Transfer and Release for International Students Procedure

Section 1 - Purpose

(1) The purpose of this Procedure is 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 Macquarie University College.

(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 (the 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 the Transfer Restriction Period in their Principal Course with the University.

Section 2 - Policy

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

Section 3 - Procedures

(5) International students seeking transfer and release from the University must complete an International Student – Withdrawal and Release Request (using the Service Connect portal) or an International Withdrawal and Release Request Form (for prospective commencing students who do not have access to Student OneID) and submit it to the relevant office:

a. for Coursework students, the completed form must be submitted to Service Connect; and
b. for Graduate Research students, the completed form must be submitted to the Graduate Research Academy.

(6) The Student Admissions Officer/Graduate Research Operations Officer, in receipt of an International Withdrawal and Release Request Form will compile information on the student case.

(7) All documents related to the student case are sent to the Manager, International Admissions or Director, Graduate Research Services and Governance (as applicable) for consideration.

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(8) The Manager, International Admissions or Director, Graduate Research Services and Governance (as applicable) will send the outcome of the release decision to the student within ten (10) working days if complete application and all the relevant documentation are received.

(9) All transfer request outcomes must be recorded in PRISMS once student has had the opportunity to access and complete the internal appeal process including where a student contacts the National Student Ombudsman.

(10) The Manager, International Admissions or the Director, Graduate Research Services and Governance will receive the Withdrawal and Release Request Form and supporting information and will review all relevant information.

(11) A release decision will be communicated to the relevant Student Admissions Officer or Graduate Research Operations Officer who will notify the student of the decision.

Appeals

(12) International students may access the relevant appeal process if their request for transfer and release is refused.

(13) The Pro Vice-Chancellor, Graduate Research will consider appeals from Graduate Research students whose International Withdrawal and Release Request was refused.

(14) An appeal outcome will be provided to the relevant Graduate Research Operations Officer to respond to the student in writing within the specified timeframe.

(15) The Head of Admissions and Scholarships will consider appeals from coursework students whose International Withdrawal and Release Request was refused.

(16) The Manager, Admissions and Scholarships Operations will recommend an appeal decision for coursework students to the Head of Admissions and Scholarships for determination.

(17) An appeal outcome will be provided to the Manager, Admissions and Scholarships Operations to respond to the student in writing within the specified timeframe.

Section 4 - Guidelines

(18) Nil.

Section 5 - Definitions

(19) The following definitions apply for the purpose of this Policy:

a. Award or Award Course (Course) means the qualification resulting from the satisfactory completion of a specific Course/Program of Study or research.
b. Course/Program of Study means the combination of Units and components that must be satisfactorily completed to qualify for a Macquarie University Award.
c. Principal Course means the main Course or the final Course as part of the package of Courses to be undertaken by an overseas student where a student visa has been issued for single Course or multiple Courses of Study.
d. PRISMS means the Australian Government's Provider Registration and International Student Management System used to record student's enrolment information.
e. Transfer Restriction Period means the period prescribed under Standard 7 of the National Code during which a Registered Provider must not knowingly enrol an overseas student seeking to transfer from another Registered Provider unless an exception applies. For non-school sector students:

i. from 2 October 2026 to 30 June 2027 (inclusive), the period is twelve (12) months of the student's Principal Course; and

ii. from 1 July 2027, the period is six (6) months of the student's Principal Course.

Status and Details

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Effective Date	3rd November 2026
Review Date	22nd August 2030
Approval Authority	Deputy Vice-Chancellor (People and Operations)
Approval Date	2nd November 2026
Expiry Date	Not Applicable
Responsible Executive	Eric Knight Deputy Vice-Chancellor (People and Operations)
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