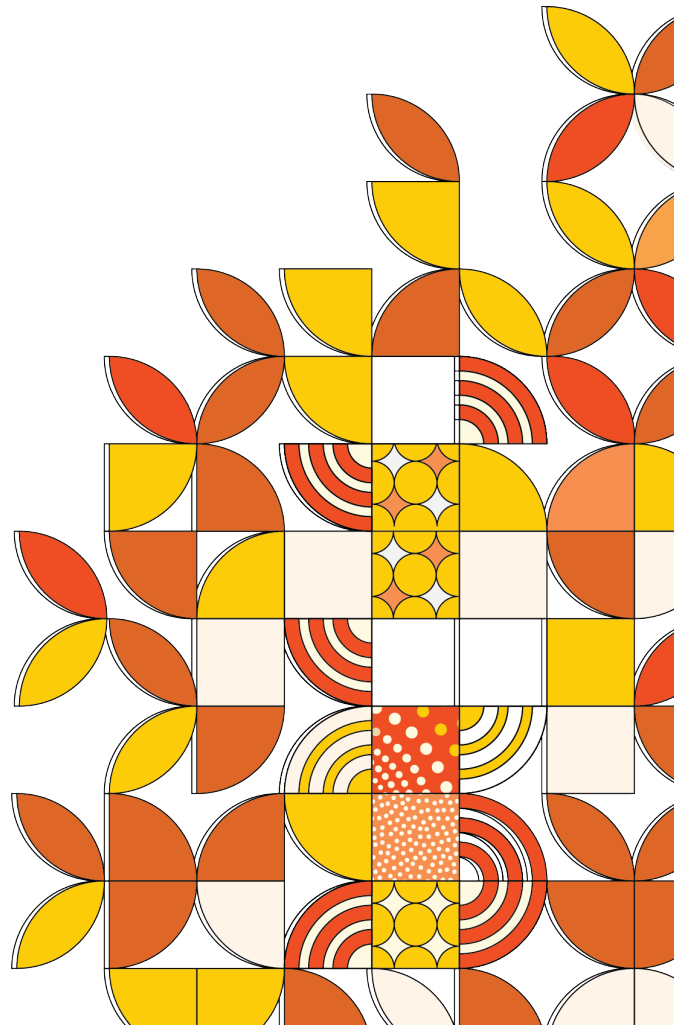


International Student Transfer Request Assessment Procedure



SECTION 1

Purpose

1. This Procedure establishes processes and guidelines by which Institute of Health & Management (IHM) assesses requests from international students wishing to transfer to or from a IHM course, prior to students completing six months of their principal course of study.
2. This Procedure 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. The document applies to all the students enrolled in a course of study in the Institute of Health & Management (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 Procedure is linked to following Policy:
 - a) International Transfer Request Assessment Policy
 - b) See Associated Information listed in the 'Related Internal Documents' in Section 3 below.

SECTION 2

Procedure

6. Request to transfer in (to IHM from another education provider) requirements

- 6.1. In Accordance with the [Education Services for Overseas Students National Code of Practice for Providers of Education and Training to Overseas Student \(2018\)](#) IHM will not knowingly enrol an international/overseas student wishing to transfer from another registered provider's course prior to the student completing the restricted period of study (six calendar months) from commencement of their principal course of study, except where any of the following apply:
 - a) The releasing registered provider, or the course in which the international student is enrolled, has ceased to be registered; or
 - b) The releasing registered provider has had a sanction imposed on its registration that prevents the international student from continuing his or her course at that registered provider; or
 - c) The releasing registered provider has agreed to the international student's release and recorded the date of effect and reason for release in Provider Registration International Student Management System (PRISMS); or
 - d) Any government sponsor of the international student considers the change to be in the international student's best interest and has provided written support for the change.

