

**International Mobility of TBU Students and Mobility of Incoming International Students at TBU (through the EWP system)**

List of coordinators responsible for study periods and traineeships abroad:

**Faculty coordinators:**

<u>Faculty coordinator authorized to <b>sign</b></u>	<u>Faculty coordinator in charge of <b>administration</b></u>
FT Vice-Dean for International Relations and Industrial Cooperation	Coordinator for study periods/traineeships
FaME Vice-Dean for International Relations	Guarantor of international mobility in degree course
FMC Vice-Dean for Internationalization	Heads of studios + Head of Department of Marketing Communications
FAI Vice-Dean for International Relations	Guarantor of the degree course
FHS Vice-Dean for External Relations	Guarantor of international mobility
FLCM Dean	Coordinator for study periods/traineeships
CPS Director of the Centre of Polymer Systems	Guarantor of international mobility

**Institutional coordinators:**

Institutional coordinator authorized to **sign** (Vice-Rector for Internationalization)

Institutional coordinator in charge of **administration** (member of TBU International Office staff (hereinafter referred to as "IO"))

Institutional coordinator for the Erasmus+ programme (Head of the International Office) – in charge of administration of issues related to the Erasmus+ programme and of communication with the Czech National Agency for International Education and Research. The Institutional coordinator for the Erasmus+ programme is authorized to sign inter-institutional agreements concluded within the Erasmus+ programme in the Erasmus Without Paper environment.

**PART ONE  
OUTGOING STUDENTS**

**Article 1  
Prior to departure abroad**

- (1) The **Student Affairs Office/department in charge of mobility administration** shall enter the mobility in the IS/STAG system and shall change the student's status to the mobility mode: 300 – *Short-term mobility entered*, the abbreviation EWP is written next to the mobility. The **student** shall specify in the English language the type of mobility in the **Portal**, he/she shall select course units offered by the institution abroad and the TBU course units from the curricula.

He/she shall contact the **faculty coordinator in charge of administration**, who shall approve of the course units in the Portal, or modify them. Subsequently, he/she shall sign the Learning Agreement (LA) after it has been ticked in the checkbox menu (hereinafter referred to as “ticking”). The LA is signed by the student.

After previous agreement with the student, the **faculty coordinator in charge of administration** shall select course units taught in the Czech degree programme which are equivalent to the approved course units (Section: ECTS / Course units / Basic information about course unit) and will be recognized after the student's return from abroad - after successful completion of studies at the institution abroad. The coordinator shall preferably select those course units which the student would have studied at TBU in the given semester. In the event that no course unit offered at TBU is equivalent to the approved course unit, no course unit shall be proposed for recognition. In the event that the student has to complete some of the course units at TBU after his/her return from abroad, the faculty coordinator in charge of administration shall enter the course units in question in the box “Note” in the record of the course unit entered first among the course units to be studied abroad by the given student.

- (2) After the course units have been approved (Mobility status in the Portal: 301), the **faculty coordinator authorized to sign shall complete the information in the Portal** required to be transferred through the EWP. After it has been signed by the student, he/she is not allowed to make any more changes. Subsequently, he/she shall sign the LA by ticking the checkbox. At that moment, the LA is transferred through the EWP, and it is necessary to wait until it is signed/approved by the institution abroad.
- (3) After the mode has been switched in the Portal to the mode **301**, the **student** shall send an e-mail to the **institutional coordinator in charge of administration** (member of the International Office staff) (or the student can appear in person in the office of the IO), where he/she shall specify the following:

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1. Request to switch the mode to the mode **309**

After receiving this e-mail, the **institutional coordinator in charge of administration** shall switch the Mobility status to the mode **309 – Print the ToRBM or the LA with the previously saved signature of the FC and the IC** and, in case of Erasmus+, he/she shall send a link to the student to the webpage where the student shall complete the language test - **Online Linguistic Support (OLS)**. Students are obliged to complete the language-skills test within 7 days of receipt of the web link.

If the student submits a certificate in accordance with the Common European Framework of Reference for Languages (CEFR) on language competences at the C1 or C2 level, or if the student has passed an OLS on-line language test at the C1 or C2 level during his/her previous mobility period, the student is not obliged to undertake an online assessment of his/her language skills.

