

Release Procedure

Managing International Student Provider Transfer Requests

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THE UNIVERSITY
of ADELAIDE

Background

[Standard 7](#) of the [National Code of Practice for Providers of Education and Training to Overseas Students 2018](#) outlines the requirement for registered education providers to have a process for assessing overseas student transfer requests.

A release is required if an international student visa holder wishes to transfer to another registered education provider within **six months** of commencing their **principal program**, or **during any packaged program(s) prior to the principal program**.

This procedure applies to all international students of The University of Adelaide (including students studying at the English Language Centre, Melbourne campus, The University of Adelaide College and any other pathway provider where the student is packaged with a program at The University of Adelaide).

Submitting an [Application for Release Form](#) to request a transfer to another education provider does not guarantee that a release will be approved. A release will only be approved in limited circumstances as outlined in this document.

Until an outcome has been decided in favour of the student's request, international students are advised to:

- remain enrolled in their program;
- continue attending classes and meeting assessment requirements;
- not make any payments to their proposed provider.

Definitions

AQF Level	Australian Qualifications Framework Level. Further information is available here
CoE	Confirmation of Enrolment (<i>Australian government document required to apply for a student visa. Issued by institutions as evidence of enrolment in a registered course.</i>)
Commencement Date	The Course Start Date on the student's CoE for their principal program
Compulsory Teaching Period	A complete Semester or Trimester of study
Full-time Study Load	Semester = enrolment in 12 units Trimester = enrolment in 9 units
GTE	Genuine Temporary Entrant. Further information is available here
Principal Program	The highest-level qualification (usually the last program) covered by a student's visa
PRISMS	The Australian government's Provider Registration and International Student Management System. (<i>Secure database used by education providers to issue CoEs to international students and report on international student visa compliance.</i>)
Six Months	Calculated as six calendar months from the commencement date of an international student's principal program
Release	The principal provider approves the student's request to transfer providers and reports its decision in PRISMS
University	The University of Adelaide



Eligibility

A release **will not** be approved if:

- the student owes tuition fees or other charges to the University;
- the request is based on personal preference or change of mind;
- the request is based on transferring to a program with lower fees, shorter duration or to be closer to family and friends;
- the proposed change will jeopardise the student's progression through a package of programs;
- the student has not accessed student support or academic services offered by the University (or packaged pathway provider) and the application is based on being unable to achieve satisfactory academic progress;
- there is no evidence to suggest that the student will not be able to achieve satisfactory academic progress;
- the student has failed to meet student visa conditions including their obligation to ensure they have sufficient financial capacity to fund their study and living costs (international student visa holders must not rely on the proceeds of paid employment in Australia to support their studies or living costs);
- the student wishes to transfer to a program similar to those offered by the University or one of its pathway providers;
- the University considers the request is an attempt to avoid being reported to the Department of Home Affairs for failure to meet attendance or academic progress requirements;
- the University believes that the student has not made a genuine attempt to actively participate in their studies and/or meet the assessment requirements of the program;
- the student intends to transfer to a lower AQF level program (unless the University considers satisfactory academic progress cannot be achieved at the current AQF level);
- the information provided in the application for release contradicts information submitted for GTE assessment during the admission process;
- there is no evidence that the student's program is unsuited to their needs or that their reasonable expectations about their program have not or will not be met by the University.

A release **may** be approved if:

- the University discontinues the program into which the student was accepted;
- the student made a genuine attempt to complete their packaged pathway program(s) and has not met the entry requirements of their principal program (the University will consider whether the student satisfied the minimum class attendance requirements, submitted all assignments/ assessments etc);
- the student has been unable to achieve satisfactory academic progress, even after engaging with the University's support services and intervention strategy;
- the University determines the student was admitted to an unsuitable level of study;
- the student received misleading information about their academic program from the University or one of its representatives and the program is unsuited to their needs;
- the University considers a student's reasonable expectations about their program are not being met;
- the student has completed at least one compulsory teaching period of their principal program and was enrolled in a full-time study load during that teaching period;
- an appeal (internal or external) on another matter results in a recommendation to release the student;
- there are compelling and/or compassionate circumstances (refer to additional information below);
- the student is a Higher Degree by Research student and their supervisor supports the transfer.



Compelling and Compassionate Circumstances

Circumstances which have a **significant impact** on the student's academic progress or their personal wellbeing and are **beyond the student's control** may be considered compelling or compassionate.

