

Department	Vocational Education & Training	
Quality Controlled Document No. & Title	ESOS 7.0	Overseas Student Course Transfer Policy and Procedure
Version	1.0	
ESOS National Code 2018	Standard 7	



Author	RTO CEO	
Approved	RTO CEO	
Authorised	RTO Academic Board	
Distribution	Internal	RTO Management
	External	N/A

CONCURRENT STUDIES UPDATE

26 August 2023

The Department of Education has removed the concurrent study functionality from the Provider Registration and International Student Management System (PRISMS).

The concurrent study function in PRISMS that allowed students to hold concurrent enrolments has been identified as an avenue to avoid transfer restrictions under the *National Code of Practice for Providers of Education and Training to Overseas Students 2018* (National Code).

Standard 7 of the National Code restricts student transfers in the first 6 months of their primary course of study. This provision protects the interests of both providers and students.

Providers will not be able to concurrently enrol students who have not completed 6 months of their principal course.

Standard 7 conditions for release, including the requirement for providers to approve or decline requests for release during the 6-month transfer restriction period, will continue to apply.

This change does not impact students already holding concurrent enrolments.

Policy Overview

All student requests to transfer to, and from, another provider shall be assessed and processed by Hampton College's RTO CEO, who may consult with Hampton College trainers and/or the Hampton College Student Support and Careers Manager (SSCM).

1.0 Transfer Period

Where a student requests a transfer to another provider prior to completing six months of their principal program the Hampton College RTO CEO shall, should there be no other issues, approve the transfer if:

- the releasing registered provider, or the course in which the overseas student is enrolled, has ceased to be registered
- the releasing registered provider has had a sanction imposed on its registration by the ESOS agency that prevents the overseas student from continuing his or her course at that registered provider
- the releasing registered provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS
- any government sponsor of the overseas student considers the change to be in the overseas student's best interests and has provided written support for the change.

At all times, responsibility rests with the student to enrol in their course on time. Where students fail to meet their obligations to enrol, they will be reported to Immigration via PRISMS for failing to enrol.

2.0 Transfer Applications

Step 1 The student must complete and submit Hampton College's Request to Transfer Application Form.

Students must attach evidence of a valid offer from another provider to their application.

It is required that the student discuss their intention to transfer with Hampton College's SSCM before submitting their application. The student must consider any factors that may adversely affect the continuation of their course with Hampton College. Factors may include, but are not limited to, Unit delivery sequence, requirements for partially completed Units, course duration and end date, and class schedules.

Students must include the following information and/or documents with their application:

- Detailed the reasons for the request to transfer to another provider and how this will be in the student's best interests

If the student is claiming that the course their current provider is offering is not meeting their expectations, or that the provider has in some way misled them, then verifiable evidence must be included.

- b) an offer letter from the other provider confirming that a valid enrolment offer has been made unconditionally;
- c) documentary evidence to verify any circumstances on which the student is relying to have their transfer application approved.

For example, if the application is being made on medical grounds documentary, then evidence from an appropriately qualified medical practitioner, psychologist or counsellor must be provided. Failure to present evidence may adversely affect the outcome of the application; and

- d) written approval for the change from the sponsor, where the sponsor is paying the tuition fees.

Students must ensure that their application is submitted at least ten (10) working days before they intend to end their enrolment with their current provider.

Step 2 The RTO CEO shall review each transfer application and must determine if the student transfer will be in the best interests of the student. The RTO CEO shall approve a student's request to transfer where:

- a) the student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with that registered provider's intervention strategy to assist the student in accordance with Standard 8 (Overseas student visa requirements)
- b) there is sufficient, verifiable evidence of compassionate or compelling circumstances, circumstances* which are generally out of the control of the student which will have an
- c) impact upon the student's wellbeing or program progress.
- d) the student's current registered provider fails to deliver the course as outlined in the written agreement
- e) there is sufficient, and verifiable evidence that the student's reasonable expectations about their current course are not being met, and that
- f) there is sufficient, and verifiable evidence that the 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
- g) an appeal (internal or external) on another matter results in a decision or recommendation to release the student.

