# ISP Transfer Procedure

## Purpose

To outline the steps that the Department of Education’s (DE or department) International Education Division (IED) takes to assess, decide on and record requests from international students participating in the International Student Program (ISP) for transfers:

* between ISP-accredited Victorian government schools (an ‘internal transfer’)
* from an ISP-accredited Victorian government school to another provider registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) (a ‘withdrawal’).

This procedure should be read in conjunction with the [ISP Transfer Policy](https://www.study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Transfer_Policy.docx), and is for DE (IED) staff, international students and their parent, education agents and schools.

This procedure applies to international students participating in the ISP as the primary holder of a subclass 500 Student – Schools visa.

## Roles and responsibilities

### DE (IED)

* Assess, decide on and record requests to transfer according to the [ISP Transfer Policy](https://www.study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Transfer_Policy.docx).
* Ensure all transfers are accurately reflected in the student’s Confirmation of Enrolment (CoE) and, for students staying in DE-approved homestay arrangements, the student’s Confirmation of Appropriate Accommodation and Welfare (CAAW) letter.
* Ensure that all school staff appropriately transfer welfare arrangements for any students living in DE-approved homestays to ensure that there is no gap in welfare arrangements.
* Provide advice and support to school staff to assist them to implement these procedures and the related policy.
* Maintain accurate and up-to-date records consistent with the [ISP Record Keeping Procedural Guidelines](https://www.study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Record_Keeping_Procedural_Guidelines.docx).

### Parent and student

* Provide complete and accurate information as part of any application to transfer between schools.
* Pay any applicable fees.

### School staff

* Support and provide advice to the student.
* For any students living in DE-approved homestays, provide welfare and accommodation and liaise with New Host School staff so as to avoid to any gap in welfare arrangements.
* Maintain accurate and up-to-date records consistent with the [ISP Record Keeping Procedural Guidelines](https://www.study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Record_Keeping_Procedural_Guidelines.docx).

## Procedure

The following steps are aligned to the [ISP Transfer Policy](https://www.study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Transfer_Policy.docx), and represented in the ISP Transfer Flowchart (Appendix 1).

### Transfer to another accredited Victorian government school

#### School staff

1. Meet with the student to discuss the transfer and maintain records of discussions, including:
   * reasons for transfer
   * appropriate timing for any transfer, including academic terms and years, and application assessment timing
   * accommodation and welfare arrangement implications.
2. Attempt to resolve any issues through appropriate student support, intervention and advice.
3. If issues remain unresolved, refer the student to the [Application for Internal Transfer to Another Accredited Victorian Government School](https://www.study.vic.gov.au/Shared%20Documents/en/Transfer-Application-Form.pdf) Form.

#### Parent

1. Complete the relevant sections of the [Application for Internal Transfer to Another Accredited Victorian Government School](https://www.study.vic.gov.au/Shared%20Documents/en/Transfer-Application-Form.pdf) form, including acknowledging that:
   * a transfer fee will be incurred
   * an application will not be approved if there are any outstanding fees owed to DE (IED) or the Current Host School
   * an application will not be approved if the student is on a Compliance Contract for course progress, attendance or misbehaviour
   * to support the transfer, there will be a transfer of student information between the Current Host School, New Host School and DE (IED).
2. Provide the form and supporting evidence to the Current Host School.

#### Current Host School

1. Complete the relevant sections of the [Application for Internal Transfer to Another Accredited Victorian Government School](https://www.study.vic.gov.au/Shared%20Documents/en/Transfer-Application-Form.pdf) form, including noting that the Principal has agreed to the transfer.
2. Provide the form and supporting evidence to the New Host School within five working days of receipt.
3. Disclose information on any misbehaviour and unsatisfactory course progress or attendance, including current or previous intervention strategies or Compliance Contracts.

#### New Host School

1. Complete the relevant sections of the [Application for Internal Transfer to Another Accredited Victorian Government School](https://www.study.vic.gov.au/Shared%20Documents/en/Transfer-Application-Form.pdf) form, including acknowledging that:
   * the New Host School is appropriately accredited
   * welfare arrangements must be facilitated to ensure that there is no gap in welfare (if applicable)
   * the Principal has sighted the student’s most recent school reports and their attendance reports
   * the Principal has agreed to issue the student with a new ISP Student Safety Card
   * the Principal has agreed to the transfer.
2. Provide the form and supporting evidence to DE (IED) at [international.school.support@education.vic.gov.au](mailto:international.school.support@education.vic.gov.au) with the title ‘Internal Transfer Request’ within five working days of receipt from the Current Host School.

