

## Application for Release Letter (Overseas Students)

This form is to be completed by overseas students enrolled at Holmesglen and seeking to transfer to another registered provider. Overseas students seeking to transfer to another provider prior to completing 6 months of their principal course of study must refer to Holmesglen's Terms and Conditions, specifically Section 12, Item 1.8, their study plan and the declaration provided on their application form.

All applications will be assessed on the basis of Holmesglen's Terms and Conditions of Enrolment, the Fee Payment and Refund Procedure, the study plan provided by the overseas student and their declaration in the Overseas Student Applicant Form.

Documented evidence supporting circumstances for seeking a release letter must be included with this application and submitted to [assist@holmesglen.edu.au](mailto:assist@holmesglen.edu.au)

### Student Details

<b>First name(s):</b>	<b>Preferred name:</b>		
<b>Last name:</b>			
<b>Holmesglen student ID:</b>	<b>Campus:</b>	<b>Visa subclass:</b>	
<b>Mobile telephone:</b>	<b>Email address:</b>		
<b>Course enrolled (Code/Title):</b>			
<b>My principal course of study is:</b>			

### Transfer Details

Please provide details of the course and institution at which you have been offered a place.

<b>Course:</b>	
<b>Institution:</b>	<b>Expected commencement date</b> (dd-mm-yyyy):

### Details of Release Letter Application

Please write a detailed explanation informing us of why you would like to change to another education provider.

### Eligibility

Do you have any outstanding fees for your semester?	Yes	No
Have you completed your principal course?*	Yes	No
Does Holmesglen offer the course you are wishing to change to?	Yes	No
Have you received a valid Confirmation of Enrolment (CoE) or Letter of Offer from the other provider?	Yes	No

If you have answered 'No', please note your application may be rejected. Please see our policy and process below to consider your eligibility.

\*Please note: Principal course means the final course you will study if you have enrolled in multiple courses (packaged).

### Student Check List

- You have checked your eligibility, completed the form in detail and signed your release form.
- You have attached your Confirmation of Enrolment (CoE) or Letter of Offer from the other provider to your application.
- You have attached any other supporting documents as necessary, especially if they contribute to the reasons of why you require a release.
- You have submitted a refund request (if applicable).

### Declaration

- I confirm the information provided in this form is true and correct.
- I have read and understood Holmesglen's policy in relation to transfer between registered providers.
- I have read and understood Holmesglen's Complaints and Appeals Process. I understand my eligibility for refund.

Overseas Student:

<b>Signature:</b>	<b>Printed name:</b>	<b>Date:</b>
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Welfare Carer, if the overseas student is under 18 years of age and not being cared for by a parent/suitable nominated relative.

<b>Signature:</b>	<b>Printed name:</b>	<b>Date:</b>
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Please submit all documents in one email to [assist@holmesglen.edu.au](mailto:assist@holmesglen.edu.au)

**A response to your request for a letter of release will be made in writing within two (2) weeks from the date of receipt of this form.**

## Standard 7 – Overseas Student Transfers – Holmesglen Policy and Process

### Maintaining Enrolment

1. In the process of seeking a release, it is essential to maintain a valid enrolment throughout the assessment period. This involves re-enrolling in subsequent study periods, maintaining attendance and satisfactory course progress. It is strongly advised against accepting offers from other institutions or making any fee payments until Holmesglen has officially issued a release.

### Assessment Criteria

2. All applications will be assessed in the overseas student's best interest, including but not limited to:
  - The overseas student provides documentary evidence of compassionate or compelling circumstances\* beyond their control that have affected their study plan.  
\*Compassionate and/or compelling circumstances are defined as a sudden change of circumstances, beyond the student's control, that impacts on plans for studying on-campus in Australia.
  - Holmesglen receives a written request from the overseas student's government sponsor.
  - The overseas student has made a genuine attempt to meet the requirements of their course they are currently studying and is unable to achieve satisfactory course progress to meet the requirements for further study.
  - The overseas student has completed one semester of study and it is evident based on the overseas student's academic results, even after engaging with Holmesglen's at-risk strategy, that they are unable to achieve satisfactory course progress, in which case a release to another provider may be granted.
  - There is evidence that the overseas student's reasonable expectations about their current course are not being met.
  - There is evidence that the overseas student was misled by Holmesglen or education/migration agents about its course and the course is therefore unsuitable to their needs and/or study objectives.
  - An appeal (internal or external) on another matter results in a decision or recommendation to release the overseas student.
  - The Holmesglen course accepted by the overseas student has been cancelled, ceased to be registered on CRICOS or ceased to be offered, or Holmesglen otherwise fails to deliver the course as outlined in the written agreement.

