Student Transfer Between Registered Providers (Release Letters) Policy

1. Introduction

Standard 7 of the National Code 2007 provides for the transfer of students between registered providers.

King’s Own Institute (KOI) will assess requests from students for a transfer from KOI to another registered provider prior to the student completing six months of the principal course of study in accordance with Standard 7 of the National Code.

2. Policy

2.1 Transfer to KOI from Another Provider

KOI will not knowingly enrol a student wishing to transfer from another registered provider’s course prior to the student completing six months of his or her principal course of study except as follows:

- The original registered provider has ceased to be registered.
- The course in which the student is enrolled has ceased to be registered
- The original registered provider has provided a written letter of release
- The original registered provider has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or her principal course.
- Any government sponsor of the student considers the change to be in the student’s best interest and has provided written support for that change.

2.2 Transfer from KOI to Another Provider

Students who wish to transfer to another registered provider, and have studied a minimum of six (6) months with KOI do not require a letter of release from KOI.

Students who have not yet studied a minimum of six (6) months with KOI and wish to transfer to another registered provider MUST request a letter of release.

KOI will not grant a student’s request in the following circumstances:

- Where KOI considers that such a transfer can be detrimental to the student.
- Where KOI is able to arrange reasonable instruction for the student.
- Where KOI considers the request for a transfer to be the result of student poaching.
- Where the student was given adequate information at the time of enrolment to enable the student to make an informed decision to undertake the course.

After taking account of the policy on whether or not a request will be granted, KOI will only grant a letter of release as follows:

- Where another registered provider has provided a letter confirming that a valid enrolment offer has been made to a student over the age of 18 and
- Where the student is under 18, in addition to a letter from another registered provider, written confirmation 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 provided in the National Code and

- Where the student cannot attend KOI because of the student’s medical conditions.

Where a letter of release is granted, KOI will advise the student of the need to contact the Department of Immigration and Border Protection (DIBP) to seek advice on whether a new student visa is required.

If a letter of release is not granted KOI will provide the student with written reasons for refusing the request and will inform the student of his or her right to appeal against this decision in accordance with KOI Complaints and Appeals Policy (available on the KOI website www.koi.edu.au).

3. Documentation

KOI will maintain on the student file a record of all requests for letters of release, the assessment of such requests and the decisions regarding such requests.

4. Timeframes

KOI has the following timeframe for assessing and replying to a student's transfer request having regard to the restricted period of six months for which the student must remain at KOI in the first instance:

- On receipt of a written letter of request, setting out the reasons for the request, KOI will respond within ten (10) working days, giving reasons for denying or agreeing to the request.

5. Fees and Charges

KOI will not make any charge for a letter of release, if granted.


(Registered providers’ complaints and appeals processes are independent, easily and immediately accessible and inexpensive for the parties involved).

KOI must have an appropriate internal complaints handling and appeals process that satisfies the following requirements, or can use its existing internal complaints and appeals processes as long as it meets these requirements:

- a process is in place for lodging a formal complaint or appeal if the matter cannot be resolved informally, which requires a written record of the complaint or appeal to be kept
- each complainant or appellant has an opportunity to formally present his or her case at minimal or no cost to him or herself
- each party may be accompanied and assisted by a support person at any relevant meetings
- the complainant or appellant is given a written statement of the outcome, including details of the reasons for the outcome, and
- the process commences within ten (10) working days of the formal lodgement of the complaint or appeal and supporting information and all reasonable measures are taken to finalise the process as soon as practicable.

KOI must have arrangements in place for a person or body independent of and external to KOI to hear complaints or appeals arising from KOI internal complaints and appeals process or refer students to an existing body where that body is appropriate for the complaint or appeal.

If the student is not satisfied with the result or conduct of the internal complaint handling and appeals process, KOI must advise the student of his or her right to access the external appeals process at minimal or no cost.

If the student chooses to access the KOI complaints and appeals processes as per this standard, KOI must maintain the student's enrolment while the complaints and appeals process is ongoing.
If the internal or any external complaint handling or appeal process results in a decision that supports the student, KOI must immediately implement any decision and/or corrective and preventative action required and advise the student of the outcome.

See the KOI Complaints and Appeals Policy on the KOI website www.koi.eud.au for more information about the complaints and appeals process.

7. Privacy

All reasonable effort should be made by the staff and management of KOI to ensure that the principles of privacy, confidentiality and security are maintained throughout the administration of student requests to transfer between registered providers.

All staff designated to access information relating to student requests to transfer between registered providers are obliged to preserve confidentiality in accordance with KOI’s Privacy Policy, the Privacy Amendment (Enhancing Privacy Protection) Act 2012 and the Australian Privacy Principles (APPs). Records relating to complaints will be retained and disposed of in accordance with the Records Management Policy.

******* End of Policy ************