This procedure will come into effect for teaching periods starting on or after 1 January 2020. For the version currently in effect please refer to International Student Transfer between Registered Providers Procedure (version 4.0).

SCOPE

This procedure applies to international students who are subject to the Education for Overseas Students (ESOS) requirements (including students enrolled at Monash College) enrolled in all courses and units.

This procedure excludes executive and continuing 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 registered provider prior to completing the first six calendar months of their principal course of study must apply for approval to transfer and obtain release approval through the Provider Registration and International Student Management System (PRISMS).

1.2 The University will approve a release request when the transfer is in the student's best interests. This includes:
   - 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;
   - the course outlined in the written agreement has not been delivered;
   - the student provides evidence that their reasonable expectations of the course are not being 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; or
   - there are 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.

Applying

1.4 The student must submit a release request using the application for release form in addition to their application through PRISMS.

1.5 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.

1.6 The student must have a valid letter of offer from another 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.

1.7 The student must supply the following supporting documentation:
   - a statement of reasons for the release request;
   - 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.

1.8 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.
1.9 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

1.10 The application will be assessed when the student provides all the required documentation.

1.11 The University will assess and respond to the application within 10 working days.

1.12 If the student has commenced their principal course of study;
   - Monash Connect will scan the application once it is complete, and forward it to the relevant faculty for assessment;
   - the faculty will make a decision on the application and provide a response to Monash Connect;
   - the faculty will record the reason for the decision in the student management system; and
   - the faculty will report back to the responsible organisational area the reason for the approval, in cases where the application was approved because the student had been misled.

1.13 If the student has not commenced their principal course of study;
   - the Admissions Unit will assess the application in consultation with Monash College;
   - the Admissions Unit will record the reason for the decision in the student management system; and
   - the Admissions Unit will report back to the responsible organisational area the reason for the approval in cases where the application was approved because the student had been misled.

Refusal of release approval

1.14 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.

1.15 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.

1.16 Students who are refused a release will be informed of the reasons in writing within 10 working days and advised of their right to appeal.

Issue of approval or refusal

1.17 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 by the faculty or the Admissions Unit; 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;
     - a copy of the communication from the faculty regarding the decision; and
     - a copy of the letter or email issued to the student.

Right to appeal

1.18 Appeals must be submitted in accordance with the Student Complaints and Grievances Procedure.

1.19 In accordance with National Code 2018, Standard 10, the appeal process must commence within 10 working days of the formal lodgement of the appeal. Every reasonable effort will be taken to finalise the process as soon as practicable.

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 and submit it to their faculty office for processing. 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 registered provider will only be issued with a 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

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
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<tbody>
<tr>
<td>Compassionate and compelling circumstances</td>
<td>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</td>
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<td>Confirmation of Enrolment (CoE)</td>
<td>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</td>
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<td>ESOS requirements</td>
<td>The requirements stemming from the Education Services for Overseas Students (ESOS) legislative framework</td>
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<td>Government sponsor</td>
<td>An Australian or foreign government that sponsor a student to study in Australia</td>
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<td>International student</td>
<td>A student who is not a domestic student</td>
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<td>Principal course of study</td>
<td>(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</td>
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<td>Provider Registration and International Students Management System (PRISMS)</td>
<td>A system operated by the Australian government that provides education providers with CoE facilities required for compliance with the ESOS legislation</td>
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<td>Receiving provider</td>
<td>The provider with whom a student is intending to enrol following a transfer</td>
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<td>Release approval</td>
<td>A confirmation of approval of release through PRISMS</td>
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<td>Student</td>
<td>A person who: 1) is admitted to a course of study at the University</td>
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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;

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;

a) has completed a course of study but on or to whom the relevant degree or award has not been conferred or awarded;

b) has deferred, or has intermitted, or has been suspended from, a course of study;

c) is enrolled in a course of study or one or more units of study offered by the University through another educational institution; or

d) has consented in writing to be bound as a student by the University statutes and University regulations.

The following terms are used to identify groups of students that are subject to different requirements (as defined below):

- domestic student;
- international student; and
- international student subject to Education and Services for Overseas Students (ESOS) requirements.

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## GOVERNANCE

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<thead>
<tr>
<th>Parent policy</th>
<th>Enrolment and Timetable Policy</th>
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<td>Endorsement</td>
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