



THE UNIVERSITY
of ADELAIDE
COLLEGE

Transferring to another Education Provider Policy and Procedure

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1.0 Purpose

The purpose of this policy is to advise University of Adelaide College staff and students of the policy and procedure if a student wishes to withdraw from the College in order to commence study at another education provider.

2.0 Scope and Responsibilities

Relevant University of Adelaide College staff are required to ensure that they have followed the procedure outlined in this policy when dealing with a request from a student to transfer to another education provider. This policy is to be made available to students on request.

3.0 Policy

A student who wishes to withdraw and transfer to another education provider will be given a release letter if the following criteria are met:

- the student has been in their principal program* for at least one full semester
- the student seems unlikely to satisfy course requirements at the College
- the College feels that the student is more suited to a program with another provider and it is in the student's best interests to change providers
- the student has supplied an offer letter from another education provider
- the student has submitted a 'Request for Release Letter' form
- the student has submitted a 'Notification of Withdrawal from Program' form

If a student is under 18 years, they are also required to provide a 'Confirmation of Appropriate Accommodation and Welfare' (CAAW) form from their new education provider and have their parents/guardian complete the 'U18 Parental Approval for Change of Program' form. If a student will be under 18 at the time they are due to transition to the University of Adelaide, their request for release and offer is to be sent to the University admissions office to process as the College does not release these students in particular.

A release letter will not be granted unless all of the requirements listed above are met.

There may be circumstances where the College feels that compelling or compassionate circumstances exist which justify releasing the student to another provider before completing a full semester of the principal program. Decisions made on this basis will be considered case by case. These decisions are solely at the discretion of the College.

*The principal program is considered to be the highest level course on the student's visa/CoE. In the case of a University of Adelaide College student, this would be the University bachelor which comes after the pathway program (General Academic English, Foundation Studies Program, or Degree Transfer Program).

4.0 Procedure

The procedure outlined below is at no cost to the student.

1. The student is to meet with the relevant Student Services representative for counselling.
2. The relevant Student Services representative will assess, according to the conditions outlined above, whether the student is eligible for withdrawal and release. The decision for release will be made by the Student Services Manager.
3. If the student is not eligible, the relevant Student Services representative is to provide written notification to the student within 14 business days outlining the reasons for the decision. A copy of this notification is to be stored in the student's electronic file.
4. If the student is eligible for withdrawal and release and still wishes to proceed after counselling, the student is to provide the following documentation:
 - 'Notification of Withdrawal from Program' form
 - 'Request for Release Letter' form
 - 'Parents Approval to Change Program' form (U18)
 - Proof that welfare arrangements have been approved by the other provider (e.g. CAAW form) (U18)
 - 'Refund Request' form (if eligible for a refund)
 - Copy of offer letter from other education provider, or evidence of compassionate circumstances
5. Providing all conditions have been met, a release letter will be issued to the student within 14 business days.
6. The student is to be withdrawn as per the Withdrawal Procedure.
7. All relevant forms plus a copy of the student's offer from another provider are to be filed in the student's manual or electronic file.
8. If applicable, the 'Refund Request' form is to be given to the Campus Director to approve the request. If approved, the form is then given to the Finance Manager who will process the request. If the request for refund is denied, the student must be notified in writing by the relevant Student Services representative. The 'Refund Request' form is to be filed in the student's manual file.

5.0 Appeals

If a student disagrees with a decision made in relation to their eligibility for a release letter or refund then they may appeal the decision. Further information can be found in the 'Non-Academic Grievance Policy'.



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