- (4) After the Acceptance Letter has been sent by the institution abroad to the student's e-mail, and confirmed and signed by ticking the checkbox in the Learning Agreement, the student is admitted to study abroad. Immediately after receiving the confirmed documents, the **student** must contact the **institutional coordinator in charge of administration**, submit the above-mentioned documents + proof of medical insurance valid throughout the entire duration of the study period plus confirmation of study, and conclude his/her Grant Agreement/Financial Agreement (hereinafter referred to as GA only) on the study period abroad, however, no later than 3 weeks prior to the start date of his/her study period abroad. In order to conclude the GA, the student is required to be informed about the **exact start and end date of the study period** and, in case of mobility to take place in the winter semester, **to be enrolled in the following year** of study. Upon signing the GA, the **institutional coordinator in charge of administration** shall change the student's Mobility status in the Portal from the mode 309 to **310 – Student is on mobility abroad** and shall modify the duration of the mobility according to the dates as specified in the GA.
- (5) Before the mobility takes place, the student is obliged to attend an informative meeting or come to the International Office in person in order to obtain information regarding the visa and security situation in the given country.

## **Article 2**

### **During student mobility abroad**

- (1) Within 7 calendar days after his/her arrival at the institution abroad, **the student is required** to scan the Confirmation of Arrival/Departure form incl. the confirmed start date of the study period corresponding to the date mentioned in the GA and send the document by e-mail to the institutional coordinator in charge of administration. (The student shall keep the original copy of the document with him/her). The document form is available on the website [www.utb.cz](http://www.utb.cz): International: Students: Exchange Students: Outgoing Students: Erasmus+/Freemovers.
- (2) The **student is obliged to report** any **change made to the duration of the study period** and, therefore, to the total amount of the grant awarded **4 weeks prior to the study period end date as specified in the Grant Agreement/Financial Agreement** to the university coordinator in charge of administration. In the event that he/she fails to report the change made to the duration of the study period sufficiently in advance, a penalty amounting up to 10% of the grant awarded may be imposed on the student.
- (3) After the student's departure for abroad, and that no later than the next date of registry data collection, i.e. 31 March, 30 June, 31 October, 31 December, the **institutional coordinator in charge of administration** shall check the date of departure and modify it according to the actual date of departure given in the Grant Agreement/Financial Agreement. The relevant **Student Affairs Office/department in charge of mobility administration** shall cancel such mobility (in the IS/STAG system it shall switch the Mobility status to "Cancelled") where the student failed to conclude a GA, and that in accordance with the status 310 in the Portal – *Student is on mobility abroad*. The institutional coordinator in charge of administration shall check as to whether the required changes have really been made in the IS/STAG system.
- (4) **Students** are allowed to make changes in the original Learning Agreement within 1 month after their arrival at the institution abroad. After entering the required changes in the Portal,

- the student must contact the **faculty coordinator in charge of administration**, who shall, after previous agreement with the student, approve of the changes, and/or propose other changes, and shall select course units taught at TBU (see Part 1/Article 1 Paragraph 1) and equivalent to the approved course units, and the student shall sign these changes by ticking the checkbox.
- (5) After signing ~~change to the mode 320~~, the **student** shall **contact the faculty coordinator authorized to sign**, who shall repeatedly check the course units and shall sign the CHLA by ticking the checkbox. At that moment, the CHLA of the student have been completed by TBU, and the course unit changes are transferred through the EWP to the institution abroad. The student is obliged to check whether the CHLA have been signed by the institution abroad and, if necessary, to communicate with the institution abroad, so that the CHLA are signed also by the institution abroad by ticking the checkbox.
- (6) If the student applies for **an extension of his/her study period by a whole semester**, he/she is required to submit to the **institutional coordinator in charge of administration** (member of the International Office staff) a written consent of the **faculty coordinator authorized to sign** and of the **international office of the institution abroad**. An extension of the study period must be **agreed upon** no later than **30 October** of the current academic year. The student is required to submit the confirmed **Learning Agreement** for the summer semester no later than one week **before the beginning of the summer semester** at the institution abroad.
- (7) The **institutional coordinator in charge of administration** shall send the list of students the extension of whose study periods has been approved to the **Student Affairs Office/department in charge of mobility administration**; the Student Affairs Office/department in charge of mobility administration shall enter the extension in the IS/STAG system and change the students' status to new mobility with the start date corresponding to the end date of the previous mobility. The subsequent procedure adheres to Article 1 of this Appendix to the Directive.
- (8) The **institutional coordinator authorized to sign** shall decide on the student's eligibility for a grant during an extended study period. Students are not entitled to additional funding for extended study periods. Any change in the total amount of the grant must be specified in an amendment to the Grant Agreement/Financial Agreement - allowed to be made only before the previously agreed duration of the study period expires.
- (9) If a study period is shortened, the institutional coordinator in charge of administration shall issue a Decision taken by the Vice-Rector for Internationalization, specifying the unspent amount of the grant which the student must return. The **student** is obliged to return the unspent part of the grant no later than within 15 days of the receipt of the Decision issued by the Vice-Rector for Internationalization.
- (10) The maximum duration of a study period abroad
- Erasmus+**
1. The minimum duration of a study period is 2 months and the maximum duration is 12 months (except for the Erasmus+ short-term mobility periods).
  2. The minimum duration of a traineeship is 2 months and the maximum duration is 12 months (except for the Erasmus+ short-term mobility periods).

