying to avoid being reported to DHA for failure to meet the provider's attendance or academic progress requirements.

5.3.2 Where the request is not granted, the reasons for non-grant of the request will be communicated in writing. The letter will advise the student that they may access the Complaints and Appeals Policy and Procedure to appeal the decision within 20 working days of receipt of the decision.

5.3.3 Pioneer will not finalise the student's refusal status in PRISMS until the appeal process is complete and either finds in favour of Pioneer or until the 20-working day period in which the student can access the complaints and appeals process has passed.

5.4 Internal Transfer

5.4.1 Pioneer allows students to transfer to other courses offered by Pioneer in any of the following circumstances:

5.4.1.1 The course better meets the study capabilities of the student; and/or

5.4.1.2 The course better meets the long-term goals of the student, whether these relate to future work, education or personal aspirations; and/or

5.4.1.3 The student provides evidence that their reasonable expectations about the current course are not being met.

5.4.2 A transfer to another course within Pioneer will not be granted in any of the following circumstances:

5.4.2.1 The transfer may jeopardise the student's progression through a package of courses.

5.4.2.2 The student has recently started studying the course and the full range of support services are yet to be provided or offered to the student.

5.4.2.3 The student is trying to avoid being reported to DHA for failure to meet the provider's attendance or academic progress requirements.

5.4.3 International students who wish to transfer to another course should complete the Internal Course Transfer Application Form.

5.4.4 The outcome of the student's application for internal course transfer will be provided in writing within 10 working days of receipt of the form. Where the application is not granted, reasons for such will be provided.

5.5 Record Keeping

5.5.1 Pioneer will maintain records of all overseas student requests for release, including all documentation associated with the assessment of and decision regarding each request, for two years after the overseas student ceases to be an accepted student.

6. Procedures

6.1 Manage Transfers In

6.1.1 On receipt of an application from a student that has not completed six months of their principal course of study, check the student on PRISMS following the information about Standard 7 in the PRISMS user guide and to ensure they have been released from the previous provider.

6.1.2 If the check confirms that the student has been released follow the usual procedures for enrolling a student.

6.1.3 If the check confirms that the student has not been released, advise the student in writing and within 3 working days of receipt of their application that it has not been approved.

6.1.4 File all documentation.

6.2 Manage Transfers Out

6.2.1 Where a student wishes to transfer to another provider before having completed six months of their principal course of study with Pioneer, provide students with Application for Release form.

6.2.2 Acknowledge receipt of completed forms within 3 working days of receipt.

6.2.3 Review and assess the application provided within 10 working days of receipt. For an application to be approved, supporting documentation must demonstrate that compassionate and compelling circumstances exist.

6.2.4 Advise the student in writing of the outcome of their application, including a Letter of Release where the application is approved. If it is not approved, provide the reasons and advise the student of their right to access the complaints and appeals process.

6.2.5 Record approved releases on PRISMS following the information about Standard 7 in the PRISMS user guide.

6.2.6 Record refusals of release on PRISMS following the information about Standard 7 in the PRISMS user guide.

6.2.7 File all documentation and keep for a minimum of 2 years, after the overseas student ceases to be an accepted student.

6.3 Manage Internal Course Transfers

6.3.1 Where a student wishes to transfer to another course within Pioneer, provide students with Internal Course Transfer Application Form.

6.3.2 Acknowledge receipt of completed forms within 3 working days of receipt.

6.3.3 Review and assess the application provided within 10 working days of receipt. For an application to be approved, supporting documentation must demonstrate that there are appropriate reasons for transferring.

6.3.4 Advise the student in writing of the outcome of their application, including a new Offer Letter and Student Agreement where the application is approved. If it is not approved, provide the reasons and advise the student of their right to access the complaints and appeals process.

6.3.5 Advise the student in writing of any refunds due relevant to their existing course.

6.3.6 Record student course variation on PRISMS following the information on student course variation in the PRISMS user guide.

6.3.7 Record refusals of the internal transfer request on the student's file

7. Policy Review

7.1 Policy review is undertaken by the CEO with input from relevant staff.

7.2 Policy reviews are identified by an annual review cycle, or through audit and continuous improvement activities. An earlier review may occur if legislative or regulatory changes occur, or if a significant incident or near miss occurs.

7.3 The CEO actions the changes and updates the policies and associated procedures manual accordingly.

7.4 The CEO communicates amendments to policies and associated procedures to all relevant staff via email and/ or staff meetings.

7.5 Changes will be recorded in the updated version control and Document History.

8. Responsibilities

8.1 The CEO/ PEO is responsible for, but not limited to:

8.1.1 Ensuring Pioneer complies with all regulatory requirements relating to course transfers.

8.1.2 Overseeing the handling of high-risk matters.

8.1.3 Ensuring Pioneer maintains adequate staffing and resources required to manage transfer requests and to support correct data entry and reporting.

8.2 The Academic Manager/ Trainer Co-ordinator is responsible for, but not limited to:

8.2.1 Managing transfers in and out

8.2.2 Managing internal course transfers.

8.2.3 Escalating complex cases to senior management as needed.

8.3 The Administration and Student Support Supervisor are responsible for, but not limited to:

8.3.1 Filing course transfer documentation.

8.3.2 Assessing whether the transfers are related to support needs and if so, assisting students where necessary.

8.3.3 Ensuring all communication is transparent, timely and effectively documented and stored in the students file.

8.4 The Compliance Team is responsible for, but not limited to:

8.4.1 Conducting internal audits and reviews on student files and monitoring processes.

8.4.2 Identifying risks relating to transfer decision-making and compliance.

Any complaints or breaches in relation to this document should be reported to the Chief Executive Officer in person or by email to: ceo@pioneercollege.edu.au

Document History:

Version No.	Issue date	Nature of Amendment	Approved By
1.0	1 Jul 2025	*As per implementation of the Revised 2025 Standards for RTOs, all related documentation is reset to version 1.0 to reflect alignment with the updated regulatory framework.* Creation of Document.	CEO
1.1	28 Aug 2025	Document edited and contextualised.	CEO
1.2	20 Oct 2025	Additional Sections added.	CEO
1.3	11 Dec 2025	Updated Table of Contents and minor formatting errors. Elaborated on sections 1, 3 and 4.	CEO
1.4	16 Jul 2026	Review made. Minor updates to cover page. Additional items added to responsibilities section.	CEO
1.5	03 Sep 2026	Minor changes have been made.	CEO

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