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International Inbound Students Transfer Between Providers Procedure – BHI Version 2.1

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Document: Students Transfer between Providers

Procedure

Document No.: AAS-AA-PRO041

Process Area: International Department



Contents

1	Document Control	1
2	Purpose	1
3	Scope	1
4	Responsibilities	2
5	Definitions	2
6	Procedure	3
7	Related Documents	6

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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Document: Students 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	Are generally those beyond the control of the student and which have
circumstances	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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Document: Students Transfer between Providers

Procedure

Document No.: AAS-AA-PRO041

Process Area: International Department



6 Procedure

Step	Procedure	Responsible
1.	Application for admission to Box Hill Institute by students transferring from another provider	International Staff
	 a) Must complete an International Student Application Form and identify on the application form that they currently hold a confirmation of enrolment (CoE) at another Australian provider, i.e. that they are currently studying at another provider. 	
	b) A copy of this CoE should be attached to the application form along with other relevant supporting documentation.	
	Box Hill Institute may not enrol students, that is issue a CoE prior to the student completing six months of their principal or senior secondary course, except where one of the following applies:	International Staff
	 the original registered provider has provided a release. 	
	 the original provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered. 	
	 the original registered provider has had a sanction imposed on its registration by the Australian government or state or territory government that prevents the student from continuing his or her principal course. 	
	 any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change. 	
	International staff will assess the application and, subject to the applicant meeting one of the conditions above as well as the standard admission requirements for the course for which they have applied, a conditional Letter of Offer will be offered.	International Staff
	The Letter of Offer must state that the offer is conditional on the applicant providing a release from their current provider.	
	International students will provide Box Hill Institute with all of the following:	International Staff
	a release from their current provider;	
	 a transcript of results of the course in which they are currently enrolled; and 	
	 transcripts of results of other courses in which they have studied in Australia. 	
	On receipt of all of the above, and receipt of international tuition fees as specified on the Letter of Offer, a Confirmation of Enrolment (CoE) on PRISMS can be issued.	International Staff

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Document: Students Transfer between Providers

Procedure

Document No.: AAS-AA-PRO041

Process Area: International Department



Step	Procedure	Responsible
2.	Requests for approval to transfer from Box Hill Institute to another provider	International Staff
	Where the student has not completed six months of their principal or senior secondary course at Box Hill Institute and requests a release to transfer from Box Hill Institute to another registered provider, the student:	
	a) must complete a Request for Release Form; and	
	b) must provide the following documentary evidence supporting the request:	
	 a letter of offer from the educational provider to which the student wishes to transfer 	
	 supporting evidence such as medical certificate, report from a counsellor 	
	 in the case of under age students written permission from parents or guardian 	
	Assessment of the Request for Transfer	General Manager/Vice
	Approval to transfer to another provider will be provided in the following circumstances:	President International or nominee
	 if following consultation with a Student Support Officer and/or teaching staff, the General Manager/Vice President - International (or their nominee) considers that the transfer would not be detrimental to the international student or his or her future studies and has recommended that the student's request for a transfer be approved; and 	
	 the international student has provided all of the following: 	
	i. a signed and dated Request for Release form;	
	 ii. a letter from another CRICOS registered provider confirming that a valid enrolment has been made; and 	
	iii. a letter detailing their reasons for requesting a transfer to another provider.	
	Requests for approval to transfer to another provider will not be approved if any of the following circumstances apply:	General Manager/Vice President International
	 the request is made within the first four weeks of the course commencement date; or 	or nominee
	 where the proposed transfer is to a course in the same or similar subject area leading to the same or similar qualification, or 	
	Box Hill Institute forms the view that the international student is trying to avoid being reported to the Department of Home Affairs for	
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Document: Students Transfer between Providers

Procedure

Document No.: AAS-AA-PRO041

Process Area: International Department



Step	Proced	ure	Responsible
	•	failure to meet the Institute's attendance or academic progress requirements; or	
	•	the transfer may jeopardise the student's progression through a package of courses; or	
	•	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.	
	No relea	ase is required in the following circumstances:	
	•	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.	3. Outcome of request to transfer from Box Hill Institute to another provider		International Staff
	in	e Institute to provide the international student with a written decision relation to a request for a release within 10 working days of lodging e Request for Release application form.	
	b) W	nere Box Hill Institute approves a release:	
	•	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.	

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Document No.: AAS-AA-PRO041

Process Area: International Department



Step	Procedure	Responsible
	c) Where the Institute has made a decision to refuse the request to provide a release, students are advised:	
	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.of their right to appeal the decision within 20 working days of receipt of the advice. 	
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.	International Staff / Student
	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.	
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	International Staff
	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.	

7 Related Documents

Inbound International Student Refund Policy.

7.1 Documents

Term	Definition	
Nil		

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Document No.: AAS-AA-PRO041

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8 Approval Body

The CEO is the approval body.

Signature	Date of Approval
Vivienne King	21/10/2019

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