
Release Letter Policy

The procedures governing the issuance of release letters is outlined below

As per the National Code Part D, Standard 7, registered training organisations (RTOs) are restricted from enrolling transferring Students for the first six (6) months from the commencement of the Student's Principal Course of Study, except in exceptional circumstances. This Policy applies only to international Students.

If the Student is seeking to leave George Brown College (GBC) to go to another institute the following rules apply:

- No transfer is to be granted prior to completion of the first six (6) months of their Principal Course (except where release is granted in exceptional circumstances).
- For a request for transfer to another institute after the first six (6) months of their Principal Course, GBC cannot prevent the Student from transferring. It is expected that the Student's request will be granted where the transfer will not be to the detriment of the Student and the destination is known to GBC. The Student must continue to be enrolled under their Student visa conditions.

Exceptional Circumstances

Exceptional circumstances may apply to the Student only if GBC is satisfied that the circumstances are:

- Are beyond the Student's control
- Have not made their full impact on the Student until after:
 - i) Their acceptance of their offer
 - ii) Their formal enrolment in an GBC course
 - iii) Where visa conditions change and
- Make it impractical for the person to complete six (6) months study at GBC.

Circumstances that make it impractical for the person to complete the requirements for their unit of study may include but are not limited to:

- The Student is not coping with GBC's academic and English language requirements;
- Medical grounds which may include serious injury, hospitalisation or disability resulting in a person's medical condition changing to such an extent that the Student is unable to continue studying at GBC;
- Compassionate grounds, whereby a Student is affected by suffering or misfortune and is unable to continue studying at GBC;
- Course related circumstances, which may include but are not limited to where GBC has changed the course it had offered and the person is disadvantaged by not being able to complete the course.

Supporting Documentation

Students applying for release under exceptional circumstances must submit supporting documentation which verifies their eligibility. Supporting documentation on medical grounds must include an original medical certificate or original certified copy which must indicate the:

- Name of the Student
- Date the certificate was signed and written
- Date on which the doctor considers the Student is likely to return to studies and should indicate the degree of incapacity of the Student.

Supporting documentation for applications on compassionate grounds may include:

- Notification or letter from a registered psychologist
- Police report or event number
- Death notice or death certificate
- Worker's compensation or injury documentation
- Details of a pending birth
- Details outlining an emergency or disaster from a Student's home country

Other points to consider:

- Supporting documentation should be an original document and written in English. If this is not possible, a certified copy from the Student Agent will be accepted.
- All supporting documentation should indicate exact dates of the event or circumstance.

Note that applications without supporting documentation will normally not be approved.

The following procedures will occur for releases:

- Request form be completed (accessible online at www.georgebrown.nsw.edu or at Reception)
- GBC staff will confirm that all fees are paid and up to date
- Where the Student is close to completion of a subject or at the end of term, GBC may advise the Student to complete the term
- Where the Student is struggling with academic performance, GBC will offer trainer assistance as part of an Intervention strategy.

Circumstances in which GBC can & will refuse a Student's Request to Transfer

GBC will refuse a Student's Request to Transfer where the transfer is detrimental to the Student. Factors that may be considered detrimental to the Student could include:

- If the transfer may risk the Student's progress through a package of courses
- If the Student has recently started studying the course and the full range of support services are yet to be provided or offered to the Student
- The Student is trying to avoid being reported to the Department of Immigration and Border Protection (DIBP) for failure to meet academic progress requirements
- If the Student has unpaid fees for the current course.

Where GBC does not grant a letter of release (LOR), the Student will be provided with a statement of written reasons for the refusal and advised of his/her right to appeal the decision within twenty (20) working days.

Where the Student has provided a letter of offer (LOO) from another provider, which confirms that a valid enrolment offer has been made, GBC may prepare a LOR for the Student if the request is reasonable.

The LOR will be issued at no cost to the Student and will advise them of the need to contact the DIBP to seek advice if a new Student visa is required. In this case, the LOR will be signed by the General Manager and all records of interviews and correspondence will be placed in the Intervention Register on RTO Manager and recorded on PRISMS.

If the Student is seeking to enrol at GBC from another institute, the following rules apply:

- 1) There will be no acceptance of a transfer to GBC in the first six (6) months of their principal course of study unless a release letter is provided.
- 2) Where the LOR from the Provider cannot be provided.
 - GBC will in its best practices ensure that all requests are dealt with within 20 working days and the Student will be contacted by all possible means to advise the outcome of their request.

Appeals

- Should a Student wish to appeal a decision made by GBC, they are advised to read the Complaints and Appeals Policy for more detail surrounding the relevant process undertaken.

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This policy / procedure is to be reviewed a minimum of twelve (12) months from this date.

Disclaimer:

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