



Inbound International Students Transfer Between Providers Policy

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Purpose

To document the Institute's policy for assessing requests from students for a transfer between providers prior to completing six months of their principal course in accordance with Standard 7 of the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students, 2007.

Scope

This applies to:

- All Inbound International students, who have been issued an electronic Confirmation of Enrolment (eCoE) on PRISMS by Box Hill Institute, and who have requested to transfer to another registered provider.
- All Inbound International students who have applied for a course at Box Hill Institute and who are holders of an electronic Confirmation of Enrolment (eCoE) on PRISMS which has been issued by another registered provider.

Policy

Under Standard 7 of the National Code 2007 international students must remain with their original education provider until they have completed six months of their principal course. This restriction applies from the time a student commences study and includes any preliminary courses prior to the principal course in the student's package. Students can apply to transfer to another registered provider before completing six months of their principal 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 course Box Hill Institute will assess the request against this policy. After a student has completed six months of their principal course students are free to transfer to another provider and do not require a release letter.

Box Hill Institute must not knowingly issue an eCoE or enrol a student wishing to transfer from another registered provider prior to the student completing six months of their principal course of study at that registered provider unless the student has a letter of release from the original provider.

Guidelines

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

- Compassionate or compelling circumstances - students will be provided with a release letter 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 best interest of their 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 the Institute

A letter of 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 DIAC to seek advice on whether a new student visa is required.

Where Box Hill Institute does not grant a letter of 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 the Institute's Appeals Process

Definitions

Inbound International students are students who are holders of a student VISA.

Compassionate or compelling circumstances are generally those beyond the control of the students 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.

DIAC is the Commonwealth Department of Immigration and Citizenship.

DEEWR is the Commonwealth Department of Education, Employment and Workplace Relations.

PRISMS is DEEWR's Provider Registration and International Students Management System.

An **Electronic Confirmation of Enrolment (eCoE)** is the document issued by the provider on PRISMS that is the accepted evidence of enrolment by DIAC for processing a student visa or for the change of providers.

Principal Course is the final course of study where the student visa covers multiple courses. For example a student who has an eCoE for ELICOS + Diploma the diploma is the principal course.

Code of Conduct

All employees are expected to conduct themselves in a manner consistent with the Code of Conduct for the Victorian Public Sector and in accordance with the Box Hill Institute Code of Conduct for Staff.

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

Responsibilities

The Vice President International has overall responsibility for overseeing the quality of the Institute's service delivery to international inbound students and that the Institute meets its requirements under Commonwealth and State legislation as they relate to the delivery of programs to Overseas Students.

International Student Services is responsible for:

- assessing a student's request to transfer from Box Hill Institute to another registered provider
- ensuring that Box Hill Institute does not issue an eCoE for any student who has not completed six months of their principal course at their original provider unless the student provides evidence in the form of a release letter that the original provider has approved a release.

International students are responsible for:

- Completing six months of their principal course at Box Hill Institute
- Providing the appropriate documentation required for a release to be considered
- In the case of students wishing to transfer to Box Hill Institute, providing the appropriate documentation for an eCoE to be issued.

Records

Box Hill Institute must keep all records of requests for letters of release and the process used to make a decision in relation to the request.

Title	Location	Responsible Officer	Minimum Retention Period
Applications to Transfer	Student Support Services Office	CM Student Support Services	Temporary – destroy 7 years following date of decision.
Copy of Release Letters	Student Support Services Office	CM Student Support Services	Temporary – destroy 7 years following date of decision.

References and Compliance Requirements

Education Services for Overseas Students Act 2000 (ESOS Act 2000)

National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007 (The National Code 2007)

[Information Privacy Policy & Procedure](#)

[Student Grievance Policy and Procedure](#)

Related Documents

[Inbound International Students Transfer Between Providers Procedure](#)

Review

This policy must be reviewed no later than five (5) years from the date of 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.

DOCUMENT CONTROL

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