

International Student Change of Provider Policy 2025





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About this document

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Part 1 Purpose and application

1.1 Purpose

(1) This Policy:

- (a) states the University's requirements for international students wanting to transfer to another education provider during the first six months of their principal course;
- (b) sets out the circumstances in which the University will and will not grant permission for transfer; and
- (c) meets the requirements of Part B, Standard 7 of the [National Code of Practice for and Providers of Education and Training to Overseas Students 2018](#).

1.2 Start date

(1) This Policy commences on 9 May 2025.

1.3 Application

(1) This Policy applies to international students who:

- (a) hold a student visa;
- (b) have accepted a firm offer, or an offer for a packaged program, to study at the University; and
- (c) want to transfer to another provider before completing the first six months of their principal course of study.

(2) This policy does not apply to:

- (a) students on other temporary visas;
- (b) domestic students; or
- (c) student visa holders wanting to transfer to another course at the University.



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Part 2 Requirements

2.1 Release applications generally

- (1) An international student who wants to transfer to another CRICOS registered provider before completing the first six months of their principal course must submit a [Release Request Form](#) for assessment.
 - (a) If the student is under 18, this form must be signed by a parent or legal guardian.
- (2) The student must also provide:
 - (a) a firm offer with a current or future start date from another CRICOS registered provider;
 - (b) a copy of the identification page from their current passport;
 - (c) a signed statement setting out the reasons for the request;
 - (i) If the student is over 18, they must sign the statement themselves.
 - (ii) If the student is under 18, the statement must be signed by a parent or legal guardian.
 - (d) permission for the University to verify the information and documents with the issuing agency or institution; and
 - (e) if the student is under 18, the material required by clause 2.2 of this Policy.
- (3) The University will not consider requests which do not provide the required documents.
- (4) The University aims to decide applications within 10 working days from the date the student submits a complete application.
- (5) The University will not make any charge to the student for this process.

2.2 Additional requirement for students under 18

- (1) A student under 18 who is not being cared for in Australia by a parent or suitable nominated relative must also provide written confirmation from the receiving provider that it will accept responsibility for approving the student's accommodation, support and general welfare arrangements under [Standard 5 of the National Code](#).

2.3 When a release approval is not required

- (1) A release approval is not required:
 - (a) where an eCoE has been issued for a registered course; and
 - (b) the Australian or a state or territory government imposes a sanction that prevents the student from continuing in their principal course.



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2.4 When a release will be granted

- (1) The University will issue a release approval if the Registrar or their nominee is satisfied that:
 - (a) a student's final academic results in a packaged program eCoE do not meet the entry requirements for the principal course of study;
 - (b) a course for which the University has issued an eCoE to a student will no longer be offered or is no longer registered on CRICOS;
 - (c) the student has provided documentary evidence that transferring is in their best interests because:
 - (i) their reasonable expectations about their current course are not being met;
 - (ii) their course is unsuitable because they were misled by the University or its authorised representatives about the University or the course; or
 - (iii) there are significant compassionate and compelling circumstances for the transfer;
 - (d) a student has completed one semester of learning of at least 13 weeks duration delivered in standard mode;
Note: See Part 3 of the [Learning and Teaching Policy](#).
or
 - (e) where a student is financially sponsored by any government, the sponsor considers the change to be in the student's best interest and has provided written support for the change.

2.5 When a release will not be granted

- (1) The University will not issue a release approval if:
 - (a) the student has breached their visa conditions;
 - (b) the transfer would result in a breach of the student's visa conditions;
 - (c) the transfer would be detrimental to the student;
 - (d) the student has provided a fraudulent document to the University or its pathway providers;
 - (e) a misconduct process against the student is underway;
 - (f) the University has found the student guilty of misconduct;
 - (g) for a student enrolled in a packaged program, admission entry requirements have been met for the nominated course preference for which an active eCoE was issued;
 - (h) the student has already been identified for, and informed of, unsatisfactory attendance or unsatisfactory progression;
 - (i) the student has been reported in PRISMS for unsatisfactory attendance or unsatisfactory progression; or



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- (j) the Registrar or their nominee is satisfied that the student intends to return to their home country.