** Compassionate or compelling circumstances may include:*

- Medical grounds, which may include, but are not limited to, serious illness or injury.
- Death of a student's immediate family member evidence by a death certificate.
- Other compassionate circumstances where adequate evidence can be provided to show reason for release.

Step 3 Where a student's application is complete, and all required information and evidence is verifiable, then the RTO CEO shall advise the student, in writing, of the outcome of their application within five (5) working days of having received the application. Hampton College shall advise the student to contact Immigration to seek advice on whether a new student visa is required.

Step 4 The RTO CEO shall inform the Hampton College SSCM who will contact the student and make arrangements for their transfer. The RTO CEO shall also inform the student's trainer(s), in writing, of the new enrolment, detailing support that the student may require.

3.0 Refusal of Transfer

If the Hampton College RTO CEO, after considering all information and evidence provided by the students, decides to refuse the transfer request, the RTO CEO shall inform the student in writing of:

- a) the reasons for the refusal, and
- b) the student's right to access the Hampton College's complaints and appeals process, in accordance with Standard 10 (Complaints and appeals), within 20 working days.

Hampton College shall not finalise the student's refusal status in PRISMS until the appeal period has expired or, where the student has made an appeal, the appeal outcome finds in favour of Hampton College, or the student withdrew from the appeal process.

Hampton College may refuse an application for transfer to another provider where the student:

- has not discussed their proposed transfer with Hampton College's SSCM;
- has not completed the first four weeks of the principal program in which he or she is enrolled and has not accessed the full range of support services offered by Hampton College;
- is transferring to a similar program with another provider and has not provided information and verifiable evidence that supports their transfer request;
- intends to transfer to a new program which may impact adversely on their career objectives as stated in their original admissions application;
- has provided a statement in support of their application which is inconsistent with other information provided by student;
- has any unpaid fees and charges.

If a student is not satisfied with the result of the appeal process, the student has the right to access the external appeals process at minimal or no cost.

4.0 Processing of Applications and Retention of Records

All applications shall be reviewed and signed by Hampton College's CEO, Student Support and Careers Manager and the Database and Administrative Assistant.

All entries required to be made on PRISMS shall be made the Hampton College Database and Administrative Assistant. Hampton College shall maintain records of all requests from overseas students for a release and the assessment of, and decision regarding, the request for at least two years after the overseas student ceases to be an accepted student.

5.0 Reporting Requirements

Provider Registration and International Student Management System (PRISMS)

5.1 Hampton College shall notify the Department of Education through PRISMS where a student has received approval to defer their studies, or Hampton College has decided to suspend the overseas student's enrolment for a period without affecting the end date of the CoE. There will be no change to the CoE on PRISMS – the overseas student will still be listed as studying. However, the notice of deferment or suspension will be recorded in PRISMS.

5.2 Hampton College shall notify the Department of Education through PRISMS where a student has received approval to defer their studies, or Hampton College has decided to suspend the overseas student's enrolment for a period which will affect the end date of the CoE. The original CoE will be cancelled on PRISMS and Hampton College may create a new CoE with a more appropriate end date. If Hampton College is unable to determine when the overseas student will return, it can choose not to create a new CoE at that point, but to wait until the overseas student has notified Hampton College of the intended date of return before creating a new CoE.

5.3 Hampton College shall notify the Department of Education through PRISMS when it has decided to permanently cancel (terminate) an overseas student's enrolment. Once this process is complete, the overseas student's CoE status will be listed as 'cancelled'. Regardless of the reason, if an overseas student's enrolment is suspended, the period of suspension of enrolment (as entered in PRISMS) should not be included in attendance monitoring calculations.

5.4 The Database Manager will be responsible for maintaining records in the Provider Registration and International Student Management System (PRISMS). PRISMS is a secure database owned and maintained by the Department of Education, Skills and Employment for the purposes of administering the Education Services for Overseas Students Act 2000 (ESOS Act). PRISMS provides means for education and training providers to comply with legislative requirements by:

- issuing bona fide Confirmations of Enrolment (CoE) as 'evidence of enrolment' in a registered full-time course, as required for the issuing of a student visa by the Department of Home Affairs;
- reporting changes in course enrolment, particularly where study ceases (for example due to non-compliance), or the duration of the study changes; and,
- facilitating the monitoring of student compliance with visa conditions as well as provider compliance with the ESOS Act.

