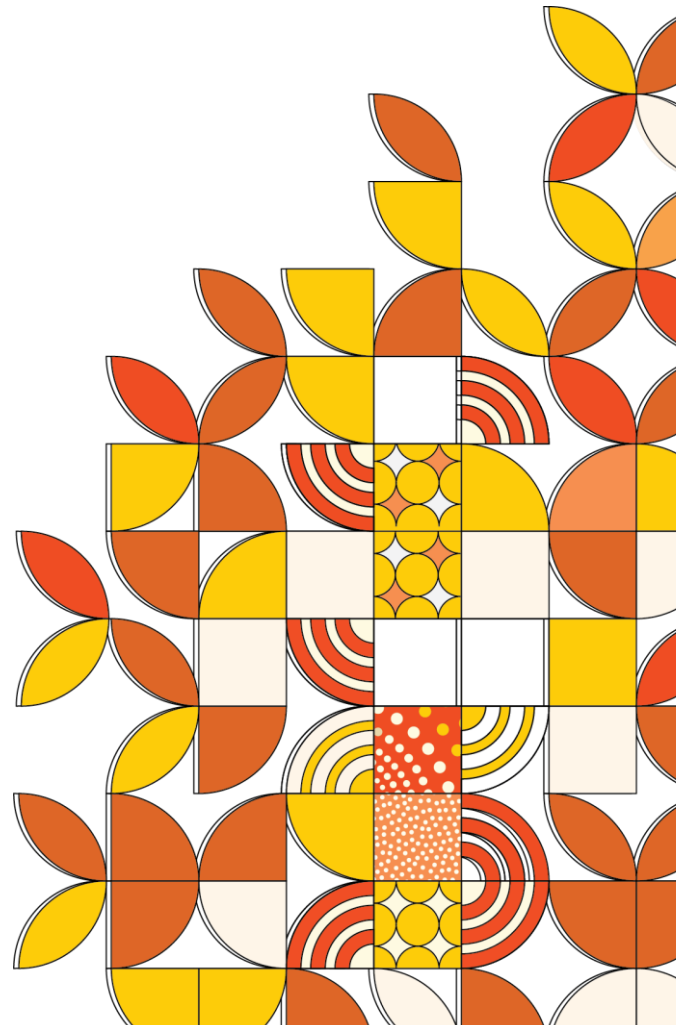


# International Student Transfer Request Assessment Policy



## SECTION 1

### Purpose

1. This Policy outlines the principles and guidelines by which Institute of Health & Management (IHM) assesses requests from international students wishing to transfer to or from an IHM course, prior to students completing six months of their principal course of study.
2. This Policy is in accordance with the [Education Services for Overseas Students National Code of Practice for Providers of Education and Training to Overseas Student \(2018\)](#).

### Scope

3. This policy applies to students enrolled in a course of study at IHM including:
  - a) To IHM from another Higher Education Provider
  - b) From IHM to another Higher Education Provider

### Definitions

4. Definitions for key terms are presented in the Glossary of Terms

### Suite Documents

5. This Policy is linked to the following policy:
  - a) International Student Transfer Request Assessment Procedure
  - b) See also the Associated Information listed in the 'Related Internal Documents' in Section 3 below.

## SECTION 2

### Policy

#### 6. General Principles

- 6.1 International overseas students are restricted from transferring from their principal course of study for a period of six months, except where an exception applies under 7.1 of the National Code 2018.
- 6.2 These guidelines predominantly refer to students currently enrolled at IHM who wished to transfer away from IHM to another institution/education provider within the first six months of commencement. This is in accordance with the [National Code of Practice for Providers of Education and Training to Overseas Students](#).
- 6.3 IHM is entitled to determine the circumstances in which it may provide or refuse to provide a letter of release. Release will be granted by IHM only where the transfer will not be to the detriment of the student or their future studies (e.g. release will be granted if a student is experiencing compelling and compassionate circumstances that cannot be addressed by IHM's student support services).
- 6.4 Advice is also to be provided for students wishing to transfer to IHM from another institution/ education provider.

#### 7. Grounds upon which release will be granted

- 7.1. A student is sponsored by their government and the sponsor considers the change to be in the student's best interest and has provided written support for the change.

- 7.2. The course for which the student has received a Confirmation of Enrolment (CoE) will not be offered by IHM and ceased to be registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).
- 7.3. The student has completed at least six months of study in the current course.
- 7.4. IHM fails to deliver the course as outlined in the written agreement.
- 7.5. There is evidence that the international/overseas student was misled by the IHM or an education or migration agent regarding the IHM or its course and the course is therefore unsuitable to their needs and/or study objectives.
- 7.6. If the transfer is considered beneficial to the student's study plan. Circumstances considered beneficial to student's study plan include:
  - a) The transfer represents a clear educational progression to a higher-level course in academic discipline.
  - b) If a student is experiencing demonstrable academic difficulties in the current course and can show that the student has made genuine effort with his/her studies.
- 7.7. If the student is in receipt of a packaged CoE and has not met the entry requirements for the principal course.
- 7.8. If a student is under 18 years of age and his/her parent/legal guardian considers the transfer to be in his/her best interest and has provided written support for the change.
- 7.9. IHM instigates and recommends a release.

