

INTERNATIONAL STUDENT TRANSFER BETWEEN PROVIDERS PROCEDURE

SCOPE

This procedure applies to:

- international students who are subject to the Education for Overseas Students (ESOS) requirements (including students enrolled at Monash College); and
- all courses and units offered in Australia.

This procedure excludes professional development education programs.

PROCEDURE STATEMENT

1. Students seeking to transfer from Monash University

- 1.1 International students subject to ESOS requirements who wish to transfer from Monash University (the University) to another Australian [registered provider](#) prior to completing the first six calendar months of their principal course of study must apply for approval from Monash to transfer and obtain release.
- 1.2 The University can only approve a release request within the first six calendar months of the principal course when the transfer is in the student's best interests. This can include:
 - the course outlined in the written agreement has or will not be delivered;
 - the student provides evidence that their reasonable expectations of the course have not been met;
 - the student provides evidence of being misled by the University, Monash College or an education or migration agent and the course is therefore unsuitable;
 - an appeal on another matter results in a recommendation or decision to release the student;
 - the course is academically unsuitable for the student, e.g. where the student is better suited to a different learning environment, the course does not meet their educational or developmental needs, or the student is unable to achieve satisfactory course progress at the level they are studying; or
 - there are other compassionate or compelling circumstances for the transfer.
- 1.3 The University does not charge a fee for a release application or for approving a release request.
- 1.4 Students transferring to another provider can discontinue from their Monash course without obtaining a release letter if they:
 - are past the first six calendar months of their principal course at Monash; or
 - are transferring to a provider located overseas.

Applying

- 1.5 The student must submit a release request using the [application for release form](#).
- 1.6 Students who have not commenced their principal course of study at the University must submit the application to the Admissions Unit. Students who have commenced their principal course of study but have not completed six calendar months must submit the application to Monash Connect.
- 1.7 The student must have a valid letter of offer from another Australian [registered provider](#) before a release approval is given. If the student is under the age of 18, the student's parent or legal guardian must support the transfer and the receiving provider must accept responsibility for approving the student's accommodation, support and general welfare.
- 1.8 The student must supply the following supporting documentation:
 - a statement of reasons for the release request that complies with the acceptable reasons as set out in section 1.2;
 - a copy of the offer letter from the new receiving registered provider; and

- if under the age of 18, a copy of written approval from the parent or legal guardian supporting the transfer.
- 1.9 Students who have commenced their principal course of study, or a course that is part of a packaged offer, must personally sign the application for release form. Signing the form cannot be delegated to a third party.
- 1.10 Students can seek support and advice from campus-based student rights officers. Monash College students can seek support with the release and transfer process from the College learning advisers.

Assessment of application

- 1.11 Assessment of the application will commence once the student has provided all the required documentation.
- 1.12 The University will assess and respond to the application within 10 working days.
- 1.13 If the student has commenced their principal course of study, Monash Connect will;
- assess the application, make a decision and record the reason for the decision in the student management system; and
 - in cases where the application was approved because the student had been misled, the matter must be reported to the Senior Manager Governance & Engagement (Student Recruitment and Admissions) and the ESOS Compliance Manager (SEBS).
- 1.14 If the student has not commenced their principal course of study, the Admissions Unit will;
- assess the application (and in consultation with Monash College, for students enrolled in a Monash College course);
 - record the reason for the decision in the student management system; and
 - in cases where the application was approved because the student had been misled, the matter must be reported to the Senior Manager Governance & Engagement (Student Recruitment and Admissions) and the ESOS Compliance Manager (SEBS).

Refusal of release approval

- 1.15 In accordance with the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018), Standard 7.2.3, the University will refuse a release when the transfer is deemed not to be in the student's best interests, as set out in section 1.2.
- 1.16 Additional grounds for refusal include:
- the student has unpaid course fees for the current or most recent study period;
 - the transfer would jeopardise the student's progress through a package of courses; or
 - the student requires or has access to particular support services that will not be delivered by the receiving provider or accessible by the student following the transfer.
- 1.17 Students who are refused a release will be informed of the reasons in writing by Monash Connect or the Admissions Unit within 10 working days and advised of their right to appeal.

Issue of approval or refusal

- 1.18 Monash Connect or the Admissions Unit must:
- advise the overseas student to contact Immigration to seek advice on whether a new student visa is required;
 - issue approval or refusal through PRISMS within 24 hours of the student being notified of a decision being made; and
 - include the following on the relevant student management system, customer relationship management system, or the student file:
 - a copy of the application and supporting documents; and
 - a copy of the letter or email issued to the student.

Complaints related to transfer applications

- 1.19 Students can have a decision on a transfer application reviewed by submitting a stage 3 complaint following the process set out in the [Student Complaints Procedure](#).

