Change of Education Provider Policy –
International Students

Policy Code: INT-001   Version: 1.1S   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.

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

Policy Statement:
Students wishing to transfer from Endeavour College to another registered education
provider before completing the first six months of their principal course of study must
seek approval to transfer by applying for a Release Letter.

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.

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.

Student Transfer Requests
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

**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.

**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.

**Record Keeping**

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

**Related Procedures:**

*Release Letter Application Procedure*

**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:**  
*Fees Policy*  
*International Student Fee Refund Policy*

**Benchmarking:**  
Not Applicable

**Supporting Research and Analysis:**  
Not Applicable

**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
### Change of Education Provider Policy

**Policy Author:** Director of Education

**Policy Owner:** Director of Marketing, International and Business Development

**Contact:** Director of Marketing, International and Business Development  
John Cookson  
john.cookson@endeavour.edu.au

**Approval Committee:** Academic Board  
Meeting date: 23 September 2010  
Agenda Item: 4.1

**Endorsement Committee:** College Council  
Meeting date: 05 October 2010  
Agenda Item: Section D

**Policy Status:** New

**Responsibilities for Implementation:** International Student Adviser  
National Student Support Coordinator  
International Marketing & Enrolment Executive

**Key Stakeholders:** Director of Marketing, International and Business Development  
National Student Support Coordinator  
International Student Advisor  
International Marketing & Enrolment Executive

**Date for Next Review:** 05 October 2011

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