



## **TRANSFER AND RELEASE POLICY**

### **A: Transfer Request and Release Policy**

All applications for Release must be made on the 'Request for Release' Form and submitted to a Student Support Officer.

The submission of this 'Request for Release' Form must also include an accompanying Offer Letter from another Provider.

The submission of the Release Letter request will be acknowledged with a written receipt by The Ashmark Institute of Australia.

The consideration and approval, or non approval, of a Letter of Release will be done at no cost to the student.

#### **Students who have completed 6 months of their principal course.**

Students who have completed 6 months of their principal course are eligible to apply for a release letter without restriction or reference to meeting any special requirements.

#### **Students who have not completed 6 months of their principal course.**

Students who have not completed 6 months of their principal course are able to apply for a release letter and this may be granted, based on factors related to

- i. the ability of the Principal Provider to deliver a course
- ii. the altered academic, social, residential, cultural or other personal circumstances as described by the student, that impact on his/her ability to sustain attendance and academic performance, and which would be more readily delivered at an alternative Provider.

#### **Issuing release letters to students under 18 years of age\***

If the student is under 18 years of age and not living with his/her parent or nominated relative,

- i. The offer letter must indicate that the new provider has accepted responsibility for the student's accommodation and general welfare. The new provider will need to consult with Ashmark Institute about the exact date on which the new provider will take over responsibility for the care of the student. This date must be indicated clearly on the offer letter. If no date is indicated, Ashmark Institute will not issue a release letter.
- ii. Ashmark Institute must have written confirmation that the student's parents/guardians support the transfer.

\* Note: The Ashmark Institute of Australia does not accept enrolments by students under 18 years of age.



## **General Policy Statement**

The Ashmark Institute of Australia (thereafter known as AIA) will consider all requests with due reference to the well-being of the student and the best educational opportunities and outcomes, as the student's situation may indicate. Notably though, AIA will not be involved in short term measures associated with non-compliant responses to attendance or academic short-comings by the student.

Student Support Officers will make a diligent effort to ensure the best outcome for the student requesting a transfer or release letter, and finalise the outcome as quickly as possible.

The Ashmark Institute of Australia will consider the Request for Release application and reply to the student in writing giving all details of the AIA's deliberations and factors taken into consideration, within 10 working days of the receipt of the application.

If the request is refused, the student will be provided with a detailed, written response as to the factors considered and the assessments made of each of these factors. The report will be clear and detailed so as fully inform the student and assist in the decision to proceed to an appeal via the AIAs process. The student has 20 working days from the Release Request notification to notify AIA of the intention to appeal the decision.

If a student transfers into another provider, any refunds of course fees paid to AIA will be in accordance with the AIA's Refund Policy.

## **Release Letter**

The Release Letter will include information on the need to contact DIAC to see whether a new visa is required.

## **Filing Release Letter Applications**

A student's request for a release letter and associated documentation including Offer Letter, and the AIA's response, will be kept in the student's file. The originals will be kept on file at the Institute and copies provided to student.

## **Attachments**

1. Release Request Form
2. Release Letter
3. Rejected Request Letter
4. Appeal Request Form



## **B: Enrolling Transferring Students**

### **General Policy Statement**

The Ashmark Institute of Australia will not enrol any international student already studying in Australia, who has not yet completed at least 6 months with their original Provider's Principal course or does not have a written Release Letter.

### **Enrollment procedure**

A student seeking to transfer to The Ashmark Institute of Australia from another Provider is required to complete an Application for Enrolment form.

After assessment of the Application, if appropriate, an Offer Letter will be provided to the student.

The student will then, with the provision of a Release Letter from the Principal Provider, complete the Formal Acceptance and Agreement document.

The student will then be issued with a Confirmation of Enrolment (CoE) for The Ashmark Institute of Australia.

### **Document Management**

A copy of Release Letter provided by the student's initial Provider must be kept in the student's file along with other enrolment documents, Agreements and Confirmation of Offer Letters