For release to be granted on compassionate or compelling grounds, the University must be satisfied that:

1. a transfer is necessary because it would enable the student to access support that the University cannot provide
2. the circumstances could not be appropriately managed by other means (e.g. Leave of Absence, Deferring commencement of studies to a later intake, withdrawing from studies and returning home etc).

Examples of compelling and compassionate circumstances include but are not limited to:

Circumstances	Example supporting documentation
Severe medical conditions (physical and mental health) or injury *	Health Assessment Form completed by a health professional clearly outlining the period the student was/is likely to be affected and reasons why a transfer is necessary.
Bereavement of close family members, such as parents or grandparents	Where possible, a death certificate should be provided as well as a statement addressing why a transfer is necessary.
Victim of crime or domestic violence	Police reports, hospital reports and a statement addressing why a transfer is necessary.
Course structural reasons (e.g. a core course is not available in a teaching period)	Correspondence with Faculty Program Advisors; approved Study Plan.

Homesickness, adjustment disorder or general cold and flu type illnesses (where recovery is less than 2 weeks) are generally **not considered compelling and compassionate circumstances.*

Submitting an Application

To make a valid application for release international students **must** submit the following to the University:

- A completed [Application for Release](#) for coursework students (Higher Degree by Research students should contact the [Adelaide Graduate Research School](#));
- An *unconditional* and *future dated* Letter of Offer from the new registered provider;
- A written statement outlining the reasons for their release request;
- Supporting documentation (e.g. [Health Assessment Form](#) completed by a health professional *or other written evidence to support the claim*);
- **Sponsored students** with a financial guarantee from a sponsoring organisation or home government **must** provide written permission from their sponsor;
- **Students under the age of 18** must also submit:
 - written permission to transfer signed by their legal guardian or parent; and
 - confirmation that the new provider will accept responsibility for their accommodation and welfare arrangements.



Assessment of an application cannot commence until a student has submitted all required documents.

Assessment Information

Students may be required to meet (either online or in person) with an International Student Advisor (ISA) before their application can be assessed. If a meeting is required, the student will be notified and advised how to book an appointment.

Students can expect to receive the outcome of their application within **10 working days** of:

- submitting a complete application for Release to transfer education provider (if an ISA appointment is not required;) OR
- meeting with an ISA to discuss their application and submitting any follow-up information requested by the ISA.

All decisions will be documented, and all non-sensitive documentation stored on the student's file.

Application outcomes will be sent to the student's University email account.

If an application is unsuccessful students will be provided with a written explanation of the decision to refuse the release and notified of their appeal rights.

Assessment responsibility is delegated as follows:

Education Provider	Scenario	Responsibility for Assessment
University of Adelaide College (UoAC) <i>FSP, DTP or PMP – Pathway Students</i>	<u>Before</u> End Date on Pathway CoE	Pathway Provider <i>(UoAC, Eynesbury or TafeSA)</i>
Eynesbury College <i>FSP or Diploma – Pathway Students</i>		
TafeSA <i>Diploma or Associate Degree – Pathway Students</i>	<u>After</u> End Date on Pathway CoE	International Student Compliance <i>(The University of Adelaide)</i>
English Language Centre	Academic English: GEAP and PEP students	
University of Adelaide	Undergraduate or Postgraduate Coursework Students	
	Higher Degree by Research Students	Adelaide Graduate Research School <i>(The University of Adelaide)</i>



Student Visa Implications

If a release request is **approved**, the University is required to cancel the student's CoE(s) which notifies the Department of Home Affairs and may affect the student's visa.

Students are advised to contact the Department of Home Affairs for information about the potential student visa impacts of changing their study arrangements.

Review of Decision (Appeal)

Students who have been refused a transfer have 20 working days in which to seek a review of the decision. Requests for review should include **additional** or **new evidence** that supports the request. Students will receive written notification of the outcome of the review including the reasons for the decision.

Student Complaint Resolution Process

Students have the right to appeal a decision by the University. Students who are refused a transfer have the right to appeal in accordance with the [Student Complaint Resolution Policy](#).

Recording Release Outcomes in PRISMS

All release request outcomes are recorded in PRISMS.

The release refusal status in PRISMS will not be updated until the appeal period has lapsed, or the assessment of an appeal is completed.