<https://prisms.education.gov.au/Logon/Register.aspx>

Where Hampton College's designated Registration Signatory Delegate is not familiar in the use of PRISMS, the Institute shall provide the Delegate with a copies of the following:

- ESOS_11.1 PRISMS Provider User Guide_2022
- ESOS_11.2 How To Manage Student Transfers in PRISMS
- ESOS_11.3 SCV_Quick Reference Guide
- ESOS_11.4 CRICOS Administrator Guide
- ESOS_11.5 Quick Reference Guide_Procedures Required
- ESOS_11.6 Quick Reference Guide_Record Keeping

○ ESOS_11.7 Education Services for Overseas Students (TPS Levies) Act 2012

The following procedures and administrative tasks aim to ensure compliance with regards to entering and managing data in the PRISMS system. Primary responsibility for data entry, maintenance and management will be assumed by the Database Manager.

5.5 Visa Monitoring

The Database Manager shall:

Step 1: Action and monitor the data entry in PRISMS to administer the visa refusal and defaults.

Step 2: Maintain, in a spreadsheet, records of the VISA actions.

Step 3: SSCM will be provided with records of data entries and, where required, will communicate with student to inform them of any issues and verify the data.

To ensure the RTO meets its reporting obligations, where a student visa is refused, the following reporting process shall be implemented:

5.6 Default Recording Process – Visa refusal

- a) Database Manager is notified of student visa refusal.
- b) Database Manager shall notify the SSCM who will liaise with the student advising them of the visa refusal and shall provide the student with necessary forms that need to be completed. The forms include Course Withdrawal form and ESOS refund policy.
- c) “Offshore” or “Onshore” visa:
 - If “Offshore” the SS will initiate the default recording process and shall notify the SSCM.
 - If “Onshore” student will be notified of their visa application outcome, and the SSCM will determine whether or not they have right to enrol in a course.
 - In case of “Onshore” student, if the student decides to appeal, the default process is stopped and student visa details and Appeal documents are stored in student file.
 - If the student decides not to appeal the visa decision, SS will initiate the default recording procedure and r respectively stakeholders (Accounts department, Agent, Marketing Department) are notified.
- d) Upon receiving the completed Withdrawal Form and Fee Refund Application Form, the required data shall

S.No.	Student Name	Date Of Birth	CoE Code	Course Code	Visa Action	Action Date	CoE Status	SS Contact	Method	Current Visa	Remarks
1	Example A	01,08,1992	AVC11234	0000000A	Ceased	23,09,2023	Studying	05,10,2023	Email	Bridging A	Full study rights
2	Example B	26,09,1990	XYZABC01	0000000B	Refused	28,09,2023	Studying	09,10,2023	Email	Subclass 485	Full study rights
3											
4											
5											
6											

be entered on PRISMS by the Database Manager.

Snapshot of VISA Actions Spreadsheet

To ensure the RTO meets its reporting obligations, where a student does not commence studies, the following reporting process shall be implemented:

5.7 Non-Commencement of Studies

- a) After the orientation day, the SSCM will provide the Database Manager a list of students who will commencing their course in which they have enrolled. The required data shall be entered on PRISMS by the Database Manager
- b) Where a student does not attend orientation day, and has not notified the RTO, the SSCM shall notify the student via email, advising the student that they have 7 days in which to contact the SSCM to arrange an individual orientation session, in order to finalise their enrolment. Failure of a student to finalise their enrolment as by the stated date, the RTO shall initiate the following non-commencement process, and the required data shall be entered on PRISMS by the Database Manager.
 - **Step 1:** Once the start date of the course passes and the student services officer will then send an email to the student titled “Intention to Report (ITR) on non-commencement” and are given 20 working days to appeal/finalise their enrolment.
 - **Step 2:** If a student wishes to change their course start date, then the student would need to apply for deferral in writing along with the evidence of the reasons for requesting a deferral of their enrolment.
 - **Step 3:** A reminder email shall be sent to the student, and their agent if applicable, prior to reporting of the student on PRISMS.