Student discontinuation following release approval

- 1.20 If the application for release is approved and the student wishes to accept an offer at another provider, it is the student's responsibility to formally discontinue from the Monash University course. To discontinue from a course, students must complete the [course discontinuation form](#). Students must not discontinue from their course before the release is approved.

2. Students seeking to transfer to Monash University

- 2.1 International students who wish to transfer to the University prior to completing the first six calendar months of their principal course of study with another [Australian registered provider](#) will only be issued with a Confirmation of Enrolment (CoE) if:

- the original registered provider or the course in which the student is enrolled is no longer registered;
- the original registered provider has agreed to the student's release and has recorded the date of effect and reason for release in PRISMS;
- the original registered provider has had a condition imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing their principal course of study; or
- any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.

2.2 If the student is under the age of 18, the University must also have written approval from the parent or legal guardian in support of the transfer, and arrangements in place for approving the student's accommodation, support and general welfare arrangements in accordance with National Code 2018, Standard 5.

Applying

2.3 The student must:

- complete the University admissions process for international students, indicating that they are applying to transfer from another provider within the first six months of their principal course; and
- submit the transfer application to the Admissions Unit, including the parental or legal guardian's approval for release, if under the age of 18.

Assessment of application

2.4 If the student is seeking to transfer within the first six months of the principal course of study, the Admissions Unit must:

- sight the release approval through PRISMS;
- confirm parental approval for the transfer if the student is under the age of 18 and agree to the transfer of welfare arrangements as negotiated with the releasing provider; and
- issue a CoE if the release is confirmed and the student has received an offer for the course.

DEFINITIONS

Compassionate and compelling circumstances	Personal circumstances that are involuntary and outside the student's control such as medical, family, wellbeing, or enrolment reasons (such as course and/or unit progression). These circumstances present a student with limited or no choice but to vary their enrolment or intermit their studies
Confirmation of Enrolment (CoE)	A document, provided electronically, which is issued by the registered provider to intending overseas students and which must accompany their application for a student visa. It confirms the overseas student's eligibility to enrol in the particular course of the registered provider.
ESOS requirements	The requirements stemming from the Education Services for Overseas Students (ESOS) legislative framework .
Government sponsor	An Australian or foreign government that sponsor a student to study in Australia.
International student	A student who is not a domestic student.
Principal course of study	(For the purposes of this procedure, as defined in ESOS NC18) The main course of study to be undertaken by an overseas student where a student visa has been issued for multiple courses of study. The principal course of study would normally be the final course of study for which the overseas student arrives in Australia with a student visa that covers multiple courses.
Provider Registration and International Students Management System (PRISMS)	A system operated by the Australian government that provides education providers with CoE facilities required for compliance with the ESOS legislation.
Receiving provider	The provider with whom a student is intending to enrol following a transfer.
Release approval	A confirmation of approval of release through PRISMS.
Student	A person who: <ul style="list-style-type: none"> a) is admitted to a course of study at the University; b) is enrolled at the University in a non-award study or one or more units of study on an assessed or non-assessed basis and without admission to a course of study; c) is pursuing a course of study or unit of study at the University through an exchange or study program or other arrangement between the University and another educational institution;

	<p>d) is engaged in a student mobility program involving the University, whether or not the program is credited towards a course of study or unit of study;</p> <p>a) has completed a course of study but on or to whom the relevant degree or award has not been conferred or awarded;</p> <p>b) has deferred, or has intermitted, or has been suspended from, a course of study;</p> <p>c) is enrolled in a course of study or one or more units of study offered by the University through another educational institution; or</p> <p>d) has consented in writing to be bound as a student by the University statutes and University regulations.</p> <p>The following terms are used to identify groups of students that are subject to different requirements (as defined below):</p> <ul style="list-style-type: none"> • domestic student; • international student; and • international student subject to Education and Services for Overseas Students (ESOS) requirements.
Working day	A day other than a Saturday or Sunday, a public holiday under the Public Holidays Act 1993 (Vic), or university holiday. In Malaysia, working day means a day other than a Saturday, Sunday or a public holiday in the relevant state in Malaysia

GOVERNANCE

Parent policy	Enrolment and Timetable Policy
Supporting schedules	N/A
Associated procedures	Student Complaints Procedure University Student Ombudsman Procedure
Legislation mandating compliance	Child Safe Standards Framework Education Services for Overseas Students Act 2000 (Cth) Migration Act 1958 (Cth) and Migration Regulations 1994 (Cth) National Code of Practice for Providers of Education and Training to Overseas Students 2018 Standard 7
Category	Operational
Approval	Deputy Vice Chancellor (Education) 19 September 2019
Endorsement	Senior Director, Student and Education Business Services
Procedure owner	Deputy Vice Chancellor (Education)
Date effective	1 January 2021
Review date	1 January 2023
Version	1.1 (<i>Minor amendments effective on 11 February 2021</i>)
Content enquiries	policy-education@monash.edu