7. Assessment of request

- 7.1 A student coming to the IHM from another registered provider is required to provide documentation supporting their transfer during the admission process.
- 7.2 Admission Office staff validate the student's eligibility to transfer to IHM via PRISMS.
- 7.3 The Academic Registrar or nominee will review all applications from international students requesting to transfer to IHM within the restricted period to determine their eligibility to transfer to IHM.
- 7.4 The review must:
- Establish whether the student is enrolled at another education provider, and if so determine, using the Visa Entitlement Verification Online (VEVO) system, whether the student is the holder of a visa. If so, documentation will be sought from the student confirming the visa status; and
 - Establish whether the original education provider has agreed to the student's release and record the date of effect and reason for release on PRISMS; and
 - Assess the student's time spent in Australia to ensure there has been proper disclosure of previous studies (including any gaps in study) with all other Australian education providers.
- 7.5 For students under the age of 18 years, applications will only be approved where:
- The student's parent or guardian has approved the transfer in writing; and
 - If the student is not being cared for in Australia by a parent or suitable nominated relative, IHM needs to be willing to accept responsibility for the student's accommodation, support and general welfare arrangements; and
 - If the student is on scholarship. The sponsoring organisation has approved the transfer in writing.
- 7.6 Where IHM accepts responsibility for a student's welfare, IHM will:
- Negotiate the transfer date for welfare arrangements with the original education provider to ensure there is no gap; and
 - Inform the student, and their parent or guardian where the student is under the age of 18, of their visa obligation to:
 - Maintain their current welfare arrangements until the transfer date; and
 - Have alternative welfare arrangements approved and, if necessary, return to their home country until the new approved welfare arrangements take effect; and
 - Acknowledge this assumption of responsibility in any letter of offer provided by IHM to the student.
- 7.7 Where it is determined that an applicant is enrolled with another education provider, the letter of offer must state that enrolment will be conditional on the student being released by their current provider and a copy of their passport and visa being submitted.
- 7.8 Where IHM staff member is alerted by PRISMS, while in the process of raising a Confirmation of Enrolment (CoE) that a student is enrolled at another education provider the staff member must:
- Not proceed with the CoE; and
 - Notify the applicant in writing that the CoE will only proceed once IHM has confirmed that the original education provider has agreed to the student's release and recorded the date of effect and reason for release on PRISMS.
- 7.9 The admission staff member responsible for processing the application should ensure that the date of effect and the reason for release recorded on PRISMS by the releasing education provider is copied and placed on the student's file.

8 Request to transfer out (from IHM to another education provider)

8.1 A transfer request is not required for an international student to change registered providers in the following circumstances:

- a) The student has completed at least six calendar months from the commencement of their principal course of study at IHM; or
- b) IHN has ceased to be registered, or the course in which the student is enrolled has ceased to be registered; or
- c) IHM has had a sanction imposed on it by the Australian Government or State or Territory Government that prevents the student from continuing their principal course.
- d) In all other circumstances a transfer request will be required.

8.2 Restricted period (six month requirement)

- a) If a student is studying on a student visa and has not yet completed 6 months of their principal course at IHM, a student must apply and be approved for release from IHM before they can enrol at another education provider.
- b) The six month requirement refers to six calendar months exactly from the start date of the principal course, and not one study period. Therefore, even if the student has completed one semester of the course, they may not satisfy the six month requirement and will therefore require release approval from IHM to another education provider.

8.3 Maintaining enrolment and attendance

- a) Students must remain enrolled in their course until the final decision is determined. This is a student visa condition. If the student does not maintain enrolment, their CoE will be cancelled for that reason. The release request is considered separately and may still be refused.
- b) The submission of a transfer does not preclude the student from maintaining adequate course attendance/progression, and thus meeting visa conditions. IHM will, however report students who do not maintain adequate attendance to Department of Home Affairs, which may have implications for their visa status.

9 Circumstances on which request will generally be approved

9.1 IHM will grant the transfer request when the transfer is in the student's best interests, including but not limited to where IHM has assessed that:

- a) The student will be reported because they are unable to achieve satisfactory course progression at the level they are studying, despite engaging with IHM intervention and support strategies to assist the student; or
- b) There is evidence of compassionate or compelling circumstances that are beyond the student's control and which emerged after accepting the current offer from IHM; or
- c) IHM has failed to deliver the course as outlined in the written agreement with the student; or
- d) There is evidence that the student's reasonable expectations about their current course are not being met; or
- e) There is evidence that the student was misled by IHM or an education or migration agent regarding IHM or its course, and the course therefore unsuitable to their needs of study objectives; or
- f) An appeal on another matter results in a decision or recommendation to release the student; or
- g) The student has a government sponsor and the government sponsor considers the change to be in the best interest of the student and the government sponsor has provided written support for that change.
- h) A release will only be provided to a student claiming financial hardship where the student can reasonably demonstrate deterioration in their financial position from that which prevailed at the

time the student was assessed as a Genuine Temporary Entry applicant and accepted the offer of enrolment from IHM.

