

POLICIES AND ASSOCIATED PROCEDURES

POLICY NUMBER:	POS090210000
POLICY NAME:	International Student Transfer
DATE APPROVED:	13 February 2009
POLICY TYPE AND CATEGORY:	General (Student Services)
RESPONSIBLE OFFICER:	Vice President (International)

1.0 PURPOSE

To ensure the University meets the requirements of the Education Services for Overseas Students (ESOS) Act 2000 and Standard 7 of the National Code of Practice 2007 (The National Code) in respect of managing requests from international students who seek to transfer between CRICOS registered providers of education and training services (registered providers). The policy and associated procedures aim to:

- a. Outline the criteria for accepting an international student who is already studying with another registered provider
- b. Outline the criteria for releasing an international student to another CRICOS registered provider
- c. Identify the circumstances in which a transfer between providers will or will not be granted
- d. Outline the course of action to be followed when administering a request from a student to transfer between registered providers

2.0 BACKGROUND

The ESOS Act 2000 and National Code 2007 impose obligations on registered providers of education services to overseas students studying in Australia on a student visa (international students). Under Standard 7 of the National Code 2007, registered providers are restricted from enrolling a student on to a course of study, where that student is transferring from another provider and has not yet studied six months of their principal course of study.

3.0 DEFINITIONS

eCOE: Refers to an electronic Confirmation of Enrolment. Defined in the National Code 2007 as a document, provided electronically to students, which is issued by Victoria University (VU) to international students who intend to study onshore.

CRICOS: The Commonwealth Register of Institutions and Courses for Overseas Students. Education providers who wish to provide education services to international students must be formally registered on CRICOS.

ESOS Act: The Education Services for Overseas Students Act 2000

International student: Refers to an overseas student who is studying onshore in Australia on a student visa

Letter of Release: A statement issued from a registered provider which confirms approval of a student's request to be released from that provider to study with another provider

"The current official version of this policy is maintained on the Victoria University Central Policy Register and downloading and printing of this policy will produce an uncontrolled copy which may not be current."

Principal Course of Study: Is defined in the National Code 2007 as the "main course of study" that is, or is due to be undertaken by an international student. This is generally the final program or highest qualification in a package of courses.

Registered Provider: An organisation that is registered as a provider of education and training services to international students on CRICOS.

Reasonable timeframe: For the purposes of this policy, Victoria University considers a reasonable timeframe for responding to requests for a letter of release as being no more than 10 working days.

Transfer between registered provider: A request from a student to transfer from or to another CRICOS registered provider.

4.0 KEY WORDS

Transfer, release letter, international student, National Code, registered provider

5.0 POLICY

5.1 Student request to transfer from Victoria University to another registered provider

An international student requesting a transfer from Victoria University to another registered provider prior to completing 6 calendar months of their principal course of study, must obtain approval from the University in the form of a letter of release. A letter of release will not be required where:

- a. An international student has completed six months or more of their principal course of study. Where this is the case the University will approve the request to study with another registered provider without restriction
- b. The student is a Government sponsored student and the Government Sponsor has provided written approval for the transfer
- c. The course for which the student has received an eCOE will not be offered by the University, and/or has been ceased to be registered on CRICOS

VU will only consider a request for a letter of release where **a)** the onward provider is CRICOS registered and **b)** the course which the international student wishes to transfer to is also CRICOS registered.

5.1.1 In accordance with Standard 7 of the National Code 2007, Victoria University recognises that international students are consumers, with a right to exercise freedom of choice. The University will maintain this principle by aiming to grant a student's request to transfer to another provider, where it will not be of detriment to the student.

The University considers the following factors as detrimental to the student, and therefore, as reasonable grounds for refusing a transfer request:

- a) The request is considered detrimental to the student's wellbeing
- b) The student has not started studying, or has studied with the University for less than four (4) weeks and has not had an opportunity to experience the program of study, and/or the range of support services available at the University. In this situation the University will re-visit the issue within a timeframe negotiated with the student.
- c) The student has requested a transfer to a course with another registered provider that is considered by the University to be unsuited to student's academic capabilities, study plans or career aspirations. This includes where a student wishes to transfer from a higher level qualification to a lower level qualification (e.g. Degree to Diploma).
- d) The transfer may jeopardise the student's progression through a package of courses.
- e) The intended course will not provide adequate preparation for further study, and/or is not recognised by higher education or VET providers as meeting their entry requirements

