



International Inbound Students Transfer Between Providers Procedure – BHI Version 2.1



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1 Document Control

Version	Date	Amended by	Changes Made
1	14/06/2014	Executive Director, Student Recruitment & Marketing	Initial document;
1.1	30/07/2019	Manager International Student Policy and Monitoring	New template; update procedure to new National Code 2018
2	17/10/2019		Final
2.1	26/03/2020	Manager International Student Policy and Monitoring	Minor administrative change to include refusal status in PRISMS and maintenance of records to align with TEQSA requirements.

2 Purpose

To document Box Hill Institute's (the Institute) procedure for assessing requests from international students for a transfer between providers prior to completing six calendar months from the date an overseas student commences their principal or senior secondary course in accordance with Standard 7 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

3 Scope

This applies to:

- All inbound international students who have been issued a Confirmation of Enrolment (CoE) on PRISMS by Box Hill Institute and who have requested to transfer to another registered provider prior to completing six months of their principal or senior secondary course.

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Transfer between Providers
Procedure**

Document No.: **AAS-AA-PRO041**

Process Area: **International Department**



- All inbound international students who have applied for a course at Box Hill Institute and who are holders of a Confirmation of Enrolment (CoE) on PRISMS which has been issued by another registered provider prior to completing six months of their principal or senior secondary course.

4 Responsibilities

Responsibilities	Procedure
International Student International Staff	Application for admission to Box Hill Institute by students transferring from another provider
International Student	Requests for approval to transfer from Box Hill Institute to another provider
General Manager Vice President – International or nominee	Assessment of Request for Transfer
International Staff	Outcome of request to transfer from Box Hill Institute to another provider
International Student	Internal appeal against a decision taken by Box Hill Institute
International Student	External appeal against a decision taken by Box Hill Institute

5 Definitions

Term	Definition
Inbound International Students	Are students who are holders of a Student Visa.
Compassionate or compelling circumstances	Are generally those beyond the control of the student and which have an impact on the student's course progress or well-being. These include but are not limited to: serious illness, death in the family, major political upheaval or natural disaster in the home country which requires the student to return home, or a traumatic incident.
DoHA	Department of Home Affairs
DET	Department of Education and Training
PRISMS	The Department of Education and Training's Provider Registration and International Student Management System.
Confirmation of Enrolment (CoE)	Is the document issued by the provider on PRISMS that is the accepted evidence of enrolment by Department of Home Affairs for processing a student visa or for the change of providers.
Principal Course	The final course of study where the student visa covers multiple courses. For example a student who has a CoE for ELICOS plus Diploma, the diploma is the principal course.
Senior Secondary students	Are students who study VCE and VCAL courses at BHI as a non-school senior secondary provider

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Step	Procedure	Responsible
	<ul style="list-style-type: none"> • the transfer would be detrimental to the student's future study and/or career objectives; or • the student has not accessed Box Hill Institute's student support or welfare services after having been requested to do so; or • the student has outstanding debts to Box Hill Institute. <p>No release is required in the following circumstances:</p> <ul style="list-style-type: none"> • the international student has completed at least 6 months study in his or her principal or senior secondary course, or • the international student is sponsored by another government and that government sponsor provides written support of the change as it considers the change to be in the student's best interest, or • Box Hill Institute has ceased to be registered or the course in which the international student is enrolled has ceased to be registered, or • Box Hill Institute has a sanction imposed on it that prevents the international student from continuing his or her principal course. 	
3.	<p>Outcome of request to transfer from Box Hill Institute to another provider</p> <p>a) The Institute to provide the international student with a written decision in relation to a request for a release within 10 working days of lodging the Request for Release application form.</p> <p>b) Where Box Hill Institute approves a release:</p> <ul style="list-style-type: none"> • the international student will be provided with a notification of release; and • the International student will be advised that his or her Confirmation of Enrolment (CoE) will be cancelled and that he or she must contact the Department of Home Affairs to seek advice on whether a new student visa is required; and • Box Hill Institute will Release and Cancel the international student's Confirmation of Enrolment (CoE) on PRISMS; and • the international student may apply for a refund in accordance with Box Hill Institute's Inbound International Student Refund Policy. • If issued, notification of release will be provided at no cost to the international student. <p>c) Where the Institute has made a decision to refuse the request to provide a release, students are advised:</p> <ul style="list-style-type: none"> • of the decision in writing, including the reasons for refusal, and • of their right to appeal the decision within 20 working days of receipt of the advice. 	International Staff

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Step	Procedure	Responsible
4.	Internal appeal against a decision taken by Box Hill Institute A student wishing to lodge an appeal against a decision should lodge a formal grievance in writing in accordance with the Institute's Complaint: Student, Customer, Client and Stakeholder Policy and Procedure within 20 working days of the date of the student being notified of the decision.	International Staff / Student
5.	External appeal against a decision taken by Box Hill Institute International students also have the right to contact the Victorian Ombudsman in relation to grievances under the ESOS Act. Students must notify Box Hill Institute of their decision to seek an external appeal within five (5) working days of notification of the decision of Box Hill Institute in relation to an appeal.	International Staff / Student
6.	Box Hill Institute will not finalise a students' refusal status in PRISMS until any appeal finds in favour of the registered provider, or if the student has not accessed the grievance process within the 20 working days, or the student withdraws from the process.	International Staff
7.	Records Box Hill Institute will maintain a record of requests, including the assessment and outcome of the transfer request for a period of not less than two (2) years.	International Staff

7 Related Documents

Inbound International Student Refund Policy.

7.1 Documents

Term	Definition
Nil	

8 Approval Body

The CEO is the approval body.

Signature	Date of Approval
CEO	21/10/2019

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