3. The minimum duration of a short-term mobility, BIP or a short-term doctoral mobility taking place within the Erasmus+ programme is 5 days and the maximum duration is 30 days.
4. Students can participate in a study period/traineeship held abroad repeatedly within each cycle of their studies, however, the total period cannot exceed 12 months.
5. Previous study periods/traineeships within the given cycle of studies are added up.

Students are not allowed to suspend or terminate their studies at TBU prior to or during a study period/traineeship held abroad.

### Article 3

#### After the return of the student from abroad

- (1) Within 7 calendar days of termination of his/her study period at an institution abroad, the **student is required** to scan his/her Confirmation of Arrival/Departure incl. the confirmed end date corresponding to the GA and submit the document to the institutional coordinator in charge of administration. The document form is available on the website [www.utb.cz::International: Students: Exchange Students: Outgoing Students: Erasmus+/Freemovers](http://www.utb.cz::International: Students: Exchange Students: Outgoing Students: Erasmus+/Freemovers). The **institutional coordinator in charge of administration** shall modify the date of return in the Portal according to the actual date as entered in the Confirmation of Departure and shall change the student's Mobility status to the mode 330.
- (2) After the student's arrival from abroad, and that no later than the next date of registry data collection, i.e. 31 March, 30 June, 31 October, 31 December, the **institutional coordinator in charge of administration** shall check the date of return. The relevant **Student Affairs Office/department in charge of mobility administration** shall check as to whether the date of return entered in the IS/STAG system corresponds to the actual date of return specified in the Confirmation of Arrival/Departure.
- (3) Within the deadlines specified in the Grant Agreement/Financial Agreement, the **student** shall scan his/her Transcript of Records and send it by e-mail to the **institutional coordinator in charge of administration**. The **student** shall complete the section "ECTS-Mobility", "Course units" (click on each course unit) in the Portal, i.e. he/she shall enter the **assessment** and the **date** on which the examination took place in the section "Information on passed examination in this course unit".
- (4) Once the assessment and dates of examinations have been entered in the Portal, the **student shall come to the Student Affairs Office/department** in charge of mobility administration in order to have confirmed the examination results entered in the Portal based on the submitted Transcript of Records; he/she shall also bring the Learning Agreement, Learning Agreement Changes, Confirmation of Arrival/Departure with him/her in case that the Student Affairs Office/department in charge of mobility administration carries out a check. The **Student Affairs Office/department in charge of mobility administration** shall change the Mobility status (Section: Basic information on the given student) to the mode **360 – The Student Affairs Officer has received the documents**, and shall enter the academic performance of the student in the IS/STAG system and check as to whether the information regarding the academic performance entered corresponds to the actual data given in the submitted documents. The course units will be transferred from the Portal to the IS/STAG

system in the original language of instruction and in the English version. No translation into Czech is required.

- (5) Once the check has been carried out by the Student Affairs Office or the department in charge of mobility administration, the **student shall contact the faculty coordinator authorized to sign and ask him/her to** check the information entered in the Portal **and to switch his/her Mobility status** from the mode 360 to **366**. After the student's Mobility status has been switched to the mode 366, the **student** or the department in charge of mobility administration shall **print** from the Portal the **Sending Institution Transcript of Record/Proof of recognition** of course units completed during the mobility (**SIToR**) and shall submit it to the **institutional coordinator in charge of administration/Student Affairs Office/department in charge of mobility administration**. The **faculty coordinator authorized to sign** shall switch the student's Mobility status to the mode **390 Mobility successfully completed** (in the Portal or in the IS/STAG - section "Mobility in the Student File", "Mobility status", "390 Mobility successfully completed").