- f) The University forms the view that the student is trying to avoid being reported to the Department of Immigration and Citizenship (DIAC) for failure to meet the provider's attendance or academic progress requirements
 - g) The student is indebted to the University
- 5.1.2 In all cases outlined in 5.1.1 a) - e), the University may agree to approve a request for a release if the student can demonstrate that the transfer would be in their best interests. This will be assessed on a case by case basis, and may include for example:
- a) Consideration of the student's personal circumstances
 - b) Whether the transfer represents clear educational progression
 - c) Where the student demonstrates academic difficulties in their current course
- 5.1.3 Where appropriate the University will counsel students, to consider their personal or academic reasons for transferring. Outcomes of counseling may include the identification of alternative academic programs within the University, and/or the recommendation of appropriate student support or study skills support as an alternative to the transfer. Where the student is eligible for a release, this will not affect their right to transfer.
- 5.1.4 As required by standard 7.2 of the National Code 2007, Victoria University will only grant a letter of release where the student has:
- a) Provided a letter from another registered provider confirming that a valid enrolment offer has been made (i.e. a letter of offer), and
 - b) Where the student is under 18:
 - i the University has written confirmation that the student's parental or legal guardian supports the transfer; and
 - ii Where the student is not being cared for in Australia by a parent or a suitable nominated relative, the valid enrolment offer also confirms that the registered provider will accept that responsibility for approving the student's accommodation, support and general welfare arrangements
- In addition to the above requirements, the University requires the student to outline in writing their reasons for requesting a transfer to another registered provider.
- 5.1.5 Where the University grants a letter of release, this will be issued at no cost to the student, pursuant to standard 7.4 of the National Code 2007.
- 5.1.6 Where the University does not grant a student's request for a letter of release, the University will provide written reasons for refusing the request. In accordance with Standard 8 of the National Code, the student will be informed of their rights of appeal against the decision. All appeals will be carried out in line with the VU Student Feedback and Complaints Policy and Procedures.

5.2 Student request to transfer to Victoria University from another provider

As outlined under Standard 1.3 and Standard 7 of the National Code, the University will not actively recruit or enrol a student wishing to transfer from another registered provider's course prior to the student completing six (6) months of their principal course of study, except in limited circumstances. These are as follows:

- a) The original registered provider has provided a written letter of release, or
- b) The course in which the student is enrolled has ceased to be registered by another registered provider on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS), or

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- c) 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 their principal course, or
- d) A student is sponsored by any government and the sponsor considers the change to be in the student's best interest and has provided written support for that change.

5.3 Timeframe

Victoria University will aim to assess and respond to all written requests within a reasonable timeframe, which takes account of the students need to meet dates for enrolment with another provider. The University considers a reasonable timeframe to be no more than ten (10) working days, from the date that the application is received. Where the University does not respond in the specified timeframe, the student has a right to appeal using the complaints and appeals mechanism available to students under the VU Complaints and Appeals Policy.

5.4 Education Agents

In accordance with Standard 4.3.a of the National Code 2007, Victoria University will not accept students from, or enter in to an agreement with an education agent, where it knows or suspects that the education agent has attempted to recruit a student where this conflicts with the obligations under Standard 7.

5.5 Refunds

Where a student is granted a letter of release, their entitlement to a refund of course fees will be assessed in accordance with the VU Refund Policy for Tuition Fees of International Students.

6.0 PROCEDURES

The procedures associated with this policy are outlined in [Appendix 1](#). The procedure may be subject to change, but will be reviewed periodically to align with the Policy.

7.0 CONGRUENCE WITH LEGISLATION AND RELATED POLICIES

- Education Services for Overseas Students Act 2000
- National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007
- VU Student Feedback and Complaints Policy (Policy number: POS060831000)

8.0 ACKNOWLEDGEMENT

The following legislation, guidelines and policies were sourced in the development of this policy:

- The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007
- The National Code 2007 Explanatory Guide
- DEEWR Factsheet – Standard 7: The Basics
- Monash University International Student Transfer Policy
- University of Melbourne International Student Transfer Policy
- Swinburne University of Technology International Student Transfer Policy
- Australian Catholic University International Student Transfer Policy

9.0 CONSULTATION

Consultation of this policy will be sought from the following stakeholders:

- a. Vice President (International)
- b. General Managers (International)
- c. Associate Managers (International)
- d. VU Compliance Services Directorate

Following consultation with the above parties, final approval will be sought with VCAC Services. This section is to be updated once consultation has taken place.

