Scope
These procedures apply to international students who wish to transfer to another institution.

These procedures do not apply to international students who wish to transfer to another Torrens University Australia (the University) course. Refer to the Course Transfer Procedure.

International student transfer
International students may transfer to another institution. However, international students who wish to do so before completing the first six months of their principal course must request release from the University. The University will only approve the request in limited circumstances as outlined in Section 15.1 of the Enrolment Policy. This section is informed by Part B, Standard 7 of the National Code of Practice for Registration Authorities and Providers for Education and Training to Overseas Students (National Code 2018).

Circumstances in which a release is not required
A release is not required if the student:
- has been studying in their principal course (the course for which the student was granted a visa) for more than six months, or
- wishes to discontinue studying at the University and intends to return to their home country, or
- holds another kind of temporary residence visa that is not subject to the National Code 2018.

Process
Step 1 International students who have accepted an offer from the University, and were granted a Confirmation of Enrolment (CoE) and wish to transfer to another institution study must submit the following documents to Student Services:
- a completed Application for Withdrawal form
  Note: International students who have not completed at least six months of their principal course must note on the form that a release is being requested.
- a written letter detailing the reasons behind the student’s request to transfer to another institution and how the student will benefit from the transfer
- a copy of the offer letter from the other institution confirming that the student has been offered an unconditional place at the institution
written confirmation that the student’s parent or legal guardian supports the transfer if the student is under 18 years of age
• written approval for the change from the scholarship body if a sponsor is paying the tuition fees.

Step 2
• Student Services notifies the student of the outcome of their request within ten working days of submitting the application. There is no charge for granting a release.

Successful outcome:
Students will be informed that:
  o the University has approved the request to transfer to another institution
  o the Department of Home Affairs will be informed
  o their Torrens University Australia Certificate of Enrolment has been cancelled.

Students will also be advised that they will need to contact the Department of Home Affairs to seek advice if a new student visa is required.

Unsuccessful outcome:
In line with the provisions of the National Code 2018 (Part B, section 7.5), students will be informed of:
• the reasons for the refusal
• the student’s right to access the University’s complaints and appeal process.

Complaints against and internal review (appeal) of rejected student transfer applications
Students who wish to request a review of the decision on their student transfer request may do so under the Student Complaints Policy. The following documents provide information on the process for lodging complaints:
• Formal Complaints
• Internal Review (Appeals) Procedure
• External Review Procedure