

INTERNATIONAL STUDENT TRANSFER BETWEEN PROVIDERS PROCEDURE

Version:	Approved by:	Approval Date:	Effective Date:	Next Review:											
2	UOWC General Manager	20/12/2022	20/12/2022	20/12/2025											
Custodian:	Administration Manager	Document No:	UOWC-SS-PRO-15												
Purpose:	<p>The purpose of this procedure is to provide UOW College Australia staff with standardised instructions for processing international student requests to transfer to another education provider.</p> <p>This procedure supports the College's <i>International Student Transfer Between Provider Policy</i> and aims to assign authority and responsibility, and outline a clear, defined and transparent process, for managing international student transfer requests.</p>														
Scope:	<table border="1"> <tr> <td>UOWGE</td> <td></td> <td>UOWCA</td> <td>✓</td> <td>UOWD</td> <td></td> <td>UOWCHK</td> <td></td> <td>UOWM</td> <td></td> </tr> </table>	UOWGE		UOWCA	✓	UOWD		UOWCHK		UOWM		<p>This procedure applies to international students who submit, or intend to submit, an application to transfer to another education provider and to College staff members assigned to process such transfer requests.</p>			
UOWGE		UOWCA	✓	UOWD		UOWCHK		UOWM							
Related Documents:	<p>Fees and Refund Policy</p> <p>International Student Transfer Between Providers Policy Student Grievance Policy</p> <p>Course Variation Request Form Letter of Release Template</p> <p>Academic Delegations of Authority</p>														
References & Legislation:	<p>Educational Services for Overseas Students Act 2001 (ESOS Act)</p> <p>National Code of Practice for Providers of Education and Training to Overseas Students 2018</p>														

CONTENTS

1. Definitions	3
2. Initial discussion with Student Advisor	4
3. International Student applies for a ‘Release’ via a Student Advisor	4
4. Assessment of Release Request	5
5. If Release Request is ‘Approved’	5
6. Finalise International Student Transfer	5
7. Notification to International Student	6
8. If Release Request is ‘Refused’	6
9. Records Management	7
10. Version Control Table	7

1. Definitions

Word/Term	Definition (with examples if required)
aXcelerate	Web-based student management software used by the College for students enrolled in Vocational Programs only.
Electronic Confirmation of Enrolment (ECoE)	A letter issued by the registered provider to International Students in support of their application for a student visa. It is typically issued after the International Student has accepted an offer and paid the required deposit to the registered provider and confirms the overseas student's eligibility to enrol in the particular course of the registered provider.
CVRF	Course Variation Request Form
Education or Registered Provider	An educational institution registered on CRICOS that is approved to deliver a course to overseas students under the ESOS Act.
International Student	A Student who is not a domestic student. This includes but is not limited to students on a temporary residence visa, bridging visa and student visa. Referred to as 'overseas student' in the National Code.
Letter of Release	A letter that formally advises an International Student that they have been granted a release from a course of study. A Letter of Release is issued by the provider of the course the student wants to transfer from.
Package Offer	An offer for more than one course of study where progression to a higher level course is contingent on the satisfactory completion of the lower level course.
Principal Course	The highest level qualification undertaken by an international student where a student visa has been issued for multiple courses of study. The principal course is usually the final course of study in a package offer.
PRISMS	Provider Registration and International Student Management System
Release	Student discharge from one education provider to enable enrolment with another education provider.
Release Log	A log maintained by the Administration Manager to identify annual trends with respect to students who are issued with a Letter of Release.

Release Request	A Student's formal application to transfer from the College to another education provider.
Student	Any person who is enrolled in any course or program offer at, or in conjunction with, the College.
SAI	Student Administrative Interface. A database containing student enrolment details within the UOW Student Management Package (SMP).
SVP	Streamlined Visa Processing.
Transfer	To cease a current enrolment and accept an offer of study at another education provider.