10.0 REVIEW

This policy will be reviewed by the VU International Business Systems Unit as a matter of course on a yearly basis, or as and when required to conform to changes in legislation.

11.0 ACCOUNTABILITIES

11.1 RESPONSIBILITY

Responsible unit: VU International Business Operations Unit

Accountability: Vice President (International)
Associate Director, Business Operations (International)

Responsibility for day to day implementation of policy and procedures:
Associate Manager, Compliance & Quality (International)
Compliance & Quality Assurance Coordinator (International)

11.2 IMPLEMENTATION PLAN

It is proposed to have the policy in full operation by the end of Semester 2 2008.

The implementation plan will also address:

- Effective communication of the Policy to staff and students
- Introduction of guidance to staff and students
- Review of Course Withdrawal Form to include information to assist with compliance
- Monitoring, and responding to, changes in legislation and/or national guidance

11.3 TRAINING PLAN

The training plan focuses on communicating the policy to all staff, and providing specific information to staff involved in the administration of requests from students to transfer between providers. Including:

- Communication of the Policy to all VU staff on the VU website
- Communication of the requirements via briefing sessions with VU International staff and other relevant University staff
- Information about the policy to be included in induction material for VU International staff
- Practical guidance and process flows for staff involved in administering requests from students to transfer between providers

11.4 COMPLIANCE

The following methods will be used to evaluate the University's compliance to the policy and associated legislation:

- The Policy will be reviewed periodically to ensure compliance with changes to legislation and/or national guidance
- A bi-annual compliance report will be run by the VU International Business Systems (Compliance) Unit to assess whether all requests have been responded to within a reasonable timeframe
- An issues log will be kept of problematic cases, which will be reviewed on a case by case basis to assess the University's ability to comply with the Policy and legislative requirements

11.5 EFFECTIVENESS OF THIS POLICY & PROCEDURE

The following indicators will be used to assess effectiveness of this policy and associated procedure:

- An evaluation will be conducted by the VU International Business Systems (Compliance) Unit at the end of each study period to review the effectiveness of the policy and procedure and to identify possible improvements
- An log will be kept of student requests to transfer between providers, which will be reviewed bi-annually to assess the effectiveness and adequacy of the policy and related procedures

12.0 POLICY ADVISOR

- Associate Manager – Compliance & Quality, VU International
- Compliance & Quality Assurance Coordinator, VU International
- Refund Officers, VU International

13.0 FORMS

- Course Withdrawal Form
 - [Higher Education](#)
 - [TAFE](#)

COURSE WITHDRAWAL APPLICATION (HIGHER EDUCATION) – A40



Please read the information and instructions on the reverse of this form carefully prior to completing this form.

Please write in BLOCK LETTERS				STUDENT ID NUMBER									
YOUR NAME & COURSE DETAILS													
FAMILY NAME			CAMPUS			INTERNATIONAL ONSHORE STUDENT?			<input type="checkbox"/> YES <input type="checkbox"/> NO				
FIRST NAME			STUDY YEAR			20			SEMESTER (1, 2, 3 OR 4)				
OTHER NAMES						COURSE CODE							

YOUR MAILING ADDRESS for notification of outcome				Is this a change of address? (Y/N) <input type="checkbox"/>				
STREET NUMBER and NAME			STATE					
SUBURB/TOWN			POSTCODE					
COUNTRY (if not Australia)			DAYTIME or MOBILE PHONE NUMBER					

YOUR APPLICATION DETAILS	
I AM APPLYING FOR (tick applicable box/es)	<input type="checkbox"/> COURSE WITHDRAWAL (Please indicate below the MAIN reason you are withdrawing) <ul style="list-style-type: none"> <input type="checkbox"/> (1) Transfer to another Institution (attach proof of enrolment) <input type="checkbox"/> (2) Transfer to another VU TAFE course (submit enrolment form for new course) <input type="checkbox"/> (3) Transfer to another VU Higher Education course (submit enrolment form for new course) <input type="checkbox"/> (4) Employment <input type="checkbox"/> (5) Personal/Family reasons (including medical, travel etc) <input type="checkbox"/> (6) Financial reasons <input type="checkbox"/> (7) Academic difficulty <input type="checkbox"/> (8) Language difficulty <input type="checkbox"/> (9) Course not suitable <input type="checkbox"/> (12) Travel distance to VU <input type="checkbox"/> (13) Higher preference for other university/course

I have read the instructions and the Privacy Notice on the reverse of this form. I am aware that the approval of this application means that I cease to be a student of Victoria University and am therefore not entitled to any benefits available to Victoria University students. My student ID card (or a Statutory Declaration – if card is lost) is attached to this application form.

