



**IHM**<sup>®</sup>  
*Institute of Health and Management*

# **Overseas Students Transfer Request Assessment Policy and Procedure**

### Purpose:

The purpose of this Policy is to set the principles and procedure governing applications by overseas students to transfer to or from a course of study which meets legislative and regulatory requirements.

### Scope:

This policy and procedure applies to all overseas students enrolled in a course of study to which the Education Services for Overseas Students Act 2018 (ESOS Act 2018) is applicable.

### Principles:

This Policy and Procedure is underpinned by the following principles:

1. Under Standard 7 of the National Code 2018, registered education providers must not, enrol a student wishing to transfer from original registered provider's program to another prior to the student completing six calendar months of his/her principal program of study, except in limited circumstances as outlined in this procedure.
2. IHM is entitled to determine the circumstances in which it will provide or refuse to provide a release letter for a student requesting a transfer within the period of six months of commencement of their principal program. IHM will assess the request for transfer against this procedure.
3. Overseas students are encouraged to fully consider whether a change in enrolment breaches the conditions of their visa.
4. Students (wishing to transfer) must co-operate and attend interviews and/or other appointments scheduled for them including support services provided by IHM.
5. Applying to transfer between registered providers does not preclude students from the requirement to enrol on time. Non-enrolment will not automatically result in a transfer between registered providers, it will however result in the student be reported to the Department of Home Affairs via PRISMS for failing to enrol.
6. A No Release Letter is required where:
  - a. the student has completed at least 6 calendar months study in his or her principal program;
  - b. the student is government sponsored and that government sponsor provides written support for the change as it considers the change to be in the student's best interests;
  - c. IHM has ceased to be registered or the program in which the student is enrolled has ceased to be registered;
  - d. IHM has a sanction imposed on it that prevents the student from continuing his or her principal program.

### Responsibilities

The Student Administration and Registration Services Manager is responsible for assessing applications for overseas students to transfer to or from a course which meets legislative and regulatory requirements.

The Course Coordinator is responsible for approving the overseas student's transfer to or from a course of study.

### Framework for Student Transfer

<p>Application for a Letter of Release from IHM</p>	<p>Under the <i>National Code 2018</i>, international students on student visas must normally remain with their original education provider for the first six months of their principal course unless they obtain a release. Where a student has been made a packaged offer of more than one course, the principal course is the final course in the packaged offer.</p> <p><b>Circumstances in which a release will be granted</b></p> <ol style="list-style-type: none"> <li>1. If a student does not meet the conditions of offer and can demonstrate that he/she has made a genuine effort to do so.</li> <li>2. If the transfer is considered beneficial to the students' study plan. Circumstances considered beneficial to the study plan include:             <ol style="list-style-type: none"> <li>a. The transfer represents a clear educational progression to a higher level course in their academic discipline evidenced by an offer letter from another registered provider</li> <li>b. If students are experiencing demonstrable academic difficulties in their current course and can show that they have made a genuine effort with their studies</li> <li>c. Where personal circumstances indicate a change to an alternative program at another institution will benefit the student in some other way.</li> </ol> </li> <li>3. If students are government sponsored students and their sponsor considers the transfer to be in their best interest and have provided written support for the change.</li> <li>4. IHM fails to deliver the course as outlined in the written agreement.</li> <li>5. There is evidence that the overseas students reasonable expectations about their current course are not being met.</li> <li>6. There is evidence that the overseas students were misled by the registered provider or an education or migration agent regarding the registered provider or its course and the course is therefore unsuitable to their needs and/or study objectives.</li> <li>7. IHM instigates and recommends a release.</li> </ol> <p><b>Circumstances in which a release will be refused</b></p> <ol style="list-style-type: none"> <li>1. If the students do not provide all the documentation required.</li> <li>2. If a student has any outstanding debts to IHM.</li> <li>3. If the student is seeking to transfer before having commenced any study at IHM, or before having completed a semester of genuinely attempted studies, or cannot provide a valid educationally-based reason for seeking to change.</li> <li>4. If the transfer is considered detrimental to your study plan. The transfer will be considered detrimental to your study plan if it does not represent a clear educational progression to a higher level course in the academic discipline and the student cannot provide a valid educationally-based reason for seeking to change.</li> <li>5. If IHM believes that the student is applying for a transfer to avoid being reported to DHA for lack of academic progress or attendance.</li> <li>6. IHM believes that this move is considered to be detrimental for the student for the following reasons</li> </ol>
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	<ul style="list-style-type: none"> <li>• Student will be transferring to a lower AQF level</li> <li>• The transfer may jeopardise the student’s progress through a package of courses</li> <li>• The transfer would be detrimental to the student’s future study and/or career objectives.</li> </ul>
<p>Application for a Transfer to IHM from another institution as an overseas student</p>	<p>Under Standard 7 of the National Code 2018, Registered Providers must not knowingly enrol a student wishing to transfer from another Registered Provider’s program prior to the student completing six calendar months of his/her Principal Program of study, except in limited circumstances as outlined in this framework.</p> <ol style="list-style-type: none"> <li>1. No Release Letter is required where evidence is provided:             <ol style="list-style-type: none"> <li>a. the student has completed at least six months study in his or her Principal Program: or</li> <li>b. the student is government sponsored and the government sponsor provides written support for the change as it considers the change to be in the Students’ best interests; or</li> <li>c. the original Registered Provider has ceased to be registered or the program in which the student is enrolled ceased to be registered; or</li> <li>d. the original Registered Provider has a sanction imposed on it that prevents the student from continuing his or her Principal Program.</li> </ol> </li> </ol> <p>Prospective students must provide an original release letter from their original provider at time of accepting their offer i.e. at time of returning signed International Student Offer and Acceptance and payment of fees. If a student cannot provide a release letter, the student agreement and fee payment will not be accepted by Admissions staff.</p>



