
STUDENT RELEASE

Policy and Procedures Manual

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Issue History

DATE	REVISION DETAILS
20/06/07	Initial Release
29/01/08	Adjustment to policy re - processing a students release Clause 4.4.6.2
11/05/10	Review and revision
18/11/11	Update transfer into the college policy section
29/05/2014	Update
29/06/2016	Reviewed and revised

1. Definitions

- **The National Code of Practice** – refers to The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students Act 2007
- **Standards for RTOs 2015** – refers to The National Vocational Education and Training Regulator Act 2011 and Standards for Registered Training Organisations 2015
- **Provider** – refers to another Registered Training Organisation (RTO) or University

2. Scope

- This procedure describes the conditions and circumstances under which The College will agree to transfer a student to another provider in accordance with Standard 7 of the National Code and receive a transferred student from another provider.
- This procedure defines the circumstances that the College will not issue a letter of release for a student to transfer to another provider in accordance with Standard 7 of the National Code
- This procedure outlines the process for students claiming a refund under Standard 7 of the National Code
- This procedure outlines the manner in which the fees to be refunded to the student and the way the fees will be refunded.

3. Circumstances for Student Release

Under the following circumstances Strathfield College would consider providing a letter of release:-

- Strathfield College is unable to offer a course that meets the student's needs.
- It has become apparent that the student is unsuited to the course to which he/she was enrolled.
- It is acknowledged that it is in the student's best interest to study with another provider. (For example there are pressing reasons why the student needs to move to another city.)
- Prior to releasing a student under any of the circumstances listed above the student must have a valid Letter of Offer and/or Confirmation of Enrolment from another provider
- Prior to releasing a student to study at another College the Administrative office must authorise there is no monies owed to the College by the Student.

4. Circumstances for non Student Release

Under the following circumstances Strathfield College would not consider providing a letter of release:-

- The student has not given the course for which he/she was originally enrolled a reasonable period of time to see if it meets his/her needs.[Has satisfactory attendance for at least 1 term]
- The student wishes to enrol in another course to be with family or friends.
- The student wishes to enrol with another provider because they are cheaper.

- The transfer is considered detrimental to the student's education or welfare.
- The student does not have a valid Letter of Offer and/or Confirmation of Enrolment from another provider.
- The student has an outstanding debt to the College for text, material costs or tuition fees.

5. Procedure for a requesting a student release letter

- The student must submit a written request to the College Registrar, stating that he or she requests a transfer to another provider and giving the reason for the request.
- The Director of Studies on advice from the Trainers/Teachers and the Registrar will make a decision about the student's request within 14 days. The decision will be presented to the student in writing. The student will be advised of his/her right to appeal the decision using the existing appeal documents.
- If the College agrees to the student's request, the College will calculate the amount of fees that are owing to the student and the student will be advised of the amount.
- If the amount is agreeable to the student, it will be transferred to the student's new educational provider. It is the responsibility of the student to provide the correct bank details of the other provider.
- The money will be transferred to the new provider within 4 weeks of the student being issued a release letter.
- If the student is unhappy with the outcome, he/she may access the College's complaints and appeals procedure by completing a Complaints Form and submitting it to the Registrar.

6. Calculating fee refund

- For a student moving to another provider, the balance of the student's fees will be transferred to the new provider. The amount transferred will take into account the length of time the student has already studied at Strathfield College.
- Strathfield College reserves the right to keep any expenses associated with enrolling the student. These expenses may include commission paid to the student's agent, the cost of OSHC, course materials and text costs and the application fee. Refer to current fees and charges.

7. Student transfers to the College

- Strathfield College will not knowingly accept a transferring student from another registered provider when the student has not completed six months of the principal course except when
 - The original provider has stopped operating or when that providers course is no longer available
 - The original provider has granted and provided a letter of release
 - The original provider can no longer provide the course due to sanctions on its registration by a governmental regulator
 - A government sponsor of the student has provided evidence that it considers the change to be in the best interest of the student.