Student's Signature: Date:

COMPLETED & FACULTY APPROVED FORM TO BE SUBMITTED AT A STUDENT SERVICE CENTRE ON YOUR CAMPUS

OFFSHORE STUDENTS TO SUBMIT FORM AT THEIR SITE OF STUDY

TO BE COMPLETED BY FACULTY - Do you approve the above application?					
<input type="checkbox"/> Yes <input type="checkbox"/> No (State the recommended status)			VUI BRANCH APPROVAL (required for International onshore students)		
Status: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> WDR - Withdrawal TFR - Course Transfer (new course, new units) TFRI - Course Transfer (new course, exisiting units)			Officer's Signature: INTERNATIONAL BRANCH STAMP Officer's Name: Officer's Position Title: Phone Extension: Date:		
Comments:			RESEARCH STUDENTS (Doctoral or Masters by Research students)		
FACULTY APPROVAL (MUST be signed except for Research Students)			Supervisor's Signature: Phone Extension: Date: Faculty Research Officer's Signature: Phone Extension: Date:		
Stud Admin USE ONLY		Processed by: Date:		REFUND due: Y/N	
		Processed by: Date:			

THIS FORM MUST BE APPROVED BY YOUR FACULTY.

<p>FACULTY OF BUSINESS AND LAW</p> <p>ALL CAMPUSES PO Box 14428 Melbourne City 8001 Footscray Park Fax: 9919 5417 City Fax: 9919 1064 Werribee Fax: 9919 8117 Sunbury Fax: 9919 3217 Ph: 9919 4471 Email: buslawcourses@vu.edu.au</p>	<p>FACULTY OF HEALTH ENGINEERING & SCIENCE</p> <p>PO Box 14428 Melbourne City 8001 Footscray Park Fax: 9919 4803 St Albans Fax: 9919 2643 Werribee Fax: 9919 8101 Ph: 9919 4516 Email: hes@vu.edu.au</p>	<p>FACULTY OF ARTS, EDUCATION AND HUMAN DEVELOPMENT</p> <p>ALL CAMPUSES PO Box 14428 Melbourne City 8001 Fax: 9919 2242 Ph: 9919 2232 Email: artscourses@vu.edu.au</p>
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INFORMATION ABOUT COURSE WITHDRAWAL APPLICATION (HIGHER EDUCATION)

This form is used to apply for permanent withdrawal from a course.

APPLICATION RESTRICTIONS

Course Withdrawal Applications must be made in writing on this form. Withdrawals after Census date and prior to commencement of exams will receive a WN (Withdrew Failed) grade, incur all fees for units enrolled and will be charged a \$60 post census amendment fee. Withdrawals once exams commence are not permitted and an N2 (Fail) grade will be issued.

INTERNATIONAL ONSHORE STUDENTS

If you are an International onshore student your application to withdraw from your course must be authorised by the Faculty Officer controlling your course and by Victoria University International (VUI).

RESEARCH STUDENTS

Your application is to be authorised by your Principle Supervisor and the Faculty Research Officer.

ID CARDS

Your current Student Identification Card must be attached to this form as you cease to be a Victoria University student. A Statutory Declaration is to accompany this form if your current ID card has been lost or stolen.

REFUND OF FEES (ONSHORE STUDENTS ONLY)

Fees information is listed below. If you believe you are eligible for a refund, please complete a Refund Application form and submit it with this form, to a Student Service Centre on your campus.

International Onshore Students should refer to the University Refund Policy, available from VUI Branch and the completed Refund Application form is to be submitted to the VUI Office.

TYPE OF FEE	BEFORE SEMESTER 1 CENSUS DAY (31 MARCH)	AFTER SEMESTER 1 CENSUS DAY (31 MARCH) BUT BEFORE SEMESTER 2 CENSUS DAY (31 AUGUST)	AFTER SEMESTER 2 CENSUS DAY (31 AUGUST)
Student Contribution/HELP Fee – upfront payment	Full Refund for applicable semester/s	No refund for Semester 1, but full refund of Semester 2 component	No refund applicable
Student Contribution/HELP Fee – deferred liability	Reduction of liability for applicable semester/s	No reduction of liability for Semester 1, but full reduction of liability for Semester 2	No reduction of liability applicable
Non-award Tuition Fees	Full Refund for applicable semester/s	No refund for Semester 1, but full refund of Semester 2 component	No refund applicable
Full Fee Tuition Fees	Full Refund for applicable semester/s	No refund for Semester 1, but full refund of Semester 2 component	No refund applicable

