



HOW TO MANAGE STUDENT TRANSFERS IN PRISMS

As of 1 January 2018, releases under Standard 7 of the [National Code of Practice for Providers of Education and Training to Overseas Students 2018](#) must be recorded in PRISMS by the releasing provider.

Providers have the ability to record releases and the refusal of releases in PRISMS for any of their **transfer restricted enrolments** in a student's visa **transfer restriction period**. When a provider releases a student from their transfer restricted enrolment, it allows a new provider to enrol the student without breaching Standard 7.

View your transfer restricted enrolments

Step 1: Search for Student

- Locate the student you wish to view
- For Instruction on how to search for a Student please refer to section 4.27 of the Provider user guide
-

Step 2: View the student's enrolments

- Once the student has been located proceed to the 'CoE(s)' tab
- On the CoE listing, you will find a 'Release' column and a 'Transfer Restricted' column
- Transfer restricted enrolments will have a 'Y' against the corresponding column
- Enrolments no longer restricted due to a 'release' being recorded in the system will have a 'Y' against the 'Release' column

View/Edit Student [REDACTED]

Use this page to view student details and edit provider specific student information. Most student details may only be edited during the initial creation of a new Student / CoE. Please contact the Department of Education and Training to have any read-only details modified.

CoE Code	Course	Starts	Ends	CoE Status	Principal Course	Released	Transfer Restricted
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Finished			Y
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Studying		Y	
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Visa Granted	Y		Y

Page 1 of 1 (from 3 rows): 1

Add CoE to Student

Figure 1 Viewing a student's CoEs



Release a student from transfer restricted enrolment

Step 1: Search for CoE/Student

- Locate the transfer restricted CoE that you wish to release the student from
- For Instruction on how to search for a CoE please refer to section 4.27 of the Provider user guide

Step 2: Record the release

- Once the CoE has been located proceed to the 'Course Variation/Defaults' tab
- Select 'Student Release' button which will navigate you to the Student Release screen.
- Select 'Grant Student Release' when asked to 'Select if you are granting or refusing a student release'
- Select the appropriate release type
 - Provider agreed to student's release (Standard 7.1.3)
 - Government sponsor has provided written support of the change (Standard 7.1.4)
- Enter the Date of Effect
- Enter Provider Name or Provider Code (optional)
- If Release Type is 'Provider agreed to the student's release (Standard 7.1.3)', you will be provided to record the reason you are releasing the student from their enrolment
 - There is evidence of compassionate or compelling circumstances
 - An appeal (internal or external) on another matter results in a decision or recommendation to release the overseas student
 - There is evidence that the overseas student's reasonable expectations about their current course are not being met
 - The overseas student will be reported because they are unable to achieve the satisfactory course progress at the level they are studying, even after engaging with that registered provider's intervention strategy to assist the overseas student in accordance with Standard 8 (Overseas student visa requirements)
 - The registered provider fails to deliver the course as outlined in the written agreement



- 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
- Other, comments will be required
- Click 'Save'. This will complete the release process

Student Release

Student [REDACTED]
CoE Code [REDACTED]

* Select if you are granting or refusing a student release
Grant Student Release

* Release Type
Provider agreed to the student's release (Standard)

* Date of Effect
15/12/2017

Provider Name/Provider Code of written offer (optional)

There is evidence of compassionate or compelling circumstances

An appeal (internal or external) on another matter results in a decision or recommendation to release the overseas student

There is evidence that the overseas student's reasonable expectations about their current course are not being met

The overseas 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 overseas student in accordance with Standard 8 (Overseas student visa requirements)

* Reason

The registered provider fails to deliver the course as outlined in the written agreement

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

Other

Save Cancel

Figure 2 Releasing a student under 7.1.3 of the National Code

Student Release

Student [REDACTED]
CoE Code [REDACTED]

* Select if you are granting or refusing a student release
Grant Student Release

* Release Type
Government sponsor has provided written support

* Date of Effect
15/12/2017

Provider Name/Provider Code of written offer (optional)

Save Cancel

Figure 3 Releasing a student under 7.1.4 of the National Code

Refuse a student's transfer request

Step 1: Search for CoE/Student

- Locate the transfer restricted CoE that you wish to release the student from



- For Instruction on how to search for a CoE please refer to section 4.27 of the Provider user guide.