#### DE (IED) staff

1. Receive the email from the New Host School staff member titled ‘Internal Transfer Request’.
2. Determine if form is complete, and if not, refer to the relevant person (the parent or student, Current Host School staff or New Host School staff).
3. Send acknowledgement email to the parents.
4. Confirm that:
   * the student has no outstanding tuition or other fees or is not on a behaviour contract
   * the request has been submitted within the cut-off dates on the Transfer Form.
5. Generate an invoice for the School Transfer Fee and provide this to the parent as nominated on the Written Agreement within five working days of receiving the completed form from the New Host School.

#### Parent

1. Pay the invoice as soon as possible within two working days.

#### DE (IED) staff

1. Within 5 working days of receipt of payment, assess the application against the requirements set out in the [ISP Transfer Policy](https://www.study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Transfer_Policy.docx) and send notification of decision to the new host school, current host school, parent and student, and (if relevant) the education agent.
   * Where the transfer is not approved:
     + prepare the Application for Transfer – Not Approved letter with reasons for decision
     + refer the student and parent to the [ISP Complaints and Appeals Policy](https://www.study.vic.gov.au/Shared%20Documents/en/ISP_Complaints_and_Appeals_Policy.pdf).
   * Where the transfer is approved:
     + record the date the transfer will take effect and reason for the student’s release in PRISMS (within 14 days of decision)
     + change the student’s location in PRISMS
     + prepare the Confirmation of Transfer Letter
     + ensure that the Current Host School and New Host School facilitate welfare arrangements to ensure that there is no gap in welfare (if applicable).
2. Record the request, assessment and decision consistent with the [ISP Record Keeping Procedural Guidelines](https://www.study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Record_Keeping_Procedural_Guidelines.docx).

#### New Host School staff and Current Host School staff

1. Facilitate the transfer, ensuring:
   * no gap in welfare arrangements (if applicable)
   * orientation of the student into the new host school, including issuance of a new ISP Student Safety Card (please refer to the [ISP Student Safety Card Procedure](https://study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Student_Safety_Card_Procedure.docx)).

### Request to withdraw from an accredited Victorian government school to enrol with a different CRICOS-registered provider

#### School staff

1. Meet with student to discuss the transfer and maintain records of discussions. Discussions should include:
   * reasons for transfer
   * appropriate timing for any transfer, including academic terms and years, and time required for the application to be assessed
   * accommodation and welfare arrangement implications.
2. Attempt to resolve any issues through appropriate student support, intervention and advice.
3. If issues remain unresolved, refer the student to the [Withdrawal Form](https://www.study.vic.gov.au/Shared%20Documents/en/Withdrawal-Application-Form.pdf).

#### Parent

1. Complete the relevant sections of the [Withdrawal Form](https://www.study.vic.gov.au/Shared%20Documents/en/Withdrawal-Application-Form.pdf), including noting that:
   * if the request is to transfer during the semester there will be no refund for the current semester
   * a valid enrolment offer from another registered provider must be provided with the [Withdrawal Form](https://www.study.vic.gov.au/Shared%20Documents/en/Withdrawal-Application-Form.pdf)
   * the [Withdrawal Form](https://www.study.vic.gov.au/Shared%20Documents/en/Withdrawal-Application-Form.pdf) must be signed by the parent and the school Principal (or delegate)
   * welfare arrangements must be facilitated to ensure that there is no gap in welfare for students living in DE-approved homestays (if applicable)
   * a Transfer Fee will **not** be incurred.
2. Provide the completed [Withdrawal Form](https://www.study.vic.gov.au/Shared%20Documents/en/Withdrawal-Application-Form.pdf) and supporting evidence to DE (IED) at [international.school.support@education.vic.gov.au](mailto:international.school.support@education.vic.gov.au) with the title ‘Student withdrawal to enrol with another CRICOS-registered provider’, or to the relevant International Student Coordinator, as soon as possible and within five days of the student’s proposed last day at school.

Note that DE (IED) notifies DHA about the cancellation of a student’s enrolment by entering the information in PRISMS within 14 days of becoming aware that a student has left the school to become enrolled with another provider.

#### School staff

1. Send an email to DE (IED) at [international.school.support@education.vic.gov.au](mailto:international.school.support@education.vic.gov.au) with the title ‘Student withdrawal to enrol with another CRICOS-registered provider’ as soon as possible (and within two working days) of:
   1. receiving the completed [Withdrawal Form](https://www.study.vic.gov.au/Shared%20Documents/en/Withdrawal-Application-Form.pdf) and supporting evidence from the parent and student
   2. identifying that a student has left the school to become enrolled with another CRICOS-registered provider.