<p>STUDENT CONTACT CENTRE</p> <p>FAQs & Email www.vu.edu.au/askvu Telephone + 61 3 9919 6100 Fax + 61 3 9919 4429 Web www.vu.edu.au/students</p>	<p>STUDENT SERVICE CENTRES</p> <ul style="list-style-type: none"> • City Flinders • City King • Footscray Nicholson • Footscray Park • Melton • Newport • St Albans • Sunbury • Sunshine • Werribee
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CRICOS Provider No: 00124k

Privacy Notice

Victoria University's Student Services Department (SSD) is committed to protecting and maintaining the privacy, accuracy and security of your personal and health information and complies with the University's published privacy policies, commitments, guidelines and procedures which conform to and support all privacy obligations that bind the University. SSD collects personal (including sensitive) and health information, such as academic, fee and other personal details, in accordance with Victoria University's privacy commitments, guidelines and procedures for purposes relevant to your enrolment and the administration of your course (including assessment and processing of your application, administering enrolment details and assisting with statistical and market research and planning) and to provide you with information about other courses, products and services available at Victoria University. Personal information, including some sensitive and health information, is requested for government and statistical reporting. If any law requires particular information to be collected, SSD will inform you at the time the collection is to happen. If you do not provide SSD with the information SSD collects when you are asked, Victoria University will be unable to fulfil some or all enrolment-related and government reporting or statistical requirements, or to maintain your complete academic record. Victoria University will usually disclose information SSD collects about you to regulatory bodies, government and law enforcement agencies (such as the Australian Tax Office, Department of Education, Science and Training and Office of Training and Tertiary Education). In prescribed circumstances, health information is disclosed to prescribed health practitioners and/or prescribed emergency-related bodies. You should contact us if your details change, or if you believe the information we have about you is not accurate. You may seek access to personal and health information SSD holds about you by contacting SSD, and you will be advised at the time of your request for access of any applicable fee. Formal access applications under the Freedom of Information (FOI) Act can be made to the University's FOI Coordinator, Governance and Policy Branch, PO Box 14428, MELBOURNE VIC 8001, or foi@vu.edu.au. Information regarding Victoria University's Privacy Policy can be obtained from the University's Privacy Officer who can be contacted at the same address. Full details of Victoria University's Privacy Policies can be viewed on the internet at www.vu.edu.au.

COURSE OR UNIT OF STUDY WITHDRAWAL APPLICATION (TAFE) – A07



**A NEW
SCHOOL OF
THOUGHT**

Please read the information and instructions on the back prior to completing this form.

YOUR APPLICATION DETAILS			
I AM APPLYING FOR (tick applicable box/es)	<input type="checkbox"/> UNIT OF STUDY WITHDRAWAL <input type="checkbox"/> COURSE WITHDRAWAL (Please indicate below the MAIN reason you are withdrawing) <table style="width: 100%; border: none;"> <tr> <td style="width: 50%; border: none;"> <input type="checkbox"/> (1) Transfer to another Institution (attach proof of enrolment) <input type="checkbox"/> (2) Transfer to another VU TAFE course (submit enrolment form for new course) <input type="checkbox"/> (3) Transfer to another VU Higher Education course (submit enrolment form for new course) <input type="checkbox"/> (4) Employment <input type="checkbox"/> (5) Personal/Family (including medical, travel etc) <input type="checkbox"/> (6) Financial </td> <td style="width: 50%; border: none;"> <input type="checkbox"/> (7) Academic difficulty <input type="checkbox"/> (8) Language difficulty <input type="checkbox"/> (9) Course not suitable <input type="checkbox"/> (10) Quality of teaching <input type="checkbox"/> (11) Quality of course </td> </tr> </table>	<input type="checkbox"/> (1) Transfer to another Institution (attach proof of enrolment) <input type="checkbox"/> (2) Transfer to another VU TAFE course (submit enrolment form for new course) <input type="checkbox"/> (3) Transfer to another VU Higher Education course (submit enrolment form for new course) <input type="checkbox"/> (4) Employment <input type="checkbox"/> (5) Personal/Family (including medical, travel etc) <input type="checkbox"/> (6) Financial	<input type="checkbox"/> (7) Academic difficulty <input type="checkbox"/> (8) Language difficulty <input type="checkbox"/> (9) Course not suitable <input type="checkbox"/> (10) Quality of teaching <input type="checkbox"/> (11) Quality of course
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If your Name or Mailing Address, as printed below, is incorrect, please advise the Student Contact Centre or submit a Personal Details Amendment form.

