

# QUT International Student Transfer Policy

## 1. GUIDELINES

Under the Education Services for Overseas Students (ESOS) National Code 2007, education providers are restricted from enrolling students who are enrolled at other institutions, prior to the student completing six months of their principal program. The principal program is one for which a student visa has been issued at the highest level of study in the program.

Students who wish to change education provider before completing six months of their principal course, must seek a 'Release Letter' from the provider of the highest level qualification that the student has accepted (for QUT students this is typically a Bachelor or Masters degree). This requirement applies to students even if they have not commenced their principal course, including those studying English or academic preparatory programs, at QUT or elsewhere.

Instructions for requesting a release letter from QUT are provided in section 4 below.

QUT will provide a release letter under certain circumstances outlined in section 2 below. Where a request for release is not approved, the student can appeal in accordance with section 5.

Please note that requesting or obtaining a release letter from QUT is not the same as cancelling your enrolment, which for your QUT course can be done via an LI form or via estudent.

## 2. CIRCUMSTANCES IN WHICH A REQUEST TO TRANSFER MAY BE GRANTED

QUT may provide a letter of release at no cost to an international student under the following circumstances:

- The course accepted by the student will no longer be offered in the student's accepted intake (Documentation required: nil).
- A government sponsor requests that the student be released to study at another provider (Documentation required: Written request from sponsor).
- The student is currently studying at one of QUT's pathway providers, and they support the transfer to another institution in accordance with this policy (Documentation required: Written request from pathway provider).
- The student has completed at least one course in the package and has failed to meet the requirements to progress to the next course (Documentation required: nil for QUT courses, Official results from other providers).
- If the student is struggling academically and it is agreed that the course or pathway is not appropriate and there are no relevant alternatives at QUT (Documentation required: Written support from counsellor or course / academic advisor).

## 3. CIRCUMSTANCES IN WHICH A REQUEST TO TRANSFER WILL BE REFUSED

Changing from the accepted study program can be disruptive and have a detrimental impact on the student's ability to achieve the educational outcomes they planned to achieve, and for which their student visa was granted.

QUT will not provide a release letter under the following circumstances:

- The student has not utilised the full range of support services that are available to assist with academic and personal issues.

- It is believed the student is trying to avoid being reported to DIAC for failure to meet the provider's attendance or academic progress requirements.
- It is believed the student is deliberately trying to manipulate the Australian student visa system. For example, where a student accepted an offer to study at QUT, obtained a student visa through QUT's participation in the Streamlined Visa Processing arrangements, but then seeks to transfer to a non-SVP provider without making a demonstrated effort to pursue their study at QUT.
- Where the student has outstanding fees to QUT.
- The student decides they would prefer to live in another city for personal reasons, including employment opportunities.
- The student decides they would prefer to study at an institution with lower fees.
- The student decides they would prefer to study a different subject area, or at a lower level.
- The application to transfer providers does not include the documentation required in Section 4.

#### 4. RELEASE LETTER APPLICATION PROCEDURE

Students seeking to transfer to another provider before completing six months of their principal course must submit a completed Letter of Release Request application form and attach supporting documentation.

The application must include an offer letter from the receiving (new) provider.

Students who are under 18 years of age should also include:

- Written evidence that the student's parent or legal guardian supports the transfer; and
- where the student is not being cared for in Australia by a parent or suitable nominated relative, the valid enrolment offer also confirms that the registered provider will accept that responsibility for approving the student's accommodation, support and general welfare arrangements as per Standard 5 (younger students).

All supporting documentation must be certified. To get certified copies of your documents, take your original documents and copies to:

- a registered Justice of the Peace (JP) or Commissioner for Declarations (C.dec). They must include their signature and registration number on the certified copy.
- one of our Student Centres.

Applications should be lodged in person at a QUT Student Centre or sent by mail to International Compliance Team, Student Business Services, QUT, Victoria Park Road, Kelvin Grove Qld 4059.

Applications for a Release Letter will normally be processed within 10 working days and a written notification of the outcome of the application, including reasons for the decision, will be provided to the student.

#### 5. APPEAL PROCESS

Where a release letter request is not approved, the student can lodge an appeal in writing.

If a written appeal is received, the appeal process will commence within 10 working days of the formal lodgement of the appeal.

The grounds for appeal should be clearly stated, and may include:

- Evidence that the QUT International Student Transfer Policy was not applied correctly; or
- Additional evidence that the applicant meets the grounds for requesting a release (section 2).



Appeals should be submitted via email to [qut.intcompliance@qut.edu.au](mailto:qut.intcompliance@qut.edu.au) or sent by mail to International Compliance Team, Student Business Services, QUT, Victoria Park Road, Kelvin Grove Qld 4059.

Appeals will normally be considered by the Manager, Admissions within 10 working days. A written notification of the appeal outcome will be provided.

## **6. CANCELLATION OF ENROLMENT AND REFUNDS**

Students receiving a Letter of Release approving transfer to another institution must cancel their enrolment at QUT or the relevant pathway provider through the usual channels, and apply for a refund of fees if applicable. Students may be subject to academic or financial penalty for cancellation of enrolment in accordance with the [International fee and refund policy](#).