

CHANGE OF TRAINING PROVIDER POLICY **(International Students Only)**

Under the National Code 2007, which came into effect on 1 July 2007, to regulate the industry, to ensure quality standards are maintained and to protect overseas students, education providers cannot enrol students seeking to transfer from another education provider before that student has completed six (6) months of their Principal course of study, except in some circumstances.

The Principal course is the highest qualification covered by the student's visa. For example, if a student has Confirmations of Enrolment and visas for the *SHA Diploma of International Hotel Management* and the ICHM Bachelor in International Hotel Management, then the Bachelor Degree is the principal course.

A Letter of Release is not required if:

- a student has completed more than six (6) months of his/her Principal course for which the visa has been granted (eg, the Degree) before looking to transfer to another provider.
- the current education provider or course has ceased to be registered or a sanction has been imposed that prevents the provider from continuing to deliver the student's Principal course.

A Letter of Release is required if

- a student has not completed six (6) months of his/her Principal course of study for which the visa was granted (eg, the Bachelor Degree), and
- would like to transfer to another education provider.

The other provider may issue a Letter of Offer a place in their program but it may not enrol them without receiving a Letter for Release from the current education provider.

The 6 months starts on the first study day of the student's principal course.

REQUESTING A LETTER OF RELEASE

Written Request

If a Letter of Release is required, the student must apply in writing to the Principal to request a "Letter of Release" explaining why they wish to change courses. A copy of the Offer Letter from the other education provider and any other supporting documentation must also be provided

International College of Hotel Management

Assessment

When a student requests a Letter of Release, the reason for this request must be determined. In the letter of request the student should include the reason for changing provider and any other supporting information.

ICHM undertakes to consider each such request on its merits, taking into consideration:

- the reasons outlined in the student's letter
- the best interests of the student
- the student's academic performance and course progress
- financial issues (whether or not the student has any fees or other outstanding liabilities such as debts to ICHM , RIH or the LRC) and personal financial circumstances
- the student's attendance record
- the student's disciplinary and conduct record.
- the nature of the course the student wishes to transfer to. (ICHM reserves the right to deny a Letter of Release to transfer to essentially the same course with another provider simply because it is cheaper, easier or shorter in duration.)
- if an international student, whether or not he/she has breached student visa conditions related to attendance or course progress, and
- any other matters considered relevant.

ICHM will provide a decision to the request within 14 days.

If approved, the Principal will authorise the issuance of a Letter of Release. The student must formally (in writing) withdraw from ICHM with immediate effect or stating the exit date if in mid-semester. The student will be entitled to a refund in line with the *ICHM Refund Policy*.

If the request for a Letter of Release to transfer to another provider is denied, the student will receive a letter in writing stating the reason/s for the decision and outlining the procedure to be followed to have that decision reviewed.

APPEAL PROCESS

The student may activate an appeal against the decision not to issue a Letter of Release through the Grievance Policy which provides for one internal and a further external review of the decision.

Students who are unsuccessful in obtaining a Letter of Release after exhausting all avenues of appeal outlined in the Grievance Policy, must either confirm their intention to continue at ICHM or withdraw from ICHM stating their final date. Students who fail to return to ICHM as scheduled will be reported to the Department of Immigration and Citizenship (DIAC).