Please circle YES or NO to indicate the Unit(s) of Study from which you wish to withdraw & YES or NO to indicate if you have ATTENDED CLASSES for that Unit(s) of Study.

I have read the Privacy Notice on the back of this form and declare the information supplied is true and correct.

Student Signature: Date:

APPROVED & COMPLETED FORM TO BE SUBMITTED AT A STUDENT SERVICE CENTRE ON YOUR CAMPUS

DEPARTMENT APPROVAL	INTERNATIONAL STUDENTS	Student Admin USE ONLY
<input type="checkbox"/> (0) Withdrawn by Department (refer to IMP 7 – Integrated Management System) Approving Officer's Signature: Date: Approving Officer's Name: Phone Ext:	Advise VUI Compliance on extension 1164	STATUS Before: After: Processed by: Date:

STUDENT CONTACT CENTRE	STUDENT SERVICE CENTRES	MAIL TO
Email ASKVU www.vu.edu.au/askvu Telephone + 61 3 9919 1900 Fax + 61 3 9919 4429 Web www.vu.edu.au/students/	<ul style="list-style-type: none"> • City Flinders • City King • Footscray Nicholson • Footscray Park • Melton • Newport • St Albans • Sunbury • Sunshine • Werribee 	Victoria University Enrolment and Fees Section PO Box 14428 MELBOURNE VIC 8001

ABOUT TAFE UNIT OF STUDY OR COURSE WITHDRAWAL APPLICATION INSTRUCTIONS

You must advise your teaching department of your intention to leave the course or unit of study.

If you want to change your study load by withdrawing from a unit of study(s), contact your Course Coordinator or teacher

The department staff will print the withdrawal form to include your enrolment details

If you are withdrawing from the course, please indicate the main reason

You need to indicate the units of study from which you wish to withdraw

If you have enrolled at another institution, you must attach proof of enrolment

This form must be authorised by your Teaching Department.

TAFE International students must advise the TAFE International Office of any change to their study load.

While you may apply to withdraw from the course/unit of study at any time, the department is authorised to refuse withdrawal if the assessment for the units has been completed.

When the withdrawal is authorised, a code WD (Withdrew- without academic penalty) is recorded on your statement of results.

Please note that any changes in your study load may affect your eligibility for Centrelink payments (Austudy, Youth Allowance)

INFORMATION

- REFUND OF FEES - the rules below apply to Government funded courses only.
- TAFE International Office can provide assistance to Onshore International students.
- For other courses (e.g. short courses, fee for service) contact your department.

If you have withdrawn from your Course or any Units of Study, the table below will help you work out any refund of fees you may be eligible for. Students transferring to another institution within 4 weeks of the course start date are eligible for a full refund, proof must be provided with the application.

TYPE OF FEE	BEFORE COURSE START DATE	AFTER COURSE START DATE	BEFORE REFUND DATE (4 weeks after Course Start date)	AFTER REFUND DATE (4 weeks after Course Start date)
GENERAL SERVICES FEE/ BASE FEE. ONLY APPLICABLE TO STUDENTS CONFIRMING THEIR FEECAP PERIOD	\$18 RETAINED UNLESS YOU ARE TAKING UP A PLACE AT ANOTHER INSTITUTION	\$18 RETAINED UNLESS YOU ARE TAKING UP A PLACE AT ANOTHER INSTITUTION	\$18 RETAINED UNLESS YOU ARE TAKING UP A PLACE AT ANOTHER INSTITUTION	NO REFUND
TUITION FEES	\$53 RETAINED UNLESS YOU ARE TAKING UP A PLACE AT ANOTHER INSTITUTION	\$53 RETAINED UNLESS YOU ARE TAKING UP A PLACE AT ANOTHER INSTITUTION	\$53 RETAINED UNLESS YOU ARE TAKING UP A PLACE AT ANOTHER INSTITUTION	NO REFUND
MATERIALS FEES	FULL REFUND	NO REFUND IF YOU HAVE ATTENDED CLASSES \$20 ADMINISTRATION FEE RETAINED IF YOU HAVE NOT ATTENDED CLASSES		
FULL FEE COURSE FEES	\$100 ADMINISTRATION FEE RETAINED IF YOU WITHDRAW UP TO 5 DAYS PRIOR TO THE COURSE START DATE NO REFUND IF YOU WITHDRAW LESS THAN 5 DAYS PRIOR TO THE COURSE START DATE FULL REFUND IF THE UNIVERSITY CANCELS THE COURSE			

*General Service Fees do not apply for TAFE students that commence a new fee cap period from 1st November 2006

Students withdrawing from a course/unit of study after the refund period are not eligible for a refund of fees.