Note: Any intention by a student to return to their home country will require a cancellation of the eCoE connected to the University.

- (2) If the University refuses to issue a release approval it will inform the student in writing of:
 - (a) the reasons for doing so; and
 - (b) the student's right to access the University's complaints and appeals process.
- (3) The University will not grant a release approval where subclause 2.5(1) applies, even if subclause 2.4(1) also applies.

2.6 Appeals

- (1) A student whose application for a release approval is refused may lodge an appeal.
- (2) Students may appeal on the basis of alleged failure of due process only. The University will not consider appeals based solely on the outcome of the release application.
- (3) Except as provided in subclause 2.6(4), students are not permitted to introduce new information or documentation as part of an appeal.
 - (a) A student who wants to provide new information or documentation should make a new release request including this material.
- (4) Students who have a future start date at another CRICOS-registered provider that is within 20 days of the date the appeal is lodged, must provide an updated offer with a commencement date that allows sufficient time to process the appeal.
- (5) Appeals must be lodged:
 - (a) in writing with the Student Affairs Unit; and
 - (b) within 20 working days of the date on which the student was notified of the outcome of the release application.
- (6) In exceptional circumstances, the Manager, Student Affairs Unit or their nominee may accept an appeal lodged out of time.
 - (a) The decision about whether exceptional circumstances apply will be made by the Manager Student Affairs Unit or their nominee, in their absolute discretion.
- (7) In the appeal documents, students must state their reasons for believing that due process has not been observed in considering their release application.
- (8) Appeals will be considered by the Manager, Student Affairs Unit or their nominee.
 - (a) The Registrar will nominate another person to consider the appeal, if the Manager, Student Affairs Unit or their nominee:
 - (i) was personally involved in the release application process; or
 - (ii) has an actual or reasonably perceived conflict of interest.



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- (9) The person considering the appeal will:
 - (a) assess whether it has been validly made; and
 - (b) notify the student of the outcome.
- (10) Except at the absolute discretion of the person considering the appeal, appeals will be:
 - (a) conducted on the basis of documentary evidence; and
 - (b) limited to a review of the release application process.
- (11) Where reasonable, the appeal should be considered within 20 working days of lodgement.
 - (a) If 20 working days is not reasonable, the Student Affairs Unit will inform the student of:
 - (i) the reasons for the delay; and
 - (ii) the projected time for finalising the appeal.
- (12) The person considering the appeal must:
 - (a) provide the student with a written statement of the outcome including:
 - (i) reasons; and
 - (ii) details of any rights to make an external appeal; and
 - (b) provide a copy to the Compliance Unit in the DVC (Education) Portfolio.

Note: Contact details for the Student Affairs Unit are provided on its [website](#).
- (13) A student who is not satisfied with the outcome of an internal appeal may complain to the [National Student Ombudsman](#) .
 - (a) The student must inform the Compliance Unit in the DVC (Education) portfolio of their intention to complain to the [National Student Ombudsman](#):
 - (i) in writing; and
 - (ii) within 10 working days of being informed of the outcome of the internal appeal.



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Part 3 Roles and responsibilities

3.1 Students

- (1) submit a [Release Request Form](#) and provide the required documents;
- (2) if under 18, have a parent or legal guardian sign the release form;
- (3) ensure that all information and documentation are verifiable and accurately represent the circumstances; and
- (4) submit an appeal within 20 working days of notification of the decision.

3.2 Registrar or their nominee

- (1) assesses the student's eligibility for a release;
- (2) decides within 10 working days whether a release should be granted;
- (3) issues a release approval if satisfied the student meets the criteria; and
- (4) informs the student in writing if a release approval is refused.

3.3 Manager, Student Affairs Unit or their nominee

- (1) assesses and determines appeals consistently with this Policy;
- (2) reviews appeals within 20 working days of lodgement;
- (3) if the appeal cannot be reviewed within 20 days, notifies the student of the reason for any delay and the expected timeframe for resolution; and
- (4) provides the student with a written statement of the outcome.



