

Policy Title: International Student Re-packaging, Release or Withdrawal
Policy Owner: Director, Student Services Centre
Keywords: 1) International; 2) letter of release; 3) packaged program; and 4) DIBP
Policy Code: PL254 [ad090]
[Intent](#)
[Organisational Scope](#)
[Definitions](#)
[Policy Content](#)
[Accountabilities and Responsibilities](#)
[Related Documents](#)
[Contact Information](#)
[Approval History](#)
1. INTENT

Under the *National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas students 2007 (The National Code 2007)* and the *Education Services for Overseas Students Act (2000)* International students on student visas remain with their principal provider for the first six months of their principal course.

In the case of students on packaged offers, ECU is the principal provider even if the student has yet to commence the Edith Cowan University course.

This policy sets out the principles and processes which the University will follow in assessing applications from students who wish to amend their study package, to be released from the agreed package, or to withdraw from their study package.

2. ORGANISATIONAL SCOPE

All ECU Students and Staff.

3. DEFINITIONS

TERM	DEFINITION
DIBP	Department of Immigration and Border Protection.
Director, SSC	Director, Student Services Centre, or the successor to that position or a person acting in that position or his or her nominee.
ECU	Edith Cowan University.
Letter of Release	A letter provided by the University which enables a student to enrol at another educational institution.
Pathway	A provider other than the University which provides a course or courses

Provider	of pre-university study after which the student enrolls at the university.
Packaged program	A course of study which includes period of pre-university study with a pathway provider.
Principal Provider	In the case of students on packaged offers, ECU is the principal provider even if the student has yet to commence the University course.
Repackage	A change of the pre-university provider initiated by a student.
Release	A request to be released from the University in order to go to another university.
Request Form	The University's Repackage - Release - Withdraw Request Form.
Withdraw	To withdraw from an enrolment at the University.

4. POLICY CONTENT

4.1. Requests to Re-package a program of study

4.1.1. Students who wish to re-package a program of study will submit a written request to the Student Services Centre on the relevant form with a valid offer letter from the proposed new provider.

4.1.2. Approval of a request to re-package will be given if:

- it is in the best interests of the student's education. This assessment may take into account advice provided by the original education provider; and
- the proposed education provider has an agreement with the University for this purpose; and
- the student provides a valid Offer Letter to a course or program at the new education provider that meets ECU entry requirements; and
- the student pays any applicable tuition fees to ECU. The fees are retained in the student's fees account as a credit towards ECU tuition fees and subject to the *International Student Tuition Fee Refund Policy*.

4.1.3. If these conditions are met the University will within 10 working days:

- confirm its approval in writing, and
- issue a new Offer Letter.

4.2. Release

4.2.1. Students who have completed less than six months of study at ECU and who want to transfer to another university, are required to submit a written request to the Student Services Centre on the relevant form with a valid, unconditional offer letter from the proposed new SVP university provider.

- 4.2.2. Requests for release will be granted only where the student is able to demonstrate to ECU's satisfaction that granting a release is in their best interests. In determining what is in the best interests of the student ECU will consider a range of factors including:
- if the course the student wishes to transfer to:
 - better meets the study capabilities of the student;
 - better meets the long term goals of the student, whether these relate to; future work, education or personal aspirations.
 - If the student wishes to change course in order to get access to greater support (may be through the services offered by another provider, commercial or non-for-profit services or through access to family, friends or a cultural support network); and
 - If the student claims or can provide evidence that his or her reasonable expectations about the current course are not being met.
 - Factors that may be considered to the student's detriment, but which should be considered in light of the student's individual circumstances and a broader range of factors, such as those outlined above, include:
 - if the transfer may jeopardise the student's progression through a package of courses;
 - if the request for release is made before course commencement or within four weeks of a course's commencement and the full range of support services are yet to be provided or offered to the student (generally, the issue will be revisited within a timeframe negotiated with the student); and
 - if the student is trying to avoid being reported to DIBP for failure to meet ECU's attendance or academic progress requirements.
- 4.2.3. If these conditions are met the University will:
- issue a Letter of Release within 10 working days, and
 - cancel the student's Confirmation of Enrolment.
- 4.2.4. A Letter of Release will outline visa implications and advise that the student must contact the DIBP without delay to seek advice on whether a new student visa is required.
- 4.2.5. Students who have completed six months or more of study at ECU do not require, and will not be issued with, a Release Letter.

4.3. Withdrawal

- 4.3.1. Students who wish to withdraw from their enrolment agreement must seek counselling from their education provider or from an external education counsellor prior to proceeding with a request to withdraw.
- 4.3.2. Following counselling, should the student still wish to withdraw, the student will submit a written request to the Student Services Centre on the relevant form.

- 4.3.3. Subject to the student having completed counselling, ECU will proceed with the withdrawal request, and will cancel the student's Confirmation of Enrolment.
- 4.3.4. ECU will advise the DIBP of the change in study status. The student will be advised to contact the DIBP without delay to seek advice on whether a new student visa is required.

4.4 Review of Decision

- 4.4.1. Students who are not satisfied that the University has fairly assessed an application for Re-packaging, Release or Withdrawal may ask for a review of their application.
- 4.4.2. Requests for review should be directed to the Manager, Student Progress.
- 4.4.3. In their requests, students should outline the reasons for which they feel their application has not been fairly assessed and provide evidence to support their assertions.

5. ACCOUNTABILITIES AND RESPONSIBILITIES

In relation to this policy, the following positions are responsible for the following:

Policy Owner

The Policy Owner, Director, Student Services Centre has overall responsibility for the content of this policy and its operation in ECU.

All members of the University community are expected to comply with University Policy.

6. RELATED DOCUMENTS:

- 6.1. Other documents which are relevant to the operation of this policy are as follows:
 - International Student Tuition Fee Refund Policy
http://www.ecu.edu.au/GPPS/policies_db/policies_view.php?rec_id=0000000323)
 - Student Complaints Policy
http://www.ecu.edu.au/GPPS/policies_db/policies_view.php?rec_id=0000000164
 - Release, Re-package or Withdrawal Form
http://www.ecu.edu.au/_data/assets/pdf_file/0003/29091/Repackage-a-Release-a-Withdraw-Request-Form.pdf

7. CONTACT INFORMATION

For queries relating to this document please contact:

Policy Owner	Director, Student Services Centre
All Enquiries Contact:	Manager, Student Progress
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8. APPROVAL HISTORY

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