Refund is assessed on the basis of the number of enrolled hours and amount paid.

Failure to formally withdraw from a course within 4 weeks of the course/semester start date may mean that you will remain liable for any unpaid fees.

If you have already paid the course fees for the new course, the amount will be refunded to you.

The remaining fees will be refunded to you (cheque mailed to your address)

CRICOS Provider No: 00124k

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APPENDIX 1

PROCEDURES



TITLE: Procedure for managing international student request to transfer between registered providers

DATE APPROVED
(if different to the policy):

MANAGER(S) RESPONSIBLE
FOR IMPLEMENTATION,
COMPLIANCE AND REVIEW:

Associate Manager – Compliance & Quality (International)
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P1.0 STUDENTS WANTING TO TRANSFER TO VICTORIA UNIVERSITY

- P1.1 A prospective international student applying to study a course at Victoria University (VU) must indicate on the International Student Application Form whether they are already studying with another registered provider in Australia.
- P1.2 On receipt of an International Student Application Form, VU International Recruitment and Admissions will:
- i. Identify the applicant as a current student of another registered provider upon receipt of the International Student Acceptance Form
 - ii. Determine whether the student intends to study onshore on an international student visa.
- P1.3 Where an international student on a student visa is identified as already studying with another registered provider, and is accepted on to a program of study with VU, the student will be provided with a conditional offer of enrolment. The Conditional Offer will outline that the offer is provisional on the student obtaining a letter of release from the other provider.
- P1.4 The student will be expected to contact their current registered provider to obtain a letter of release. The student should submit the letter of release to VU International along with their Offer Acceptance Form. On receipt of all required documentation and course fees, Victoria University will proceed to create an electronic Confirmation of Enrolment for the student.

P2.0 STUDENTS WANTING TO TRANSFER FROM VU TO ANOTHER PROVIDER

P2.1 Submission of required information

- P.2.1.1 A student who seeks to transfer to another provider must submit the following information to VU International:
- a) Written reasons for requesting a release from VU
 - b) A completed course withdrawal form. If the student is enrolled in a course with VU – a Course Withdrawal Form which has been approved by the student's faculty/school. Students requesting a release prior to commencement of their program do not need school/faculty approval.
 - c) If the student has not yet studied six months of their principal course of study – a valid Letter of Offer from the new provider
 - d) For students under 18 years of age –
 - Written confirmation from the students' parent/guardian supporting the transfer, and

- Written confirmation in the letter of offer from the new provider that it will accept responsibility for approving a student's accommodation, support and welfare arrangements

P2.1.2 On receipt of all required information, VU International Compliance Unit will assess the request against the conditions of the Student Transfer Policy, and against the assessment criteria outlined in sections P2.3, P2.4, P2.5 and P2.6 below.

P2.2 Assessing Principal Course of Study

VU International Compliance will determine whether the student has studied more than six months of their principal course of study:

P2.2.1 Where a student has studied more than six months of their principal course of study, the release will be granted without question. A letter of release is not required.

P2.2.2 Where a student has not studied for more than 6 months of their principal course, VU International will proceed to assess the request, following the criteria in P2.4 and P2.5.

P2.3 Assessing a letter of offer from another registered provider

VU International Compliance will establish whether the student has a valid letter of offer from a CRICOS registered provider for a CRICOS registered course. A letter of offer from a provider or course that is not CRICOS registered must be rejected. The student should be informed of the reasons for the decision in writing.

P2.4 Assessing a student's reasons for requesting a release

VU International Compliance will assess a student's reasons for requiring a letter of release, to consider whether there are acceptable according to the Policy.

P2.4.1 Where VU International Compliance is dissatisfied with the students written reasons for requiring a transfer to another provider (e.g. the written reasons do not adequately explain why the student requires a release), further clarification may be sought from the student.

P2.4.2 VU International Compliance should usually seek consultation with the students Faculty / School to further understand the student's circumstances and to understand the Faculty/School reasons for approving the transfer. The relevant Faculty / School staff member will generally be the person who signs the Course Withdrawal Form.

