



International Student Release Policy and Procedure

Policy Statement

Enhance College has developed this policy to ensure compliance with Standard 7 of the National Code of Practice for Providers of Education Services for Overseas Students Act 2000 (ESOS). This policy will apply to all international students who have a current Confirmation of Enrolment (CoE) with Enhance College where by the Enhance College course is the principal course.

All international students must complete six (6) calendar months from the commencement of studies in their principal course at Enhance College before they will become eligible to apply for release. Students will only receive approval for release if they meet the conditions for release and are able to produce sufficient evidence to support the decision for release to be granted.

Students are not permitted to withdraw or apply for release prior to six (6) calendar months from the commencement of studies in their principal course.

Procedures for Applying for Release

All requests for a release must be made in writing and sent through to the Academic Manager or Compliance Manager at Enhance College. Students will be provided with a Request for Release Application form, where the student is required to outline the specific reasons for the application in accordance with the conditions for release and provide any suitable evidence to support the reasons presented.

Enhance College will then review and consider the application and how it meets the conditions for release. The evidence provided must support that the application does contain compassionate, compelling or relevant academic provisions where releasing the student will in fact be in the student's best interests, relevant to their academic objectives.

Students may be required to attend a formal meeting with Enhance College management to discuss the nature of the release application.

The scheduled date for commencing classes at the new provider must not have passed or be on the date that the Request for Release Application was lodged. Students will be required to attend their normal classes whilst the decision for their release is pending (or where the student has appealed a rejected release application and their appeal is currently active).

Evidence to be Collected

All Requests for Release must be accompanied by required documentary evidence. The documents that are to be included are as per the following:

- A valid unconditional offer letter from the provider the student wishes to be released to;

- When a student requests release based on medical reasons, a detailed medical certificate outlining incapacity to continue with studies (completed by a certified medical practitioner, psychologist or counsellor);
- When a student's request for release is based on academic or course progression reasons, evidence to demonstrate that they have not met their conditions of their Confirmation of Enrolment (CoE);
- Students under 18 years of age require written confirmation from their parent or guardian supports the release.

Failure to present all required appropriate evidence to support the Request for release may adversely affect the decision made for the application outcome.

Enhance will provide you with notification of your release request outcome within 20 business days of your application and all required documentation being received.

Conditions for Release

Enhance will provide you with notification of your release request outcome within 20 business days of your application and all required documentation being received.

Failure to meet Confirmation of Enrolment (CoE) Requirements

Where international students have failed to meet the conditions of their Confirmation of Enrolment (CoE), they will be provided with release. Students must have failed to meet the following:

- Where students are in a packaged course, and they do not complete the requirements of entry to the next course in their course packaging. Students must demonstrate they have attempted to obtain additional support in attempt to meet the requirements of their CoE;
- Students must have made a genuine attempt to meet the conditions of their CoE, including satisfactory attendance, academic progress and payment of fees;
- Students must provide evidence of support from student services and that intervention strategies have been arranged.

Best Interests of the Student

Should an international student demonstrate reasonable belief that another provider is within their best interests a release may be granted. How best interests may be demonstrated is as per the following:

- The release presents clear educational progression;
- Student is clearly experiencing academic difficulties in their current course and has provided evidence to support difficulties;
- Personal circumstances suggest student changing to an alternative course with another provider is within their best interests.

Compassionate and Compelling Circumstances

Compassionate and compelling circumstances are those beyond the control of the student that has resulted and is directly impacting on the students abilities to meet the requirements of their CoE. Generally Enhance College finds compassionate and compelling circumstances to include the following:

- Serious illness or injury, with evidence provided in a detailed medical certificate;
- Death (bereavement) of an immediate or close family member, evidence by a death certificate;
- All other compassionate circumstances where adequate evidence can be produced.

The following is a list of circumstances that are not deemed to be considered as compassionate or compelling circumstances (these are examples and not an exhaustive list, all circumstances will be reviewed on a case by case basis):

- Change of course;
- Distance of students living arrangements to the college campus (within required 250km limit);
- Financial difficulty (unless they can provide evidence for sudden and unexpected hardship);
- Need or desire to work (must meet CoE conditions);
- Request for breaks or to visit family during academic terms;
- Desire to move to another provider to be with family and/or friends

Course Ceases to be On-Scope or Delivered

A release may be offered to students where the principal course on the CoE has been cancelled or ceased to be offered.

When a Release Will be Refused

Other than being refused on the terms of failing to meet conditions of release or provide sufficient evidence, a student may be refused under the following circumstances:

- Release is unfavourable to the student or does not present a logical educational pathway;
- Where a student is requesting for release to a different provider for a lower level qualification;
- When a student is asking to be released to study at another provider to commence study in a course similar to their current course with their current provider;
- Student does not meet entry requirements for the new course at the new provider;
- Student has outstanding student fees.

Enhance will provide you with notification of your release request outcome within 20 business days of your application and all required documentation being received.

Appeals

Internal Appeal

If you feel that Enhance's decision about your release request is unfair, you have a right to ask for an internal appeal of the decision.

Your request for an internal appeal must be on the basis of the way in which the decision was reached by Enhance, and include:

1. The grounds for the appeal; and
2. Any supporting documentation.

If you are asking for an internal appeal, it must be made in writing using the form provided to you, and be submitted within 10 business days of receiving the notification of your transfer request outcome from Enhance. Enhance will then consider the matter and respond to you within 20 business days.

External Appeals

If you are still dissatisfied with the decision, you may have the right to take the matter to the Queensland Ombudsman for an external appeal.

RELEASE / TRANSFER PROCEDURE

Incoming Students

- Incoming students must provide a Letter of Release from their previous provider or evidence they have completed 6 months of their principal course and that they are not currently enrolled in any course with another provider.
- Copies must be kept on student files of all evidence.
- If the transfer will affect the start dates of any subsequent courses covered by the visa, the student needs to obtain letters of release for those courses or gain the providers' agreement to delay the start of those subsequent courses.
- Where applicable, Enhance College staff will advise students that changes to their preliminary courses may have ramifications for their admission to their principal course (e.g. if a preliminary course is a prerequisite).
- All documentation will be kept on the student's file.

Outgoing Students

- Students wishing to be released from the college will need to complete a Request for Release form with all supporting documentation which is available on the website or through administration staff.
- Staff are to check if any outstanding fees are owed.
- Enhance College will assess the application, make a decision and inform students within 20 working days of receipt of the signed application. This document will advise students of their right to appeal the decision.
- Enhance College will include advice if there are any outstanding fees for the current study period, that a release will not be granted until they are paid, as per the Transfer Policy.
- The College will provide the student with written notice of the decision being either a Letter of Release or a Letter of Refusal with reasons for refusal in detail and attach to the original application. The refusal letter will also inform the student of their rights to appeal the decision under Enhance College's Complaints and Appeals Policy.
- All documentation (including any appeal) will be kept on the student's file for audit.
- All Letters of Release are provided at no extra cost.
- The Letter will advise students to contact DHA to seek advice on whether a new student visa is required.

Enhance College will maintain records of all requests from students for a letter of release, the assessment process, and decision regarding the request, and keep evidence on the student's file.