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Part 4 Definitions

(1) The terms used in this Policy are defined in the table below.

compassionate and compelling circumstances	<p>are circumstances which:</p> <ul style="list-style-type: none"> • are generally beyond the student's control; and • have a significant impact upon their course progress or wellbeing.
CRICOS	<p>the Commonwealth Register of Institutions and Courses for Overseas Students. This register is maintained by the Australian Department of Education.</p>
documentary evidence	<ul style="list-style-type: none"> • a student statement setting out reasons; and • original documents that support the facts stated; or • copies of relevant original documents, certified by a Justice of the Peace or an Australian Legal Practitioner. <p>Note: Documents issued in a language other than English must be translated into English by a translator certified by the National Accreditation Authority for Translators and Interpreters.</p>
eCoE	<p>electronic confirmation of enrolment.</p>
firm offer	<p>a valid and unconditional offer of admission from a CRICOS registered provider.</p>
international student	<p>an enrolled or intending student who holds a temporary visa with student rights and is not:</p> <ul style="list-style-type: none"> • an Australian or New Zealand citizen (whether solely or as a dual citizen with another country); • a holder of an Australian permanent resident visa; or • a holder of an Australian permanent humanitarian visa. <p>For the purposes of this Policy, this term also includes non-award students where relevant, even though they are not admitted to candidature in an award course.</p>
National Code	<p>the <u>National Code of Practice for Providers of Education and Training to Overseas Students 2018</u> made under subsection 33(1) the <u>Education Services for Overseas Students (ESOS) Act 2000 (Cth)</u>.</p>



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packaged program

a program offered by a pathway provider that allows students to study two or more courses.

pathway provider

any entity:

- operating under the University's CRICOS Provider Code 00026A; and
- engaged in delivering the University's foundation programs or non-award courses.

This includes the Centre for English Teaching and Taylors College, in relation to the University of Sydney Foundation Program.

pathway student

a student admitted to a University pathway program. These programs include the University of Sydney Foundation Program and the Centre for English Teaching.

principal course of study

the highest qualification covered by the student's visa. Where a visa is issued for multiple courses of study, this is normally the last course.

PRISMS

the Provider Registration and International Student Management System reporting database. This database is shared between education providers, the Australian Department of Education, and the Department of Home Affairs.

release approval

- a written communication;
- from an authorised University representative;
- stating the University's permission for a student to transfer to another registered CRICOS provider.

Note: See the [Release Request Form](#).

semester

as set out in the [Learning and Teaching Policy](#). That is:

the main block of teaching in a teaching period as provided in Part 3 [of that policy].

student visa

any of the subclasses of temporary visas provided in section 1.03 of the [Migration Regulations 1994 \(Cth\)](#).



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Part 5 Notes

Recissions and replacements

This document replaces the following, which are rescinded as from the date of commencement of this document:

- (1) International Student Change of Provider Policy 2020, which commenced on 7 May 2020.

International Student Change of Provider Policy 2025

Date approved 6 May 2025

Date commenced 9 May 2025

Date amended

Approver Deputy Vice-Chancellor (Education)

Owner Deputy Vice-Chancellor (Education)

Review date 9 May 2030

Rescinded documents International Student Change of Provider Policy 2020

Related documents

[Education Services for Overseas Students Act 2000](#)

[Education Services for Overseas Students \(TPS Levies\) Act 2012](#)

[Migration Act 1958 \(Cth\)](#)

[Education Services for Overseas Students Regulations 2019 \(Cth\)](#)

[Migration Regulations 1994 \(Cth\)](#)

[The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018](#)

[University of Sydney \(Coursework\) Rule](#)

[Coursework Policy](#)

[International Student Fee Refund Policy](#)

[Resolution of Complaints Policy](#)

[Student Complaints Procedures](#)



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Register Version	Approved by	Clause	Amendment	Commenced
