



# International Inbound Students Transfer between Providers Policy Version 2



## 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 policy to new National Code 2018
2	17/10/19		Final

## 2 Purpose

To document Box Hill Institute's (the Institute) policy for assessing requests from 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.
- 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 Policy Statement

Under standard 7 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018, international students must remain with their original education provider until they have completed six months of their principal or senior secondary course. This restriction applies from the time a student commences study and includes any preliminary courses prior to the principal or senior secondary course in the student's package. Students can apply to transfer to another registered provider before completing six months of their principal or senior secondary course in limited circumstances as outlined in the guidelines of this policy.

Where a student requests a transfer within the period of completing six months of their principal or senior secondary course, Box Hill Institute will assess the request against this policy. After a student has completed six months of his/her principal course he/she is free to transfer to another provider and does not require a release.

Box Hill Institute must not knowingly issue a Confirmation of Enrolment (CoE) or enrol a student wishing to transfer from another registered provider prior to the student completing six months of their principal or senior secondary course at their registered provider unless the student has been released from the original provider.

### Policy Guidelines

Requests for approval to transfer to another provider **will be approved** in the following circumstances:

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- Compassionate or compelling circumstances – students will be approved a release if they can demonstrate compassionate or compelling personal or academic circumstances. It would normally be expected that such circumstances are beyond the control of the student and are supported by relevant documentation.
- Government-sponsored Students - a government sponsor deems that the transfer is in the best interest of their student.
- The international student will be reported because they are unable to achieve satisfactory course progress despite the implementation of an Intervention Strategy to assist the international student.
- The registered provider fails to deliver the course as outlined in the written agreement.
- There is evidence that the overseas student's reasonable expectations about their current course are not being met.
- There is evidence that the overseas student was misled by the registered provider or an education or migration agent regarding the registered provider or its course and the course is therefore unsuitable to their needs and/or study objectives.
- An appeal (internal or external) on another matter results in a decision or recommendation to release the overseas student.

Requests for approval to transfer to another provider **will NOT be approved** in the following circumstances:

- Where the proposed transfer is to a course in the same or similar subject area leading to the same or similar qualification.
- Where the student's progress or participation in the course is unsatisfactory.
- Within the first four weeks of the course commencement date where it is considered that the student is experiencing settlement issues and has not accessed support services provided by Box Hill Institute.

A release, if granted, will be issued at no cost to the student and Box Hill Institute must advise the student of the need to contact Department of Home Affairs to seek advice on whether a new student visa is required.

Where Box Hill Institute does not grant a release the student must be provided with written reasons for refusing the request and must be informed of their right to appeal the decision in accordance with Box Hill Institute's Appeals Process.

## 5 Code of Conduct

All employees are expected to conduct themselves in a manner consistent with the Box Hill Institute Staff Code of Conduct.

## 6 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

## 7 Related Procedures

The following procedures are linked below:

- Inbound International Students Transfer Between Providers Procedure
- Compliant: Student, Customer, Client and Stakeholder Policy
- Privacy and Data Protection Procedure
- Inbound International Student Refund Policy

## 8 Related Operating Guidelines

Nil

## 9 Related Forms

- International Inbound Student Request for Release Application Form

## 10 Related Legislation and Registration

### 10.1 Box Hill Institute

### 10.2 External

- Education Services for Overseas Students Act 2000
- National Code of Practice for Providers of Education and Training to Overseas Students 2018

## 11 Records

Records will be maintained in accordance with the requirements of Box Hill Institute's Records Management Policy and Procedures. Where the privacy of individuals may otherwise be compromised, records will be kept secure and confidential.

Document: **International Inbound Students  
Transfer between Providers Policy**  
Document No.: **AAS-AA-POL041**  
Process Area: **International Office**



## 12 Review

This policy must be reviewed no later than three years from the date of CEO endorsement. The policy will remain in force until such time as it has been reviewed and re-approved or rescinded. The policy may be withdrawn or amended as part of continuous improvement prior to the scheduled review date.

## 13 Responsibilities

Refer to the International Transfer between Providers Procedure for detailed responsibilities

Manager International Student Policy and Monitoring is responsible for the communication and professional development to staff.

## 14 Policy Owner

Owner	Author
Deputy Chief Executive Officer	Manager, International Student Policy and Monitoring

## 15 Approval Body

The CEO is the approval body.

Signature	Date of Approval
CEO	22/10/2019