- i) A release will only be provided to a student claiming a failure by IHM to meet expectations or of being misled by agent representations, where the student can provide evidence of being misled. All students are advised in the letter of offer from IHM to refer to the IHM's website before accepting the offer as information provided from other third party sources, and relied on in choosing IHM, should be verified from IHM web resources.

10. Circumstances in which request may be denied

10.1 Request for transfer will generally be denied in cases where:

- a) The student has not commenced study in their admitted/enrolled course;
- b) IHM considers the change of course to be detrimental to the student;
- c) The student has not provided the necessary documentation and supporting evidence required;
- d) The student provides, false or misleading information with their transfer release request;
- e) 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;
- f) The student has not genuinely engaged with a IHM's intervention strategy with the intention of failing and being released;
- g) The transfer may jeopardise a student's progression through a package of courses;
- h) The student applies to transfer to another provider in a different education sector, or another course level and IHM determines that the transfer will not be in the student's best interests;
- i) IHM forms the view that the student is deliberately trying to manipulate the Australian student visa system;
- j) IHM forms the view that the student is deliberately trying to avoid being reported to the Department of Home Affairs for failure to meet IHM's academic progress requirements;
- k) The student has made decisions post their enrolment regarding accommodation, travel and employment that are not aligned with the student's course requirements;
- l) The proposed transfer is demonstrably unlikely to deliver the career qualification or work outcomes the student aims to achieve;
- m) The request is received after the census date for that semester;
- n) The student wishes to change to a similar program with lower fees;
- o) The student has a tuition fee or other debt owing to IHM.

11. How to request a transfer

11.1. Documents required: When requesting release from IHM, students must submit the following documents:

- a) A completed Transfer Education Provider and Release Request Application Form; and
- b) A written statement detailing the compelling reasons for transferring to an alternate education provider explaining how the student expects to benefit from the transfer. Students may also attach additional documents in support of their request.
- c) A copy of a valid offer letter from the other institution confirming that the student has been offered an unconditional place; and
- d) If the student is on scholarship, written advice from the sponsoring organisation approving the transfer. Under 18 students must include additional documents:
 - i. A written confirmation that the parent or legal guardian supports the transfer; and
 - ii. A confirmation from the new provider that they will provide an accommodation and welfare guarantee, where applicable, without any gaps.

- 11.2. Acceptable evidence in support of claims: Types of acceptable evidence in support of claims may include, but are not limited to:
- Evidence to support claims that the student was misled regarding IHM or the course the student is undertaking;
 - Documents from qualified counsellors, psychologists or medical practitioners stating any compassionate and compelling circumstances as to why a transfer release is required;
 - Evidence of a medical treatment plan or details of medical treatment if a medical condition is listed in a transfer release request;
 - A letter from the Course Coordinator to demonstrate a genuine efforts to engage with an IHM support plan.
- 11.3. Examples of 'compassionate or compelling circumstances': Evidence of compassionate or compelling circumstances may include, but is not limited to:
- Serious illness or injury, where a medical certificate states that the student was unable to attend classes;
 - The death of a student's close family members such as parents or grandparents (where possible a death certificate should be provided);
 - Major political upheaval or natural disaster in the home country requiring emergency travel or impacting the student's ability to study;
 - A traumatic experience, which could include: involvement in, or witnessing of a serious accident; or witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or a psychologist's report);
 - Where IHM or one of its pathway partners is unable to offer a pre-requisite unit or course;
 - Where a student has failed a prerequisite unit and as a result faces a shortage of relevant units for which they are eligible to enrol.

12. Assessment and notification of request outcome

- 12.1. The Registrar or nominee will review the request and make a determination based on the contents of the application and the listed criteria.
- 12.2. A student who applies for release may be requested to meet with IHM staff to discuss the reasons for their request and to review all options to resolve any problems or issues the student may have that are impacting on the decision to pursue a transfer.
- 12.3. The student will be notified of the outcome of their request within 10 working days of submitting their request.
- 12.4. The student is deemed to have received the transfer release request decision on the day the email notifying the student of the decision was sent.

