



## Letter of Release Application

### Instructions – read before proceeding

- This form is for international students holding a student visa and seeking to transfer to another CRICOS institution in Australia. Please complete all sections and return the completed form and all required documentation to reception.
- Make sure you are aware of the academic and financial implications of cancelling your course and enrolment. The **Refund Policy** is explained in the student handbook and is also available from [www.astutetraining.com.au](http://www.astutetraining.com.au).
- If you believe you are eligible for a fee refund you should lodge a **Refund Application Form**, available from reception
- A letter of release is issued at no cost
- International/overseas students must have completed 6 months of their principal course before applying for transfer  
Our broad policy is to agree to all transfer requests unless there is some particular factors that needs to be taken into consideration.

### Astute Training conditions of release (refer to Appendix A for detailed explanation)

#### You must meet these requirements for your request to be approved:

- Provide a copy of the Letter of Offer from the CRICOS registered institution to which you seek to transfer.
- Pay all outstanding monies owed to Astute Training.

### Personal Details

Student Id Number \_\_\_\_\_

Family Name \_\_\_\_\_

Given Name \_\_\_\_\_

Course \_\_\_\_\_

Address \_\_\_\_\_

Mobile Number \_\_\_\_\_

Email Address \_\_\_\_\_

Preferred notification method:  E-mail  SMS message  Mail notification to address listed on this form

## Student Declaration

I agree with the conditions of release as set out in this document and have provided all required documentation.

I have attached a letter of offer from the CRICOS registered institution to which I seek a transfer  Yes  No

I have paid all outstanding fees owed to Astute Training Pty Ltd and have read and agree to the refund conditions outlined in the refund policy.  Yes  No

Students Signature \_\_\_\_\_

Date \_\_\_\_\_

## Office use only

Approved – Letter of Release Issued

Student Emailed

Not Approved – Notification Issued

Student notified by mail

PRISMS updated

Appeal lodged (if applicable)

### Comments

Approved by \_\_\_\_\_

Date \_\_\_\_\_

Signature \_\_\_\_\_

### *Copy of application and supporting documentation scanned to students file*

Scanned by \_\_\_\_\_

Date \_\_\_\_\_

## Appendix A

### Letter of Release Application

#### Important Information for International Students

Astute Training will process a letter of release application providing the student has completed 6 months of the principal course of study. If the period of enrolment is less than 6 months it is up to the discretion of the CEO as to whether the release will be granted or not after reviewing all information provided. If applicable refunds will be issued in accordance with the refund policy of Astute Training Pty Ltd.

Astute Training may grant a student a Letter of Release under the circumstances below. (These circumstances must be supported by relevant documentation)

#### A release letter may be granted in the following instances:

- If you can demonstrate compassionate or compelling circumstances which necessitate transfer to another provider
- If you are experiencing academic or personal difficulties which have not been successfully resolved after you have spoken to the Student Support Officer
- You are changing course
- Move of location

#### Circumstances for which a letter of release may not be granted:

- You have changed your mind about which course you wish to study
- If you have not accessed Astute Training's Student Support Officer for assistance with study or personal issues such as travel difficulties, difficulties in adjusting to life in Australia or the demands of academic work
- Routine need for financial support
- When Astute Training believes that you are trying to avoid being reported to DIBP for not meeting the course requirements

*You should allow at least 10 working days for your application to be processed. You will be notified in writing (to the mailing or email address entered on this form or issued the letter in person) of the outcome of your request*

#### Appeals for Letter of Release

If you are denied a letter of release and you wish to appeal this process, you have to appeal this decision within 10 working days. Grounds for consideration of an appeal include:

- Lack of due process
- Relevant new or additional information

If this appeal is denied the student may appeal the decision externally to the NSW Ombudsman within 10 working days.

#### Overseas Students Ombudsman (OSO)

GPO Box 442, Canberra ACT 2601

Tel : 1300 362 072 (in Australia) , +61 6276 0111 (outside Australia)

Email: [ombudsman@ombudsman.gov.au](mailto:ombudsman@ombudsman.gov.au) Website: [www.oso.gov.au](http://www.oso.gov.au)