#### DE (IED) staff

1. Receive the email from the parent or school staff titled ‘Student withdrawal to enrol with another CRICOS-registered provider’’.
2. For student requests, assess the [Withdrawal Form](https://www.study.vic.gov.au/Shared%20Documents/en/Withdrawal-Application-Form.pdf) consistent with the requirements set out in the [ISP Transfer Policy](https://www.study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Transfer_Policy.docx). Within 14 days of receiving the completed [Withdrawal Form](https://www.study.vic.gov.au/Shared%20Documents/en/Withdrawal-Application-Form.pdf), decide to approve or not approve the transfer request and send notification of the decision to the student, parent and Current Host School (and the agent, if relevant):
   1. Where the transfer is not approved:
      * prepare the Transfer Refusal Letter with reasons for decision
      * refer the student and parent to the [ISP Complaints and Appeals Policy](https://study.vic.gov.au/Shared%20Documents/en/ISP_Complaints_and_Appeals_Policy.pdf)
      * wait until an appeal finds in favour of DE (IED), or the student has chosen not to access the complaints and appeals processes within the 20-working day period, or the student withdraws from the process, and then finalise the refusal status in PRISMS.
   2. Where the transfer is approved:
      * record the date the transfer will take effect and reason for the student’s release in PRISMS within 14 days after approving a request to transfer to another CRICOS-registered provider
      * prepare the Confirmation of Transfer Letter
      * advise the student to contact DHA to seek advice on whether a new student visa is required
      * refer the student to the [ISP Refund Policy](https://www.study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Refund_Policy.docx), if required (and process the refund)
      * ensure that the Current Host School facilitates welfare arrangements to ensure that there is no gap in welfare (if applicable).
3. For school staff notifications that a student has left the school to become enrolled with another provider, DE (IED) will report this cancellation in PRISMS within 14 days of becoming aware.
4. Record the request, assessment and decision consistent with the [ISP Record Keeping Procedural Guidelines](https://www.study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Record_Keeping_Procedural_Guidelines.docx).

#### School staff

1. Liaise with the other CRICOS-registered provider regarding the transfer.
2. For students living with a homestay, contact the other CRICOS-registered provider to confirm the date responsibility for approving accommodation, support and general welfare will commence, ensuring that there is no gap. Liaise with DE (IED) for any guidance regarding transferring welfare arrangements. If required, transport the student to the new homestay.
3. Update enrolment records in CASES21.

## Legislation

* [*Education Services and Overseas Students Act 2000* (Cth)](https://www.legislation.gov.au/Series/C2004A00757)
* *Education Services for Overseas Students Regulations 2001* (Cth)
* [*National Code of Practice for Providers of Education and Training to Overseas Students 2018* (Cth)](https://www.legislation.gov.au/Details/F2017L01182/Download)
* *Migration Act 1958* (Cth)
* *Education and Training Reform Act 2006* (Vic)
* *Education and Training Reform Regulations 2017* (Vic)
* *Ministerial Order 819 – Fees for Overseas Students in Government Schools* (Vic)

## Related documents

* [ISP Transfer Policy](https://www.study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Transfer_Policy.docx)
* [Application for Internal Transfer to Another Accredited Victorian Government School](https://www.study.vic.gov.au/Shared%20Documents/en/Transfer-Application-Form.pdf)
* [Withdrawal Form](https://www.study.vic.gov.au/Shared%20Documents/en/Withdrawal-Application-Form.pdf)
* [ISP Admissions and Enrolment Policy](https://www.study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Admissions_and_Enrolment_Policy.docx)
* [ISP Complaints and Appeals Policy](https://study.vic.gov.au/Shared%20Documents/en/ISP_Complaints_and_Appeals_Policy.pdf)
* [ISP Course Progress Policy](https://www.study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Course_Progress_Policy.docx)
* [ISP Attendance Policy](https://www.study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Attendance_Policy.docx)
* [ISP Homestay Policy](https://www.study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Homestay_Policy.docx)
* [ISP Refund Policy](https://www.study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Refund_Policy.docx)
* [ISP Written Agreement](https://study.vic.gov.au/Shared%20Documents/en/Standard-Application-Written-Agreement.docx)
* [ISP Toolkit - Section 8](https://www2.education.vic.gov.au/pal/international-student-program/guidance/transfers-and-cancellations-section-8)
* [Enrolment Policy (PAL)- student transfers between schools](https://www2.education.vic.gov.au/pal/enrolment/guidance/student-transfers-between-schools)