2. Initial discussion with Student Advisor

- 3.1 In the first instance, the College must refer all International Students to contact the Department of Immigration to discuss visa implications of their intended transfer.
- 3.2 International Student must discuss the intended transfer request with a Student Advisor.
- 3.3 Student Advisor is to identify and communicate any academic implications of the intended transfer, refer the International Student to the International Student Transfer Between Providers Policy and advise of application requirements.
- 3.4 Student Advisor to identify the principal course in a package offer and advise the International Student if a UOW release is required or if the transfer will have ramifications for admission to the principal course.

3. International Student applies for a 'Release' via a Student Advisor

- 3.5 The Student Advisor must refer to the *International Student Transfer Between Providers Policy* for the supporting documentation required to substantiate a Release Request which includes a valid enrolment offer from the International Student's intended education provider.
- 3.6 Following receipt of the required supporting documentation from the International Student which includes the provision of a valid enrolment offer from another registered provider, the Student Advisor must complete a CVRF in accordance with the *International Student Transfer Between Providers Policy*.
- 3.7 The Student Advisor must check the International Student's contact details are current on

their SAI and aXcelerate record (Vocational enrolments only). The Student Advisor must also check the International Student's record for the following elements and include this information on the CVRF (where applicable):

- a) Outstanding debt;
- b) Imminent reporting for unsatisfactory attendance/ course progress;
- c) The SVP status of the current and intended course;
- d) Support services required / accessed;
- e) Sponsor approval required;
- f) U18 requirements; and
- g) Whether a UOW Release is required and evidence of the release decision from UOW if applicable

3.8 Once CVRF is complete in full, Student Advisor submits the Release Request to the Deputy General Manager for assessment.

4. Assessment of Release Request

- 4.1 The Release Request is assessed and determined by Deputy General Manager.
- 4.2 The Deputy General Manager may seek additional information from the International Student if required for the assessment of the Release request.

5. If Release Request is 'Approved'

- 5.1 If the Release Request is approved, the Student Advisor records decision on student' record in SAI and aXcelerate (Vocational enrolments only) and refers case to Administration Manager.
- 5.2 Administration Manager processes Release Request and finalises the Transfer.

6. Finalise International Student Transfer

- 6.1 Administration Manager (or delegate) refers to Finance team to recover the Agents' commission (where applicable).
- 6.2 Then:
 - a) Report Release to the Department of Immigration against the International Student's

relevant ECoE(s) via PRISMS,

- b) Report International Student default details in PRISMS and whether International Student is entitled to a refund,
- c) Prepare Letter of Release (Letter of Release Template),
- d) Withdraw International Student from subjects on SAI and aXcelerate (for Vocational enrolments only),
- e) Change course status on SAI to 'Discontinued',
- f) Notify Program Support / Admissions / UOW Compliance / Agent / UOW Future Students where required and record this information in SAI, and
- g) Update 'Release Log'.

7. Notification to International Student

- 7.1 Student Advisor notifies International Student of the final decision via email within 10 working days of the application and/or final documentation submission (where applicable), and provides instructions on when and how 'Letter of Release' will be issued to the International Student.
- 7.2 Administration Manager sends International Student the 'Letter of Release' via CRM and refers International Student to contact the Student Advisor with any further enquiries.

8. If Release Request is 'Refused'

- 8.1 If Release Request is 'refused', Student Advisor notifies International Student of decision via email within 10 working days of application/final documentation submission.
- 8.2 The notification from Student Advisor must include:
 - a) The reason/s for refusing the transfer request; and
 - b) Information regarding the International Student's rights and responsibilities including information on how to access the College's appeal mechanism within 20 working days in accordance with the *Student Grievance and Appeals Policy*
- 8.3 Student Advisor records the decision and email notification advice in SAI in accordance with UOWGE's *Records Management Policy*:

9. Records Management

- 9.1 Copies of the Release Request (including the CVRF and other supporting documents), the decision of the Deputy General Manager and the 'Letter of Release' (where applicable) are maintained by the Administration Manager in accordance with UOWGE's *Records Management Policy*.

10. Version Control Table

Version Control	Date Effective	Approved By	Amendment
1	23/01/2015	Julie Lunn, UOWC Administration Manager	First Version.
2	20/12/2022	UOWC General Manager	Migration to new template. Change to process so that the Letter of Release is now emailed to International Student by Admin Manager. Conversion of Flowchart to instructions.