### Supporting Documentation

3. Documented evidence supporting circumstances/reasons for seeking a release letter must be included with this application.

### Grounds for Refusal

4. Holmesglen may determine there are reasonable grounds to refuse the transfer request in circumstances, including but not limited to:
  - The overseas student's request is based only on personal preference.
  - The overseas student wishes to transfer to a qualification of a shorter duration or lower AQF level not offered by Holmesglen for reasons other than academic ability.
  - The overseas student wishes to change to a similar course with lower fees.
  - The overseas student can be offered an alternative course at Holmesglen that meets the overseas student's expectations/requirements.
  - The overseas student wishes to transfer to a course that provides the same professional recognition and outcomes as the course they are currently enrolled in.
  - The overseas student has not enrolled or has made no genuine attempt to participate in the course they are currently enrolled in (including an enabling-course or pathway program).

- The overseas student owes tuition or other fees and charges.
- The overseas student has not accessed all relevant support services available to them.
- Holmesglen considers that the overseas student has taken advantage of its position within the Simplified Student Visa Framework arrangements to enter Australia on a student visa and now wishes to transfer to another provider.
- The student has not been able to find or secure accommodation.
- The overseas student has been in breach of their student visa conditions including their obligation to ensure they have sufficient financial capacity to fund their study and living costs.
- Holmesglen considers that the overseas student poses an unacceptable visa risk should they move to another provider, or
- The overseas student has provided false or misleading information.

### Notification of Outcome

5. The overseas student will be notified of the outcome of an application for transfer within 10 working days of the date of submission of a complete application (including all required documents).

### Approval Process and Record Keeping

6. If the transfer is approved, this will be recorded in the Provider Registration and International Student Management System (PRISMS) at no cost to the overseas student. The overseas student will be notified of the outcome and informed to contact the Department of Home Affairs to ensure they maintain the appropriate visa status.

### Refusal Process and Appeals

7. If Holmesglen refuses the transfer request, the overseas student will be advised in writing of the reasons for the refusal and be informed of their right to a review of this decision in accordance with Holmesglen's Internal Complaints and Appeals Policy and procedures and is given 20 working days to do so.
8. If the overseas student is not successful with Holmesglen's internal complaints and appeals process, Holmesglen must inform the overseas student (within 10 working days of the complaints and appeals process concluding), of their right to access an external complaints and appeals process at minimal or no cost.
9. The overseas student who is not satisfied with the outcome of the internal review is given access to appeal to the Ombudsman Victoria.

### Conclusion of Transfer Process

10. The refusal of a transfer will only be finalised in PRISMS after the conclusion of both the internal and external appeal process and if this is in favour of Holmesglen, or if the overseas student has chosen not to access the complaints and appeals process within the 20 working days' period, or the overseas student withdraws from the process.
11. If the internal or any external complaints and appeals process results in a decision or recommendation in favour of the overseas student, Holmesglen will immediately implement the decision or recommendation or take the preventative or corrective actions required by the decision and inform the overseas student of that action.
12. Holmesglen maintains records of all requests from overseas students for a release and the assessment of, and decision regarding the request for two years after the overseas student ceases to be an accepted overseas student.

### Visa Implications

13. Students seeking a release should maintain a valid enrolment while the release is being assessed. There is no cost attached to applying for a letter of release, however students will need to contact the Department of Home Affairs to seek advice on whether a new visa is required. The National Code 2018 restricts the capacity of overseas students to transfer to other providers prior to completing six months of their principal course.