## Related procedures

* [ISP Complaints and Appeals Procedure](https://www.study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Complaints_and_Appeals_Procedure.docx)
* [ISP Record Keeping Procedural Guidelines](https://www.study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Record_Keeping_Procedural_Guidelines.docx)
* [ISP Student Safety Card Procedure](https://study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Student_Safety_Card_Procedure.docx)

## Definitions

* **Compassionate circumstances** refers to circumstances that are not in the student’s control or created by the student and adversely impact on student welfare or course progress (for example, illness, bereavement or traumatic events may qualify), as assessed on a case-by-case basis.
* **Compelling circumstances** are circumstances which in the opinion of DE (IED) are in the student’s best interests, as assessed on a case-by-case basis.
* **Course** refers to a course registered on CRICOS offered by the Department of Education (under DE (IED)).
* **Current Host School** refers to the school which a student is applying to be transferred from.
* **DE (IED)** – Department of Education – International Education Division. IED is the division in DE that administers the International Student Program in Victorian government schools. IED is not a separate entity to DE. DE is the CRICOS-registered provider.
* **DE (IED) staff** includes the Executive Officers, managers and employees (full time, part time, ongoing, fixed term, casual and contractor) of DE who work directly or indirectly with the ISP. This excludes school staff.
* **Education Agents** are accredited by DE (IED) to recruit students for an ISP course.
* **Homestays** are international student accommodation arranged by schools where DE (IED) is responsible for the welfare of the student at all times, including outside school hours.
* **International Student Program (ISP)** for the purpose of this policy is defined as the program administered by the DE International Education Division (IED).
* **International students (students)** for the purpose of this policy are defined as students participating in the ISP who are applying for, or hold, a subclass 500 Student – Schools visa.
* **New Host School** refers to the school which a student is applying to be transferred to.
* **Parent** refers to the parent(s) or legal guardian(s) of an international student.
* **School** **(or ISP-accredited school)** for the purpose of this document is defined as a school accredited by DE (IED) to deliver an ISP.
* **School staff** are employees of schools, for example – International Student Coordinator, Homestay Coordinator, Head of Department, Deputy Principal, and Principal.
* **Written Agreement** is an agreement with the international student or intending international student and their parent(s) or legal guardian(s), which includes Standard Terms and Conditions; signed by the international student as well as parent(s) or legal guardian(s). The Written Agreement cannot be signed or accepted on behalf of the student or their parent(s) or legal guardian(s) by an education agent.

## Policy maintenance officer

1. Manager, School Support Unit
2. International Education Division
3. Department of Education
4. Level 28, 80 Collins Street, Melbourne, Victoria 3000
5. Email: [international.school.support@education.vic.gov.au](mailto:international.school.support@education.vic.gov.au)
6. Phone: + 61 3 7022 1000

## Authorised

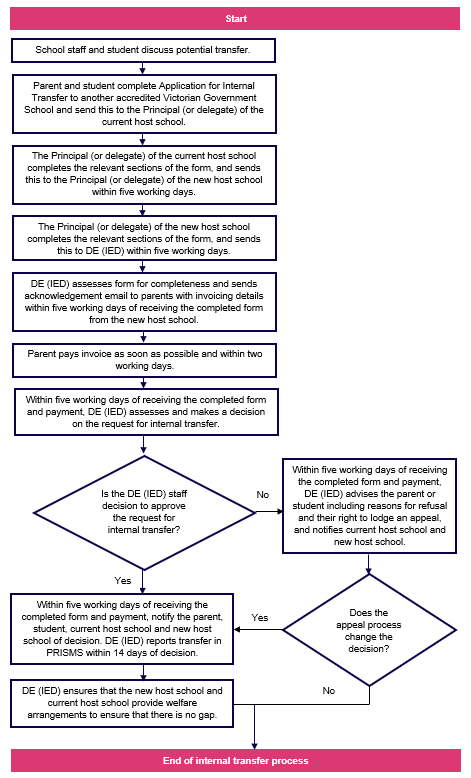
Executive Director, International Education Division

**Date of authorisation**: 19/04/2022

**Review frequency**: This procedure will be reviewed at minimum every 12 months or when any changes arise impacting its currency, including legislative or regulatory change.

## Appendix 1 – ISP transfer flowcharts

### Transfer to another accredited Victorian Government School



### Request to withdraw from an accredited Victorian Government School to enrol with a different CRICOS-registered provider