- (6) **The student shall complete the following documents:**

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1. The student will receive the web link to the **Final Report form** (EU Survey) by e-mail sent to the e-mail address entered by the student and generated by TBU.
- (7) If the student fails to study those course units which he/she undertook to study in the Learning Agreement/Learning Agreement Changes, the sending institution is entitled to impose a financial penalty on him/her, depending on the amount of the grant awarded; the amount of penalty for each course unit not corresponding to the course units mentioned in the Learning Agreement shall be 5 % of the grant awarded.
- (8) If the student obtains less than 18 ECTS credits abroad, he/she will be asked by e-mail by the **institutional coordinator in charge of administration** to provide him/her with explanation for the situation that has arisen. At the same time, the student is entitled to request a reduction of the penalty or a waiver of the penalty. The student is entitled to send such a request to the **institutional coordinator in charge of administration** within 7 calendar days of receiving the request for explanation. In the event that the request for a reduction/waiver of the penalty has been received, it shall be forwarded to the faculty coordinator authorized to sign who shall express his/her consent to/disapproval of a reduction or waiver of the penalty. The institutional coordinator authorized to sign shall issue a "Decision by the Vice-Rector for Internationalization" on the amount of the penalty imposed, against which no appeal can be made. In the event that no request for a reduction/waiver of the penalty has been received, the institutional coordinator authorized to sign shall issue a "Decision by the Vice- Rector for Internationalization" on the amount of the penalty imposed, against which no appeal can be made.

The amount of the penalty is specified as follows: 12 – 17 ECTS credits obtained = a penalty amounting to 20 % of the grant awarded, 6 – 11 ECTS credits obtained = a penalty amounting to 40 % of the grant awarded, 0 – 5 ECTS credits obtained = a penalty amounting to 60 % of the grant awarded.

- (9) If the student fails to submit the required documents mentioned in the Grant Agreement and in this Appendix to the Directive, the following penalty shall be imposed on him/her:

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1. 10 % of the grant awarded if he/she fails to scan and submit by e-mail the **Confirmation of Arrival** to the institutional coordinator in charge of administration within 7 calendar days of the start date of the study period.
2. 10 % of the grant awarded if he/she fails to scan and submit by e-mail the **Confirmation of Departure** to the institutional coordinator in charge of administration within 7 calendar days of the end date of the study period.
3. 10 % of the grant awarded if he/she fails to scan and submit by e-mail the **Transcript of Records** to the institutional coordinator in charge of administration within 7 calendar days of its receipt from the institution abroad.
4. 10 % of the grant awarded if he/she fails to complete the **Final Report** within 30 calendar days of the end date of the study period; the student will receive the web link to the Final Report by e-mail.

**In the event that the student participates in the study period as a self-paying student**

1. In the event that the student fails to study the course units which he/she undertook to study in the Learning Agreement/Learning Agreement Changes, his/her study will not be recognized.
2. In the event that the student obtains less than 18 ECTS credits abroad, he/she is obliged to complete the missing course units at TBU in Zlín.
3. In the event that the student fails to submit the documents listed in the Grant Agreement/Financial Agreement by the dates specified in the Grant Agreement/Financial Agreement, his/her study will not be recognized.

(10) If, after signing the Grant Agreement, a student fails to submit documents evidencing the course of mobility (i.e. Confirmation of Arrival and Departure, Transcript of Records), a penalty of up to 100% of the grant awarded may be imposed on him/her.

(11) The TBU Legal Services department is in charge of the enforcement of outstanding financial penalties.