Step 2: Record the release refusal

- Once the CoE has been located proceed to the 'Course Variation/Defaults' tab
- Select 'Student Release' button which will navigate you to the Student Release screen
- Select 'Refuse Student Release' when asked to 'Select if you are granting or refusing a student release'
- Enter the Date of Effect
- Provide comments on why you are refusing the release
- Check that you have issued the student with the required written notice of intention of intention to refuse the release, and that appeals process has found in in favour of the registered provider, or the overseas student has chosen not to access the complaints and appeals processes within the 20 working day period, or the overseas student has withdrawn from the process
- Click 'Save'. This will complete the refusal to release

Grant or refuse the release of a student enrolment through the SCV process

After terminating a transfer restricted enrolment through a student course variation with one of the following reasons, you will be given the option to grant or refuse the release of the enrolment:

- Student Did NOT Commence Course
- Unsatisfactory attendance
- Student Left Provider (Transferred to course at another provider)
- Unsatisfactory course progress
- Deferring/Suspending student enrolment – Compassionate or compelling circumstances (*only if CoE is cancelled and new CoE isn't created*)
- Student Notified Cessation of Studies/Enrolment Cancelled
- Non-payment of fees
- Disciplinary reasons
- Deferring/suspending student enrolment – student misbehaviour (*only if CoE is cancelled and new CoE isn't created*)

You will be given the option to grant or refuse the release on the Student Course Variation screen. Clicking on the link will navigate you to the Student Release screen. Recording the release or release refusal will be as described above.



Student Course Variation Confirmation



The **Student Course Variation** has been successfully saved.

If you wish to grant or refuse the student a release from this enrolment, please click [here](#).

To continue using PRISMS please select a menu option from the left of this page. When you have finished using PRISMS, please remember to select the Logout

Figure 4 Option given to grant or refuse a student release after SCV



Appendix A

Standard 7 Summary of Changes 1 January 2018

Under Standard 7 of the current National Code, providers must not knowingly enrol an overseas student seeking to transfer from another registered provider's course prior to the student completing six of months of their **principal course**. This is unless the releasing (original) provider has provided a written letter of release or other exceptional circumstances apply (i.e. cancellations, sanctions or support of change from government sponsors). There are two main changes to this Standard, introduced with the revised National Code 2018, effective as of 1 January 2018.

The first of these changes is a reduced '**restricted transfer**' **period** for School students, which ends after completing 6 months of their first School course (Kindergarten Studies, Primary School Studies, Junior Secondary Studies, Senior Secondary Studies), rather than 6 months of their principal course. This ensures that these students don't have to commit to taking a particular direction in their studying future so early in their pathway.

The second change to Standard 7 is the letter of release: the release will have to be recorded in PRISMS before a provider allows a student to transfer. This change allows us to know which students have been released by their providers, and conversely the providers who are transferring students without the required releases.

This second change results in a significant departure from the current PRISMS Standard 7 functionality. Currently the receiving provider is responsible for correctly identifying the provider they need a release from, or even if a letter release is required at all when attempting to transfer a student within their restricted transfer period. The receiving provider is trusted to accurately provide details of the transfer when approving the CoE, i.e. whether they've received a release letter, whether a release letter was required, etc. This has resulted in, either inadvertently or deliberately, incorrect responses being recorded.

Going forward, PRISMS will no longer rely on **receiving providers** correctly identifying whether they need releases from the releasing (original) providers, and from whom they need releases. Where a receiving provider attempts to approve a CoE for a student within their restriction period, and the new enrolment 'clashes' with one or more '**transfer restricted**' enrolments, the provider will be warned that the required releases have not been obtained and dates of the clashes will be shown. In this scenario, the student will be required to request releases from their visa pathway providers as necessary to allow their next enrolment to be approved. Visa pathway providers approving enrolments



that clash with other visa pathway providers will not trigger the Standard 7 warning.

To avoid students being left in limbo, the provider will be able to continue to approve the CoE without obtaining the required releases. They will however be flagged as having potentially breached Standard 7 (if they do not indicate that the enrolment is a concurrent CoE or a holiday course).

Principal Course

The principal course of study is first determined at visa grant for a student. Where the visa grant is for one enrolment, then that enrolment becomes the principal course of study.

Otherwise, if the visa is granted for a package of more than one enrolment, the principal course of study is the highest AQF qualification. If there is more than one enrolment at the highest AQF level, then the principal course of study is the enrolment with the earliest proposed start date.

The student's principal course of study can be changed after visa grant. This can only be done by recording the change through a Student Course Variation (SCV); the new CoE created as part of the SCV will become the new principal course of study.

Restricted Transfer Period

The student's restricted transfer period starts from visa grant and ends 6 months from their principal course start date, 6 months from their first schools course start date, or when the visa is cancelled or ceased, whichever comes first.

The restricted transfer period changes with the principal course start date. As an example, if the principal course is postponed by a month, then the principal course start date is also extended by a month. Likewise, if the principal course is replaced with a CoE in a different course, then the restriction period also changes, if the new principal course start date is changed.

Transfer Restricted Enrolments

When a visa is granted for a student, the enrolments for which the visa is granted will be 'transfer restricted' enrolments.