Internal Campus Transfer	<ol style="list-style-type: none"><li>1) To be eligible for an internal campus transfer, an overseas student must:<ul style="list-style-type: none"><li>• Meet the requirements of the course into which they wish to transfer.</li><li>• Overseas student submits an Internal Application Form, either in hard copy or online.</li></ul></li><li>2) The Student Administration and Registration Manager checks and verifies that the student has been undertaking their current course of study for at least six months. A copy of the application is provided to the Course Coordinator. The Course Coordinator makes the decision on whether to approve the transfer.</li><li>3) The student is enrolled in the course in accordance with the Overseas Student Registration Procedure and the student is notified to report the transfer to the Department of Home Affairs.</li><li>4) The CoE will be updated automatically by IHM within 10 working days and the change will be reported to the Commonwealth Government using PRISMS.</li></ol>
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### Procedure

#### Application form

To apply for a release letter, the student should submit a Withdrawal from Course Application form and request a release letter as part of this withdrawal process.

#### Meeting with staff

Students may be required to attend a meeting with staff to explore the reasons for wishing to transfer and any compassionate or compelling personal or academic circumstances that may apply, and to identify any alternative academic pathways or programs which may be relevant to their academic aspirations.

If students fail to attend a scheduled meeting they may not be provided with a release letter.

#### Supporting documents

The following documentation is required at the time of application:

- A valid enrolment offer letter from another provider
- A personal statement or evidence of personal circumstances

Additional supporting documentation to be included (if applicable):

- Evidence that the student has not met the conditions of offer
- Evidence that the students' reasonable expectations about their current course are not being met
- Evidence that students were misled by the registered provider or an education or migration agent
- Medical documentation
- Application for refund

- Written support from government sponsor

If a student intends to transfer interstate or with family, additional information is required:

- Independent proof of family connection, or
- Proof of future address and family connection in the form of a billing receipt, i.e. electricity/water/gas bill

### Outcome of application

Students will be given a written outcome, including reasons for the outcome, at no cost.

The outcome will normally be provided within 10 working days of the date of submission of a written request if students have provided all the required information.

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

### Review of decision

Students may apply for a review of a decision not to provide them with a release letter in accordance with IHM Complaints and Appeal Policy.

### Refunds

In order to obtain a refund students must withdraw by the dates specified and apply in the manner required by IHM. The entitlement to a refund will be assessed in accordance with the agreement with IHM. For more information regarding refunds, students are requested to refer to IHM Fee Refunds Policy.

### Supplementary Information

#### Related Policies/Procedures

- Overseas Student Registration Policy and Procedure
- Student Selection and Admission Policy and Procedure

#### Related Documents

- IHM Campus Transfer Form
- Withdrawal Application Form
- Release outcome letters – successful and unsuccessful outcomes
- Release outcome letter after successful appeal against refusal

#### Relevant Legislation

- Education Services for Overseas Students Act 2018
- National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 – Standard 7

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### Acknowledgement

N/A