Change of Education Provider Policy – International

Policy Code: INT-001 Version: 1.1 Effective Date: 05 October 2010

Purpose:
This policy is to assure Endeavour College of Natural Health (hereafter referred to as Endeavour College, or Endeavour) follows the National Code of Practice 2007 and the Education Services for Overseas Students (ESOS) Act 2000 through compliance with managing requests from International Students looking to transfer between education providers within the first 6 months of study.

Definition of “College” – The Australian College of Natural Medicine Pty Ltd (ACNM) trades as Endeavour College of Natural Health, College of Natural Beauty, FIAFitnation and Wellnation. For the purpose of this policy, any reference to ‘College’ or ‘the College’ should be considered a reference to each and any of these respective trading names and accordingly, the College you are attending.

Scope:
- All campuses
- All International students holding an Australian Student Visa.
- International student support team at Endeavour College

Policy Statement:
This policy covers three (3) types of request for transfer by international students which occur before the student completes the first six months of their principal course of study:
- Transfer from Endeavour College
- Transfer between Endeavour Campuses
Transfer from another education provider

Student Transfer Requests – Transfer from Endeavour College
The student wishing to transfer from Endeavour College to another education provider prior to completing the first six months of their principal course of study must seek approval to transfer by applying for a Release Letter.

Endeavour College shall explain to the student the circumstances where a release letter and/or transfer will be approved or refused.

A release letter will be approved if:
- The student has demonstrated commitment to his/her studies, good attendance and paid all relevant fees.
- The student is not able to fulfil the academic expectations of the course and therefore is better for the student to change to a different learning environment.

Student Transfer Requests – Transfer between Endeavour Campuses
Students wishing to transfer between Endeavour College campuses before completing the first six months of their principal course of study must seek approval to transfer by applying for a Release Letter.

The student will only be approved for a transfer if they have demonstrated commitment to their studies, good attendance and paid all relevant fees.

Student Transfer Requests – Transfer to Endeavour College
Students studying with another education provider and looking to transfer to Endeavour College will be required to provide a Release Letter from the other education provider.

In accordance with the National Code 2007, Endeavour will not seek to enrol a student wishing to transfer from another registered provider prior to the student completing six months of their principal program of study except where:
- the original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered.
- the original registered provider has provided a written letter of release.
- The original registered provider has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or her principal program; 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

**Letter of Release**

Endeavour College must grant a letter of release where the Student has provided an offer letter from another education provider confirming that a valid enrolment has been made.

Endeavour College shall process all applications for Release Letters at no cost. In addition, an appointment shall be scheduled to counsel students looking to transfer. The student should contact the Department of Immigration and Citizenship (DIAC) to confirm if a new student visa is needed, or to consult how this change of enrolment will impact their student visas.

Endeavour College shall provide the students with written reasons for refusing the request to transfer to another provider, and inform the student about their right to appeal the decision, as per Standard 8 of the National Code of Practice.

**Release letter assessment application timeframe**

Endeavour College shall assess Release Letter applications and reply to the student within 10 working days.

Refer to Related Procedures for the process of applying for a Release Letter, or a transfer to another Endeavour College campus.

**Record Keeping**

All records of applications for a Release Letter are to be kept in the student file.

**Related Procedures:**

*Change of Education Provider Procedure* – International

**Definitions:**

**DEEWR** – Department of Education, Employment and Workplace Relations

**PRISMS** – *Provider Registration and International Students Management System*. A secure computer system that contains details of all education institutions, their courses and every student studying in Australia on a student visa.

**ESOS** – *Education Services for Overseas Students*. A legislative framework, administered by the Australian Government, addressing the
responsibility of education institutions towards overseas students.

Further Information:

Related Policies:  
- Fee Policy - International HE and VET
- Refund Policy – International HE and VET

Benchmarking:  
Not Applicable

Supporting Research and Analysis:  

Related Documents:  
- Application to Transfer Provider Form
- Release Letter Template - New Provider
- Release Letter Template - Campus Transfer - International Students

Related Legislation:  
Legislative Framework that applies to Education providers who offer courses to Overseas students in Queensland:

a. The Education (Overseas students) regulation 1998 (Qld) made under the ESOS Act (ESOS Regulation).

b. National Code of Practice for Registration Authorities and providers of education and Training to Overseas students 2007 made under the Education Services for overseas students Act 2000.

c. The education services for overseas students Amendment (re-registration of providers and other Measures) Act 2010 (ESOS Amendments Bill).

Guidelines:  
Not Applicable
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<th><strong>Policy Author:</strong></th>
<th>Director of Education</th>
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<tr>
<td><strong>Policy Owner:</strong></td>
<td>Manager, International Student Education</td>
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<tr>
<td><strong>Contact:</strong></td>
<td>Manager, International Student Education <a href="mailto:kevin.watkins@endeavour.edu.au">kevin.watkins@endeavour.edu.au</a></td>
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<tr>
<td><strong>Recommending Body:</strong></td>
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<td><strong>Approving Body:</strong></td>
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<td><strong>Policy Status:</strong></td>
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<td>Manager, International Student Education International Student Advisers Director of Student Services National Student Support Coordinator International Marketing &amp; Enrolment Executive</td>
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<td><strong>Key Stakeholders:</strong></td>
<td>Manager, International Student Education Director, Admissions and Marketing International Student Advisers Director of Student Services International Students</td>
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