



SHAFSTON

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Student Transfer and Release Policy and Procedure

Policy

Shafston College will process all requests from students for transfer both to and from other providers in accordance with the following policy and procedure, which complies with Standard 7 of the National Code 2007. This is known as international student visa holders requesting a 'Letter of Release' to transfer to another educational institution.

Scope

This policy applies to Shafston College students who hold a Student Visa to study in Australia. This policy also applies to student visa holders from other educational institutions who would like to transfer to study at Shafston College. Student requests to transfer to another provider Shafston will only consider approving a request from a student to transfer to other providers without having yet completed at least six months of his/her principal course of study if the student provides a valid enrolment offer letter from another registered provider and can demonstrate exceptional circumstances. Such circumstances may include:

- any government sponsor considers the changes to be in the student's best interests;
- compassionate or compelling circumstances (extenuating circumstances that are beyond the control of the student and which affect the student's ability study or wellbeing)
- Compassionate and compelling circumstances must be supported with independent documentation confirming the reason.

Shafston College may refuse to grant a letter of release to a student:

- if the student has not completed six months of their principal course and does not show proof of extenuating circumstances;
- if the transfer may jeopardise the student's progression through a package of courses;
- if Shafston believes that the student is trying to avoid being reported to DIAC for failure to meet attendance or academic progress requirements;
- if the student has any amount of fee overdue.

Shafston College must not issue a letter of release to a student:

- who does not have a valid letter of offer of enrolment from another provider;
- if the student is under 18, unless the student has written evidence that his or her parent or legal guardian supports the transfer; and
- if applicable, written confirmation that the new provider will accept responsibility for approving the student's accommodation, support and general welfare arrangements as per Standard 5
- where the student's government sponsor has not provided written support for the change.

A student must maintain their enrolment with Shafston and attend and participate in classes while their application for a Letter of Release is considered.

Students Under 18 years of age

Under-18 students must have written confirmation from their legal guardian or parent to transfer. For best practice this notification should come via the Agent in the student's home country to assist in verifying the request and parents decision. The parent or legal guardian must send a copy of their passport with the signed written request.

If the student is not being cared for in Australia by a parent or suitable nominated relative, the receiving registered provider must accept responsibility for approving the student's accommodation, support and general welfare arrangements as per Standard 5. The letter of offer must note this responsibility.

If Shafston have provided welfare for the student by placing and monitoring them in a Shafston Homestay this welfare arrangement will cease once the transfer is complete. Students must take residence under their new provider the day following their last day of study with Shafston. This is the date the CoE's and welfare arrangement will cease with Shafston.

Procedure:

Applications for release are to be submitted to the Student Services Officer and must include the following documents;

- a completed Student Transfer and Release Request Form with an attached letter detailing their reasons for requesting a transfer to another provider
- a copy of the 'Offer letter' from the other registered provider
- a copy of supporting independent documents

Shafston will respond in writing to the request within 10 working days. If the student is not satisfied with the response, they can appeal following the appeals process (located on Shafston's website), or externally through the external appeal process. Students are also entitled to appeal under Australia consumer protection laws.

If Shafston approves the request, a 'Letter of Release' will be issued to the student at no cost. The letters of release will advise the student of their need to contact DIAC to seek advice on whether a new student visa is required. The 'Letter of Release' will also include if the student has or has not achieved satisfactory attendance or academic course progress while studying at Shafston.

Upon approval and issuance of the 'Letter of Release' Shafston will cancel the student's course and future course's of study and cancel the student's CoE and future CoE's via PRISMS notifying DIAC that the student has transferred to another provider.

If Shafston does not approve the request, a 'Release Refusal Letter' will be issued explaining the reasons for refusal, together with advice that it is possible to lodge an appeal if the student thinks there are sufficient grounds and they can submit further information supporting their request.

The 'Release Refusal Letter' will advise student's of their requirement to continue to attend classes and work towards completing course requirements until such time as a 'Letter of Release' is approved and issued.

Shafston will maintain records of all requests from the students for a letter of release, the assessment of that request, and the decision regarding the request. These documents will be stored in the student's file.



Transfer from other providers.

Under standard 7 of the National Code 2007, Shafston will not knowingly enrol a student wanting to transfer from another provider prior to the student completing six months of his/her principal course unless:

- the registration of the provider or the course in which the student is enrolled is cancelled
- the provider has given the student a letter of release
- a government sanction on the provider's registration prevents the student from continuing his/her principle course, or
- the student's government sponsor writes to support the change

When Shafston accepts a student from another provider, and attempts to process the student enrolment, but are alerted by PRISMS that the student is currently enrolled with another registered provider and is yet to complete the first six months of their primary course. Shafston will contact the student to request a letter of release from their principal provider and not complete the 'CoE' confirmation of enrolment unless authenticated documentation evidence as described above has been presented.

Students who have commenced classes without presenting one of the above will be required to provide a copy of their letter of release from their original provider within two weeks of the student commencing classes.

In circumstances where the original provider advises Shafston that the student has completed six months of their principal study and does not require a letter of release, Shafston will record in PRISMS that the student has documentation which approximates the letter of release. Copies of all relevant documents will be retained on the student's file if the enrolment is completed.

Please note the following points:

1. Before submitting an application to study with another Registered Provider, students are encouraged to consider and clearly understand how a transfer will affect their current student visa and how it will better meet their personal requirements or longterm goals.
2. A new student visa may be required if the new course is in a different sector to the original course or if there is an extension required to the student's visa. E.g. subclass 570 to 572.
3. Six months of the principle course means the completion of six calendar months of the principle course of study from the date that the student commences the course or the scheduled start date. Calendar months of study does not include holiday breaks or deferral and suspension periods. Principle course refers to the highest level course in the packaged program that the student visa has been granted on.
4. For students on a 573 student visa this will mean their University course is their principle course of study. Students must ensure the changes to their study plans will not affect their ability to commence their principle course on their enrolled start date. If it will, the student is required to make arrangements in regards to their principlecourse directly with that provider to either defer the start date or withdraw and request a letter of release.
5. Students who are issued with letters of release may not be granted a refund of pre-paid fees. Refund requests will be assessed against Shafston's written terms and conditions and refund policy. Students must apply for a refund as a separate request to their request for transfer and release.
6. A letter of release will not generally be granted if the student is requesting to transfer to another Brisbane provider to study the same or similar course of study unless extenuating circumstances are proven.