

## Release Letter Procedure

### Background

A Release Letter is required if an international student wishes to accept an offer to transfer to a different registered education provider within **six months** of commencement of either their **principal program**, or **any programs prior to the principal program**. The requirement to issue a Release Letter is stipulated under Standard 7 of the National Code.

Detailed information regarding Standard 7 can be found at:

<https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/nationalcodepartd/Pages/ExplanatoryguideD7.aspx>

### Definitions

**Six months** is defined as six calendar months of the principal program of study from the date that the student commences the program.

A student's **commencement date** is the start date specified on their CoE.

The **principal program** is the highest qualification (normally the last program) covered by the student's visa. The Release Letter requirement also applies to all programs of study prior to the student's principal program.

### Eligibility

To make a valid application for a Release Letter international students must provide the following to the location specified on the form for their current level of study:

- A completed "Application for Release Letter to Transfer Education Provider" form;
- A valid offer of enrolment from the new registered provider;
- A written statement outlining the reasons for their release request and any supporting documentation;
- Students Under the age of 18 must also have written permission from their legal guardian or parent to transfer and the new provider must accept responsibility for the student's accommodation, support and general welfare requirements;

A transfer may be granted if there is evidence that:

- there are demonstrated compelling and compassionate grounds deemed beyond the student’s control;
- the student has packaged CoEs and has not met the entry requirements for their principal program;
- the University has discontinued the program into which the student was accepted;
- the student received misleading information about their program of study from the University or one of its representatives;
- the student has completed at least one compulsory study period of their program such that they can judge their chosen program of study is not appropriate for them. (Summer and Winter semester are not “compulsory” study periods.)

A transfer may be refused if:

- Tuition fees or other charges are owed to the University;
- Request is based on personal preference or change of mind;
- Change will jeopardise the student’s progression through a package of programs;
- Student has not accessed support or academic services offered by the University;
- The student has only just commenced their program and there is no evidence to suggest they will not be successful in completing 6 months of study;
- Student wishes to transfer to similar program offered by the University or one of its pathway providers;
- Request is an attempt to avoid being reported to DIBP due to a failure to meet provider’s attendance or academic progress requirements.

## Responsibility for Assessment

Responsibility for the assessment of an application for a Release Letter is delegated as follows:

Academic English: <b>GEAP</b> (General English for Academic Purposes) students	Professional and Continuing Education (PCE)’s English Language Centre
Academic English: <b>GEAP Pathway</b> (General English for Academic Purposes) or <b>PEP Pathway</b> (Pre-Enrolment English Program) students	Student Recruitment and Admissions Services
University of Adelaide College Degree Transfer or Foundation Studies Program students -including those who have not met the entry requirements for their principle University program	University of Adelaide College

Eynesbury College Diploma or Foundation Studies Program students - including those who have not met the entry requirements for their principle University program	Eynesbury College
Undergraduate or Postgraduate students who are yet to enrol at the University of Adelaide (this includes University of Adelaide College and Eynesbury College students who are due to transfer to their Bachelor program – with the exception of those students who have not met the entry requirements for their principle University program)	Student Recruitment and Admissions Services
Undergraduate or Postgraduate students who are in their first two weeks of study	Student Recruitment and Admissions Services
Undergraduate or Postgraduate students who have completed two weeks of study	International Student Support

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

## Advice to student

Within 10 working days of submitting their request for a Release Letter, students must be provided with either:

- a Release Letter, or
- a written explanation for refusal and their appeal rights

by the area delegated with responsibility for assessment of the application for a Release Letter.

## Review of Decision

Students who have been refused a letter of release, have a right of appeal. Appeal applications should include:

- Evidence showing how the decision did not comply with the University of Adelaide's *Release Letter Procedure*;
- Additional or new evidence to support the appeal for release request.

Appeal applications should be titled 'Appeal for Release', addressed to the Associate Director, Admissions Services, and emailed to [release\\_appeals@adelaide.edu.au](mailto:release_appeals@adelaide.edu.au) within 20 working days of the declined release letter date.

Students will be notified upon receipt of their appeal submission. Students will be notified within 10 working days about the outcome of the appeal. They will receive a written statement including reasons for the outcome. If further evidence is required, only after receiving it will the appeal process commence with a response provided within 10 working days.

If a student's appeal is unsuccessful and they are dissatisfied with the decision, they may seek to access the University's Complaints Policy at:

<http://www.adelaide.edu.au/student/policies/complaints/>

## Government Sponsored Students

Release Letters are not required by any government sponsored student who has written support from their sponsor to change provider. However, a student in this situation may request a Release Letter provided they have written proof of their sponsor's approval for the transfer. A copy of the sponsor's approval for the transfer is to be provided to the University of Adelaide at the time the student advises of their withdrawal from the University.