



Contact Officer	Senior Manager (Student Enrolment & Administration)
Date First Approved	12 May 2009
Approval Authority	Director, Student Business Services
Date of Next Review	24 July 2023

**1. PURPOSE AND OBJECTIVES**

Bond operates in compliance with the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (The National Code). [Standard 7 Overseas Student Transfers](#) of The National Code places restrictions on providers from enrolling transferring overseas students prior to the student completing six (6) months of his or her principal course of study (the Restricted Period). The Restricted Period applies to any prerequisite courses in a package of courses, as well as the first six (6) months of the principal course. Providers from whom the student is seeking to transfer are responsible for assessing the student’s request for transfer within the Restricted Period. It is expected that the student’s request will be granted where the transfer will not be to the detriment of the student.

Where an overseas student requests a transfer from Bond to another institution within the Restricted Period, Bond University will assess the request against this Policy and Standard 7 of The National Code.

Applications from students transferring from another registered provider within the Restricted Period will also be assessed against this Policy and Standard 7 of The National Code.

Bond University will support the intent of Standard 7 which recognises overseas students as consumers and supports them to exercise choice, while acknowledging that they may also be a group that requires support to transition to study in Australia. As such, the impact on a student of refusing a request will be one factor taken into consideration.

After the Restricted Period of their principal program, students are free to transfer between registered providers and do not require a release letter.

**2. AUDIENCE AND APPLICATION**

All Bond University Students on Student Visas

**3. ROLES AND RESPONSIBILITIES**

Role	Responsibility
Bond Students wishing to transfer to another institution within restricted period	Clause 4 must submit an application for a letter of release.

**4. TRANSFERRING FROM BOND TO ANOTHER REGISTERED PROVIDER**

Any Bond student who wishes to transfer to another institution within the Restricted Period must apply for a transfer. All applications must be submitted via the [Letter of Release Application](#) and must be accompanied by a valid letter of offer from the institution to which the student is transferring together with the documentation required by this Policy.

**4.1. Circumstances where a Letter of Release will be Approved**

**4.1.1. Failure to Meet Conditions of Offer**

Students will receive a Letter of Release where a student has not met the condition(s) of their offer.

In order for a request for a Letter of Release to be considered, the student must provide the evidence that they have attempted and not successfully completed their preliminary program despite intervention. Students must have complied with all student visa conditions e.g. English Language Intensive Courses for Overseas Students, Foundation Program.

**4.1.2. Compassionate or Compelling Circumstances**

Students will be provided with a Letter of Release where they can demonstrate compassionate or compelling personal reasons or academic circumstances. It will normally be expected that such circumstances were unexpected and beyond the control of the student.

In order for a request for a Letter of Release to be considered, the student must provide relevant supporting documentary evidence which might include a personal statement and a statement of support from an independent professional (e.g. medical practitioner, legal, counselling, academic).

#### **4.1.3. Government-sponsored Students**

Government-sponsored students may transfer if their government sponsor considers the change to be in the student's best interest and has provided written support for that change from the government sponsor.

This Policy does not apply to AusAID students. Overseas students on AusAID visas who wish to transfer institutions should contact the International Student Team Coordinator at the Student Business Centre.

#### **4.1.4. Unsatisfactory Course Progress**

Students will receive a Letter of Release where the University assesses that the student is unable to achieve satisfactory course progress at the level they are studying

#### **4.1.5. Unmet Course Expectations**

There is evidence that the overseas student's reasonable expectations about their current program are not being met.

#### **4.1.6. Misleading information**

The student provides evidence that they were misled by a Bond University staff member or an official agent of the University regarding Bond University or the course in which they are enrolled and the program is therefore unsuitable to their needs and/or study objectives.

#### **4.1.7. Bond University Unable to Deliver the Program**

Bond University is unable to deliver the program therefore preventing an overseas student from continuing their study.

#### **4.1.8. Appealable decision or recommendation**

An appeal (internal or external) on another matter results in a decision or recommendation to release the overseas student.

### **4.2. Circumstances Where a Letter of Release will be Refused**

Request for transfer applications will be refused:

- if a student does not have a valid enrolment offer from the receiving provider; or
- where the student's government sponsor has not provided written support for the change; or
- if a student under 18 years of age does not have written evidence that the student's parent or legal guardian supports the transfer. If appropriate, where the student is not being cared for in Australia by a parent or suitable nominated relative, the letter of offer from the new institution must confirm that the new institution will accept responsibility for approving the student's accommodation, support and general welfare arrangements, as per Standard 5 of The National Code; or
- where a student has not accessed the University's available support services for assistance with their studies and/or personal problems, for example, they have not sought assistance from Bond University's learning support or counselling services following a referral; or
- where students are unable to provide evidence of compassionate or compelling reasons or academic circumstances that were beyond their control; or
- if the transfer is not in the best interest of the student; or
- where the scheduled date for commencing classes at the other Registered Provider has passed at the date of lodging the request for a Letter of Release.

Additionally, the University will not consider applications under the following circumstances until they have been resolved:

- When there is a University initiated action against the student;
- Where there are sanction/s against the student which include, but are not limited to, non-payment of tuition fees, outstanding fines and penalties.

### 4.3. Other Information

#### 4.3.1. Transferring to a Non-AQF Equivalent Degree

Where a student is requesting a transfer to a Non-AQF Equivalent Degree they must provide relevant supporting documentary evidence which might include a personal statement outlining why the transfer is not detrimental to the student.

#### 4.3.2. Outcome of Application

The written outcome, including reasons, will normally be provided within ten (10) working days of the date the student submits their written request. Requests that do not contain all necessary information required under this Policy may take longer to process.

Records of requests for letters of release and the process used to make a decision in relation to the request will be documented and retained on the student's file.

#### 4.3.3. Appeals

Where a student's request for a Letter of Release is denied, the student has a right of appeal. Appeals should be submitted in accordance with the University's Academic Regulations (Division 9 – Complaints and Appeals for Review of Decisions).

#### 4.3.4. Refunds

In all cases, students' entitlement to a refund will be assessed in accordance with Bond University's applicable [refund policy](#) for overseas students. Students should submit an application for refund, if appropriate, to the Cashier's Office.

In instances where the refunds exceed AUD\$1,000, the monies will be returned to the country from which the original funds were transferred. Alternatively, students may request for the refund to be forwarded to the receiving institution's bank account.

### 5. TRANSFERRING TO BOND UNIVERSITY FROM ANOTHER REGISTERED PROVIDER

Bond University will not knowingly enrol or permit attendance in classes to a student wishing to transfer from another registered provider's program prior to the student completing six (6) months of his or her principal course of study except where:

- the original registered provider has ceased to be registered or the program in which the student is enrolled has ceased to be registered; or
- the original registered provider has provided a written Letter of Release; or
- 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 course; 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.

Bond University will be required to undertake the Genuine Temporary Entrant (GTE) and Genuine Student (GS) checks prior to making any offers of enrolment.

### 6. DEFINITIONS, TERMS, ACRONYMS

**Bond University** A reference to Bond University, includes Bond University College.

### 7. RELATED DOCUMENTS

[Letter of Release Application](#)

[Student Fees, Charges and Refunds Policy](#)

[National Code of Practice for Providers of Education and Training to Overseas Students 2018](#)

### 8. MODIFICATION HISTORY

Date	Sections	Source	Details
24 July 2020			