13. Successful Outcome

- 13.1. If the request is granted, IHM will:
- Advise the student to contact the Department of Home Affairs to seek advice on whether a new student visa is required; and
 - Within 5 days of the date the release is granted, report the Release and then cancel the student's CoE on PRISMS.
 - Any refunds of course fees paid to IHM will be made in accordance with the Fee, Charges and Refund Policy and Procedure and the Tuition Protection provisions of the [Education Services for Overseas Students Act, 2000](#). There will be no cost to the student in relation to the request for transfer.

14. Unsuccessful Outcome

- 14.1. Where a request is refused, the IHM's written response will detail the reasons for the refusal. The reasons for refusal should be sufficiently detailed to enable the student to make an informed decision with respect to any appeal of the decision.
- 14.2. The notification of refusal will also advise the student:
 - a) Of IHM’s review processes and avenues for appeal; and
 - b) That any appeal must be lodged within 20 working days of the date of the notification.
 - c) IHM will not report the student’s Transfer Release refusal in PRISMS until:
 - i. 20 working days have passed after the date of notification of refusal and the student has not accessed the review and appeals processes; or
 - ii. If the student lodges an appeal, the appeal is heard and the University's decision to refuse the request for release is upheld; or
 - iii. The student withdraws from the appeal process.

15. Recordkeeping

- 15.1 IHM staff will document the outcome of the transfer release request in student’s file which include the outcome and reasons that substantiate the decision.
- 15.2 IHM staff must ensure that all requests for release to transfer, any associated correspondence, and a copy of the notification of the decision are retained on the student's file for at least two years after the student ceases to be an IHM student.

Section 3

Associated Information

Related Internal Documents	<ul style="list-style-type: none"> • Attendance Policy • Attendance Procedure • Course Withdrawal Application • Fees, Charges and Refunds Policy • Fees, Charges and Refunds Procedure • International Students Transfer Request Assessment Policy • Student Academic Progression Policy • Student Academic Progression Procedure • Student Complaints and Appeals Policy • Student Complaints and Appeals Procedure • Admission and Enrolment Policy • Admmission and Enrolment Procedure • Student Support Services Policy • Student Support Services Procedure • Transfer Education Provider and Release Request Application Form
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Related Legislation, Standards, and Codes	<ul style="list-style-type: none"> • HESF (2021). Higher Education Standard Framework Domain 6: Governance and accountability • ESOS (2020). ESOS legislative framework • National Code of Practice (2018). National Code of Practice for Providers of Education and Training to Overseas Students 2018 • National Code of Practice (2018): Standard 7: Transfer between registered providers • National Code of Practice (2018): Standard 8: Overseas student visa requirements • National Code of Practice (2018): Standard 9: Deferring, suspending or cancelling the overseas student’s enrolment • HESF (2021). Higher Education Standard Framework Domain 1: Student participation and attainment
Date Approved	24.11.2023
Date Endorsed	27.11.2023
Date of Effect	27.11.2023
Date of Next Review	01.11.2026
Approval Authority	Academic Board
Responsibility for implementation	Academic Dean
Document Custodian	Academic Dean
IHM Doc ID	IHM–ISTRAP2-2.1

Change History

Version Control		Version 2.1
Change Summary	Date	Short description of the change, including version number, changes, who considered, approved, etc.
	19/08/2019	<ul style="list-style-type: none"> • Version 1: New Policy
	11/01/2023 Version 2	<ul style="list-style-type: none"> • Policy and Procedure are separated in two separate documents • Procedure renames as <i>International Students Transfer Request Assessment Procedure</i> • Definitions added • Section 2 of the Procedure (Clause 6 to 14) has been added/updated • Editorial and formatting changes have been made • Version 2 approved by the Academic Board on 01 February 2023
	27/11/2023 Version 2.1	<ul style="list-style-type: none"> • Transfer to new template • Feedback from Wells Advisory was updated • Scope extended to include ELICOS courses • Definition linked to Glossary of Terms • Minor editorial changes have been made.