## **PART THREE INCOMING STUDENTS**

### **Article 1**

#### **Incoming students participating in study periods**

- (1) The **sending institution abroad** shall inform the **institutional coordinator in charge of administration** about the international applicant for a short-term study period (hereinafter referred to as “applicant”) to take place at TBU in Zlín. In the event that the sending institution or the student informs the faculty coordinator about the planned mobility, the faculty coordinator shall submit the information about the applicant to the institutional coordinator in charge of administration.
- (2) The **institutional coordinator in charge of administration** shall inform the applicant about the procedure for submission of applications to short-term study periods. If the applicant’s home institution uses the EWP platform for student mobility administration, the

applicant shall enter his/her mobility in the system used by the home institution. Thanks to the interconnection between the systems of the two institutions through the EWP platform, the applicant's data will be automatically transferred to the Portal, where further administration of the mobility will take place. If the educational institution is not connected to the EWP platform, the applicant shall submit an application for mobility directly to the Portal of TBU in Zlín, and that in accordance with the guidelines for exchange students, that will be sent to the applicant by the **institutional coordinator in charge of administration**.

- (3) The **applicant** must send the confirmed documents related to his/her studies at TBU, either through the EWP platform, or in printed form, in the winter semester of the following academic year/during the whole academic year no later than 1 May of the relevant year in the case of a citizen of a country outside the EU and no later than 1 June of the relevant year in the case of a citizen of an EU country. He/she must send the documents required for study at TBU in the summer semester of the given academic year no later than 1 October of the relevant year in the case of a citizen of a country outside the EU and no later than 1 November of the relevant year in the case of a citizen of an EU country. Applications submitted after the deadline, as well as applications for a period shorter than one semester, will be assessed individually.
- (4) After receiving the application from the EWP platform, or logging in to enter the application in the Portal (Mobility status: 400 – *Short-term mobility entered*), the **applicant** shall complete his/her Student Application Form and select the course units to be studied at TBU (Learning Agreement). The applicant shall inform the **faculty coordinator authorized to sign** about his/her final selection of course units.
- (5) Afterwards, the **faculty coordinator authorized to sign** shall take charge of the mobility of the student (Section: ECTS, “*Administer this incoming mobility*”). In addition, in the case of a student's mobility sent to TBU via the EWP platform, he/she shall add (match) the course units in the Section: Course units and shall select a curriculum (preferably a degree programme and a degree course accredited in the English language at TBU) for the applicant in the Portal). Subsequently, the coordinator shall change the Mobility status (Section: Mobility of the given student) from the mode 400 – *Short-term mobility entered* to the mode 401 – *Information about mobility including course units entered*. After the mode has been changed, students are not allowed to make any more changes.
- (6) The **applicant** must attach the following documents to his/her application: CV (curriculum vitae), Transcript of Records and a scanned copy of the student ID card, or a confirmation of study issued by the home university. He/she shall send these documents to the **institutional coordinator in charge of administration**.
- (7) **Applicants** interested in studying course units, which are assessed with 10 or 15 ECTS at the Faculty of Multimedia Communications, must also submit a relevant portfolio, to the selected course unit. The portfolio shall be sent to the **institutional coordinator in charge of administration**.
- (8) The **applicant** shall print his/her Student Application Form and Learning Agreement, have them confirmed by the sending institution abroad and shall send both documents to the **institutional coordinator in charge of administration**. In the case of mobilities administered through the EWP platform, the applicant does not have to print the documents.
- (9) The **institutional coordinator in charge of administration** shall submit all the required documents to the **faculty coordinator authorized to sign**, who by signing the documents



confirms that the course units in the Portal correspond to those mentioned in the printed Learning Agreement and can be studied by the student. In the case of mobility administered through the EWP platform, the Learning Agreement shall be approved electronically in the section Course unit in the Portal. In the section Course units, the **institutional coordinator authorized to sign** shall first check whether the course units correspond to the course units offered by the Faculty and shall confirm the selection. By this step, the LA is approved by TBU and changes are no longer allowed.