## 8. Grounds upon which release will not be granted

- 8.1. A release request will be refused if a student is unable to provide satisfactory evidence that his/her course is academically unsuitable, or that the student cannot provide sufficient evidence for compassionate or compelling circumstances to justify the transfer exit. A release request will not be granted if:
  - a) IHM forms the view that the student is trying to avoid being reported to the Department of Home Affairs for failure to meet the provider's attendance or academic progress requirements.
  - b) The student applies to transfer to another sector or another level (e.g. Master to Bachelor).
  - c) IHM is not satisfied that the student has demonstrated compassionate or compelling grounds for a transfer.
  - d) The intended course will not provide adequate preparation for further study, nor be recognised by higher education providers as meeting their entry requirements and the transfer would be detrimental to the student's future study plans.
  - e) The student has any outstanding fees.
- 8.2. IHM will assess a student's request for release against its policies and procedures will only grant release when the student has:
  - a) Provided an offer letter from another registered provider for a relevant intake.
  - b) Provided a letter detailing the reason for the transfer request, including if relevant, evidence of compassionate and compelling circumstances.
  - c) Where the student is under 18 years of age:
    - I. IHM has written confirmation that the student's parental or legal guardian supports the transfer
    - II. Where the student is not being cared for in Australia by a parent or a suitable nominated relative, the valid enrolment offers also confirms that the registered provider will accept

that responsibility for approving the student’s accommodation, support and general welfare arrangements.

**9. Enrolling and attendance**

- 9.1. The submission of a release request form by an international student does not preclude the international student from enrolling in the IHM course, and thus meeting visa conditions.
- 9.2. IHM will report students who do not enrol and maintain a full-time study load as this may have implications for a student’s visa status.
- 9.3. IHM will encourage students to contact Department of Home Affairs to understand the implication on their visa.

**10. Provider Registration International Students Management System**

10.1 The Student Support Services will record all transfer requests in the Provider Registration International Students Management System (PRISMS).

**11. Outcome**

- 11.1. The student will be notified of the outcome of student’s request within 10 working days of submitting the request.
- 11.2. There will be no charge for a letter of release.
- 11.3. IHM will maintain records of all requests from students for a release and the assessment of, and decision regarding, the request for two years after the student ceases to be an accepted student.

**SECTION 3**

**Associated Information**

<p><b>Related Internal Documents</b></p>	<ul style="list-style-type: none"> <li>• Attendance Policy</li> <li>• Attendance Procedure</li> <li>• Course Withdrawal Application</li> <li>• Fees, Charges and Refunds Policy</li> <li>• Fees, Charges and Refunds Procedure</li> <li>• International Students Transfer Request Assessment Procedure</li> <li>• Student Academic Progression Policy</li> <li>• Student Academic Progression Procedure</li> <li>• Student Complaints and Appeals Policy</li> <li>• Student Complaints and Appeals Procedure</li> <li>• Admission and Enrolment Policy</li> <li>• Admission and Enrolment Procedure</li> <li>• Student Support Services Policy</li> <li>• Student Support Services Procedure</li> <li>• Transfer Education Provider and Release Request Application Form</li> </ul>
<p><b>Related Legislation, Standards, and Codes</b></p>	<ul style="list-style-type: none"> <li>• HESF (2021). <a href="#">Higher Education Standard Framework Domain 6: Governance and accountability</a></li> <li>• ESOS (2020). <a href="#">ESOS legislative framework</a></li> </ul>

	<ul style="list-style-type: none"> <li>National Code of Practice (2018). <a href="#">National Code of Practice for Providers of Education and Training to Overseas Students 2018</a></li> <li>National Code of Practice (2018): <a href="#">Standard 7: Transfer between registered providers</a></li> <li>National Code of Practice (2018): <a href="#">Standard 8: Overseas student visa requirements</a></li> <li>National Code of Practice (2018): Standard 9: <a href="#">Deferring, suspending or cancelling the overseas student's enrolment</a></li> <li>HESF (2021). <a href="#">Higher Education Standard Framework Domain 1: Student participation and attainment</a></li> </ul>
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## Change History

Version Control		Version 2.1
<b>Change Summary</b>	Date	Short description of change, incl version number, changes, who considered, approved etc
	19/08/2019	<ul style="list-style-type: none"> <li>Version 1: New Policy</li> </ul>
	11/01/2023 Version 2	<ul style="list-style-type: none"> <li>Policy and Procedure are separated in two separate documents</li> <li>Policy renames as <i>International Students Transfer Request Assessment Policy</i></li> <li>Definitions added</li> <li>Release grounds/circumstances added</li> <li>Editorial and formatting changes have been made</li> <li>Version 2 approved by the Academic Board on 01 February 2023</li> </ul>
	27/11/2023 Version 2.1	<ul style="list-style-type: none"> <li>Policy and Procedure are now in two separate documents</li> <li>Feedback from Wells Advisory was accepted</li> <li>Minor editorial changes have been made</li> </ul>