P2.4.3 Where appropriate, VU International Compliance may liaise with or refer the student to another University department in order to fully explore their reasons for transferring. This may include:

- a) Consultation with the students Faculty / School to further understand the student's circumstances and to understand the Faculty/School reasons for approving the transfer. The relevant Faculty / School staff member will generally be the person who signs the Course Withdrawal Form.
- b) Referring the student to VU International Student Support (or other student support services) to discuss the student's personal/academic circumstances, and to recommend appropriate study skills support or student support as an alternative to the transfer.
- c) Referring the student to VU International Recruitment and Admissions to discuss a recommendation for transfer to another suitable VU program

A recommendation made under P2.4.3 should not prevent a student from obtaining a release from VU where they are eligible to do so under the Policy.

P2.4.4 In line with section 5.1.1 of the Policy, a request to transfer to another provider may be rejected where the University considers that it would be of detriment to the student. The decision to reject an application on detrimental grounds will take in to account the students individual circumstances. The reasons for refusing a request must be formally documented in the student file.

The range of detrimental circumstance and the course of action that should be taken for each circumstance are as follows:

- a) Where the student has not started study, or has studied for less than four (4) weeks, the request may be rejected by VU International Compliance on the basis that the full range of University support services have yet to be provided or offered to the student. In this situation VU International Compliance will:
 - Inform the student of the decision in writing and offer the right of appeal against the decision as outlined in P2.8
 - Re-visit the issue within a timeframe negotiated with the student
 - Refer the student to International Student Support for further advice and guidance
 - Inform the Faculty / School of the outcome
- b) The University forms the view that the student is trying to avoid being reported to the Department of Immigration and Citizenship (DIAC) for failure to meet the provider's attendance or academic progress requirements:
 - The request may be rejected by the University for this reason following consultation between VU International and the relevant Faculty / School
 - VU International Compliance will inform the student of the decision in writing and offer the right of appeal against the decision as outlined in P2.8
- c) The student has requested a transfer to a course with another registered provider that the University considers:
 - i. Will be unsuited to the students academic capabilities, future study plans and/or career aspirations
 - ii. May jeopardise the student's progression through a package of courses
 - iii. Will not provide adequate preparation for further study, and/or is not recognised by Higher Education or VET providers as meeting their entry requirements

In the above circumstances, VU International Compliance:

- Will consult with the relevant Faculty / School (generally the member of staff who signed the Course Withdrawal Form) to understand the student's individual circumstances. Consideration should be given to the student's future study or career plans, and whether the student will be capable of studying the course with the other registered provider. The University may also choose to initiate further discussion with the student, to better understand the student's situation
- Will inform the student of the decision in writing. Where the decision is to reject the request, the University will offer the student a right of appeal, as outlined in P2.8
- May (in conjunction with the Faculty / School) recommend that the student seeks teaching and learning support or other student support services, as appropriate to the students circumstances

P2.5 Additional procedures for students under 18 years of age

P2.5.1 For students under 18 years of age, VUI Compliance will:

- a) Confirm that written and signed approval has been received from the student's parent/guardian(s)
- b) Confirm receipt of written confirmation from the new registered provider that it will accept responsibility for approving a student's accommodation, support and welfare arrangements

P2.5.2 Where a letter of release is granted for a student under 18 years of age, VUI Compliance will agree, in writing, dates of transition for responsibility with the new registered provider.

P2.5.3 Where the new registered provider refuses to take on responsibility of accommodation, support and welfare arrangements, VUI Compliance will not grant the request for a letter of release.

P2.6 Notifying students of the outcome of an assessment

VU International Compliance will provide a written response to the student within 10 working days of receiving the request, as follows:

- a) If a student's application is **successful**, VU International will provide the student with a letter of release. The letter of release will be issued at no cost to the student, and will advise the student to contact the Department of Immigration and Citizenship (DIAC) to seek advice on whether a new student visa is required.
- b) If the student's application is **unsuccessful**, VU International will provide written reasons for the refusal and inform the student of their right to appeal the decision in accordance with Standard 8 of the National Code 2007 and in line with the VU Student Feedback and Complaints Policy (POS060831000).

P2.8 Administration

If a student's application is successful, VU International will cancel the student's electronic Confirmation of Enrolment. The approved Course Withdrawal Form should then be forwarded to the Student Service Centre (pre-census date) or Admissions and Enrolments (post-census) for processing on VUSIS.