- (10) The **institutional coordinator in charge of administration** shall send the confirmed documents to the sending institution abroad. In the case of mobilities administered through the EWP platform, the signed LA is transferred automatically.
- (11) No later than at the beginning of September (in case of study periods scheduled to take place in the winter semester/during the whole academic year) or in the middle of January (in case of study periods scheduled to take place in the summer semester), the **institutional coordinator in charge of administration** shall submit the list of accepted applicants to the relevant Student Affairs Office/Department of International Relations. The institutional coordinator in charge of administration shall enter the first day of classes in the relevant semester in the Portal as the date of arrival for all applicants. If his/her arrival at TBU is cancelled, the mode of the mobility shall be changed in the Portal from the mode 401 to 491 – *Applicant will not arrive*.
- (12) The relevant Student Affairs Office/Department of International Relations shall register the applicants as regular TBU students (Enrolment) in the IS/STAG system.
- (13) When an international student arrives at TBU, the **institutional coordinator in charge of administration** shall change the Mobility status (Section: Arrival of the given student) from the mode 401 to 450 – *Student is studying*, or – if the **applicant** does not arrive - to 491 – *Applicant will not arrive*.
- (14) When an international student arrives at TBU, the **institutional coordinator in charge of administration** shall check the date of enrolment and modify it in the IS/STAG system according to the actual date of enrolment of the **applicant** for study at TBU, and that no later than the next date of registry data collection, i.e. 31 March, 30 June, 31 October, 31 December.
- (15) If a short-term study period is cancelled (after the applicant has been registered in the IS/STAG system), the **institutional coordinator in charge of administration** (and/or the faculty coordinator authorized to sign) must immediately inform the relevant **Student Affairs Office/Department of International Relations** about this fact. The **Student Affairs Office/Department of International Relations** shall delete the student from the IS/STAG system, and that no later than the next date of registry data collection, i.e. 31 March, 30 June, 31 October, 31 December.
- (16) If a **student** wants to make changes in the originally approved Learning Agreement, he/she must enter these changes in the Portal. Changes regarding the selected course units are allowed to be made within 3 weeks of the commencement of classes in the given semester. After entering the required changes, the student shall contact the **faculty coordinator authorized to sign**, who, after the changes have been approved and checked, shall change the Mobility status (Section: Mobility of the given student) from the mode 450 to 465 – *Student is studying, no change of course units allowed*. In the case of mobility administered through the EWP platform, the student shall first implement the changes in the system used by the home university. Changes made in this manner are automatically transferred to the

- Portal, where they shall be checked and approved by the **faculty coordinator authorized to sign**. Again, it is necessary to match the newly added course units to those offered by the Faculty. Matching of the deleted course units **shall be retained**. As soon as the changes are approved by the **faculty coordinator authorized to sign**, the changes signed are automatically forwarded through the EWP platform to the student's home institution.
- (17) The **student** shall print the Learning Agreement Changes from the Portal, and submit the document to the **institutional coordinator in charge of administration**. He/she shall obtain a signature from the **faculty coordinator authorized to sign** and send the document to the sending institution abroad. In the case of mobility administered through the EWP platform, the student does not have to print the Learning Agreement Changes; and the document is administered electronically only via the EWP platform.
  - (18) After 3 weeks of the student's arrival, the **institutional coordinator in charge of administration** shall set the mode to 465 – *Student is studying, no change of course units allowed* – for all students (unless already done so) and course units can no longer be changed.
  - (19) The relevant **teachers** shall enter the examination results achieved by the student in the Portal. The examination results must be entered no later than 31 January (results achieved in the winter semester) and 30 June (results achieved in the summer semester).
  - (20) After the study period ends, the **institutional coordinator in charge of administration** shall change the mode from 465 to 470 – *Incoming student's mobility ended*. This shall be done as soon as the **institutional coordinator in charge of administration** receives the student's Pre-Departure Checklist and his/her TBU student ID card from the student or from the TBU Residence Halls.
  - (21) The **institutional coordinator in charge of administration** shall inform the relevant Student Affairs Office/Department of International Relations about the exact end date of the study period in which the international student participated. The relevant **Student Affairs Office/Department of International Relations** shall terminate the short-term study period in which the international student participated at TBU in the IS/STAG system, entering the code 20 as of the given date (i.e. no later than the next date of registry data collection, i.e. 31 March, 30 June, 31 October, 31 December).
  - (22) The **institutional coordinator in charge of administration** shall print the final Transcript of Records, which must be confirmed by the **institutional coordinator authorized to sign**, and shall send it to the sending institution abroad and/or give it to the student before the student's departure, and, at the same time, shall change the mode from 470 to 490 – *Incoming student's mobility successfully completed*.
  - (23) In accordance with the duration of the student's study period entered in the IS/STAG system, the **institutional coordinator in charge of administration** shall issue a Confirmation of Study Period, which must be confirmed by the institutional coordinator authorized to sign and sent to the sending institution abroad, if the student requires the document.