- **Step 4:** The student who has not commenced or deferred until the 20th working day from the date of the email, will then be reported on PRISMS as non-commencement.

5.8 PRISMS Data Variation Analysis

To ensure the data reporting is within the required timeframes, the RTO will be conducting a regular analysis of course variation data extracted from PRISMS.

Process:

- Database Manager generates the “Student Course variation” report from PRISMS.
- The report is analysed by the Database Manager and possible errors in reporting are identified and rectified.
- The Database Manager shall email a report to the SSCM and the RTO Manage for review.
- Once reviewed, and the errors, if any, have been rectified, the Database Manager shall finalise the data entry on PRISMS.

PRISMS Variation Analysis Calendar (2025/2026)

S. No	Date	Person Responsible	Expected date of completion
1	22-Jul-25	• PRISMS Administrator- Report Generation and analysis • Consultant- Further Review • Rectification (if any) Database Manager to email report to SSCM	29-Jul-25
2	19-Aug-25	• PRISMS Administrator- Report Generation and analysis • Consultant- Further Review • Rectification (if any) Database Manager to email report to SSCM	26-Aug-25
3	18-Sep-25	• PRISMS Administrator- Report Generation and analysis • Consultant- Further Review • Rectification (if any) Database Manager to email report to SSCM	25-Sep-25
4	22-Oct-25	• PRISMS Administrator- Report Generation and analysis • Consultant- Further Review • Rectification (if any) Database Manager to email report to SSCM	29-Oct-25
5	17-Nov-25	• PRISMS Administrator- Report Generation and analysis • Consultant- Further Review • SSCM- Rectification (if any) Database Manager to email report to SSCM	25-Nov-25

S. No	Date	Person Responsible	Expected date of completion
6	12-Dec-25	- PRISMS Administrator- Report Generation and analysis - Consultant- Further Review - Rectification (if any) Database Manager to email report to SSCM	19-Dec-25
7	22-Jan-26	- PRISMS Administrator- Report Generation and analysis - Consultant- Further Review - Rectification (if any) Database Manager to email report to SSCM	29-Jan-26
8	20-Feb-26	- PRISMS Administrator- Report Generation and analysis - Consultant- Further Review - Rectification (if any) Database Manager to email report to SSCM	27-Feb-26
9	22-Mar-26	- PRISMS Administrator- Report Generation and analysis - Consultant- Further Review - Rectification (if any) Database Manager to email report to SSCM	29-Mar-26
10	23-Apr-26	- PRISMS Administrator- Report Generation and analysis - Consultant- Further Review - Rectification (if any) Database Manager to email report to SSCM	30-Apr-26
11	23-May-26	- PRISMS Administrator- Report Generation and analysis - Consultant- Further Review - Rectification (if any) Database Manager to email report to SSCM	30-May-26
12	23-Jun-26	- PRISMS Administrator- Report Generation and analysis - Consultant- Further Review - Rectification (if any) Database Manager to email report to SSCM	30-Jun-26

5.9 PRISMS Reconciliation Schedule

To ensure the data accuracy and integrity throughout the RTOs Student Management System and PRISMS, the RTO shall conduct data reconciliation process as follows:

- Step 1: Database Manager downloads reports from PRISMS and WISENET and performs a data comparison analysis.
- Step 2: Once the analysis is performed, Database Manager will a report to the SSCM and the RTO Manager for review and verification.
- Step 3: Once any rectifications of the data are completed, the SSCM or the RTO Manager shall notify the Database Manager via email to finalise data entry on PRISMS.

PRISMS Reconciliation (2025)

S. No.	Date	Person Responsible	Expected Date of Completion	Remarks
1	5 February 2025	· Report Generation- PRISMS Administrator	19 February 2025	SSCM and RTO Manager will administer the process.
		· Data rectification (if any)- SSCM		
2	6 May 2025	· Report Generation- PRISMS Administrator	20 May 2025	
		· Data rectification (if any)- SSCM		
3	19 August 2025	· Report Generation- PRISMS Administrator	2 September 2025	
		· Data rectification (if any)- SSCM		
4	23 October 2025	· Report Generation- PRISMS Administrator	6 November 2025	
		· Data rectification (if any)- SSCM		