

Transfer and Release for International Students Procedure

Section 1 - Purpose

(1) To set out the steps and responsibilities required to manage transfer and release requests from international students in accordance with the [Transfer and Release for International Students Policy](#).

Scope

(2) This Procedure applies to all international students who hold a student visa, who have been offered admission to a Macquarie University Course and / or Courses offered by the Macquarie University English Language Centre.

(3) This Procedure does not apply to international students who:

- a. hold a visa other than a student visa and that visa is not subject to the [National Code of Practice for Providers of Education and Training to Overseas Students 2018](#);
- b. are transferring from one Course to another within Macquarie University;
- c. are in receipt of an Australian Commonwealth Government Scholarship (that is not subject to [Education Services for Overseas Students Act 2000](#)), and the sponsor supports a transfer;
- d. are sponsored by the government of another country and the sponsor issues a letter supporting the transfer; or
- e. have completed more than six months of their Principal Course with Macquarie University.

Section 2 - Policy

(4) Refer to the [Transfer and Release for International Students Policy](#).

Section 3 - Procedures

Responsibilities and Required Actions

(5) This Procedure requires actions by the following:

- a. International Students;
- b. Admissions Officer / HDRO Admissions Officer;
- c. Admissions Manager, International / Manager Operations, HDRO;
- d. International Compliance Manager;
- e. Pro Vice-Chancellor (Future Students); and
- f. Pro Vice-Chancellor, Graduate Research.

International Students

Submit Request

(6) Complete an International Student – Withdrawal and Release Request (using the [Service Connect portal](#)) or complete request for [International Withdrawal and Release Request Form](#) and submit it to the relevant office:

- a. for Coursework Students, submit completed form to Macquarie International; and
- b. for HDR Students, submit completed form to HDRO.

(7) Receive response and take the necessary action.

Admissions Officer / HDRO Admissions Officer

Compile Documentation

(8) Receive [International Withdrawal and Release Request Form](#) from student, compile information on student case.

(9) Send all documents to relevant Admissions Manager, International or Manager Operations, HDRO (as applicable) for consideration.

Respond to Request

(10) Receive release decision from Admissions Manager, International or Manager Operations, HDRO (as applicable) and send outcome to student within ten (10) working days if complete application and all the relevant documentation are received.

Record Transfer Record

(11) Record all transfer request outcomes in [PRISMS](#) once student has had the opportunity to access and complete the internal appeal process including where a student contacts the [NSW Ombudsman](#).

Admissions Manager, Macquarie International / Manager Operations, HDRO

Consider Request

(12) Receive Transfer and Release Request Form, and supporting information.

(13) Consider all relevant information against the Policy.

(14) Advise release decision to relevant Admissions Officer to respond to student.

International Students

Appeal Decision

(15) Access the relevant appeal process if the request is refused:

- a. For Coursework Students, Pro Vice-Chancellor (Future Students); and
- b. For HDR Students, Pro Vice-Chancellor, Graduate Research.

International Compliance Manager

Process Appeal

(16) Recommend appeal decision to Pro Vice-Chancellor (Future Students) for determination.

Pro Vice-Chancellor, Graduate Research

Determine Appeal for HDR Students

(17) Consider appeals from HDR students whose International Withdrawal and Release Request was refused.

(18) Return appeal determination to relevant Admissions Officer to respond to the student in writing within the specified timeframe.

Pro Vice-Chancellor (Future Students)

Determine Appeal for Coursework Students

(19) Consider appeals from students whose International Withdrawal and Release Request was refused.

(20) Return appeal outcome to International Compliance Manager to respond to the student in writing within the specified timeframe.

Section 4 - Guidelines

(21) Nil.

Section 5 - Definitions

(22) Definitions specific to this Procedure are contained in the [Transfer and Release for International Students Policy](#).

Status and Details

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| Status | Current |
| Effective Date | 24th November 2021 |
| Review Date | 24th November 2024 |
| Approval Authority | Vice-President, People and Services |
| Approval Date | 17th November 2021 |
| Expiry Date | Not Applicable |
| Responsible Executive | Eric Knight Deputy Vice-Chancellor (People and Operations) |
| Responsible Officer | Lee-ann Norris Pro Vice-Chancellor (Future Students) +61 2 9850 7665 |
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