Transfer restrictions can be transferred between the enrolments of the visa pathway providers. Where a transfer restricted enrolment is changed (through an SCV), then the restriction is moved from the old enrolment to the new enrolment. This does not apply for course extensions, which technically are new enrolments in PRISMS.



Where the visa pathway providers create any new enrolments, or extend a course through an SCV, for the student under the same visa, those enrolments also become transfer restricted.

Transfer restrictions on CoEs can be removed by providers. When a provider chooses to 'release' a transfer restricted CoE, then the CoE is no longer transfer restricted. Reasons a provider may want to release an enrolment are if the provider agrees to the student's transfer request (National Code 7.1.3) or the student's government sponsor has provided written support for the transfer (National Code 7.1.4).

Providers are able to release their restricted transfer enrolments from the CoE 'Course Variation/Defaults' tab by clicking on 'Student Release'.

Alternatively, providers will can elect to release an enrolment when terminating one through an SCV for one of the following reasons:

- Student Did NOT Commence Course
- Unsatisfactory attendance
- Student Left Provider (Transferred to course at another provider)
- Unsatisfactory course progress
- Deferring/Suspending student enrolment – Compassionate or compelling circumstances (*only if CoE is cancelled and new CoE isn't created*)
- Student Notified Cessation of Studies/Enrolment Cancelled
- Non-payment of fees
- Disciplinary reasons
- Deferring/suspending student enrolment – student misbehaviour (*only if CoE is cancelled and new CoE isn't created*)

Student course variations for the following reasons will not give providers the option to release the enrolment:

- Change to CoE/Student Details
- Student Completed Course (Early)
- No longer holding student visa
- Student deceased
- Extension to same course



- Change to different sector
- Same sector, different course – gap created at start or end of course
- Same sector, different course – gap created at the end
- Same sector, same or different course – none of the above

Transfer restrictions can also be removed automatically. If the student's visa is ceased or cancelled, or provider or course is cancelled or suspended, then all the transfer restrictions on the CoEs related to the visa are removed.



Appendix B

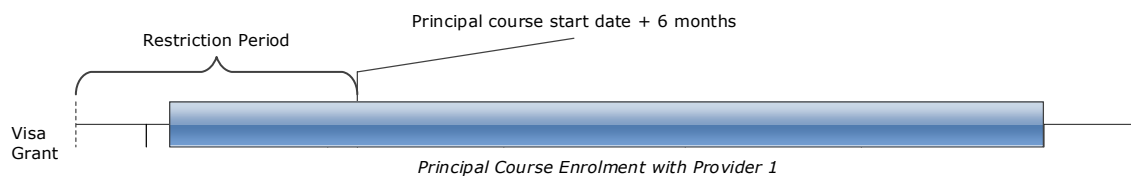
Standard 7 Scenarios

A provider should not enrol an overseas student prior to them completing six months of their principal course (or until the first six months of the first registered school sector course), except where:

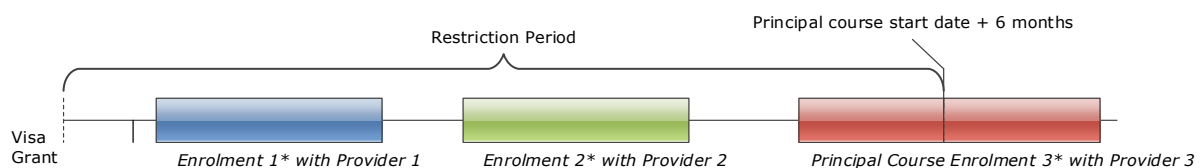
- The releasing provider has ceased to be registered
- The releasing provider has had a sanction imposed on its registration that prevents the student from continuing their studies
- The releasing registered provider has agreed to release the student and recorded the date of effect and reason for release 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

1. What is the principal course and the restriction period?

Scenario 1 – Provider has one enrolment



Scenario 2 – Provider has multiple enrolments



The restriction period starts from the visa grant to 6 months after the start date of the principal course, or the first schools course, whichever comes first.

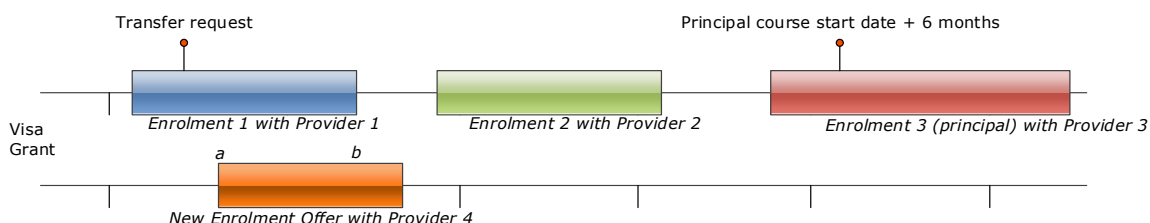
Note the restriction period changes with the principal course. i.e. if the principal course start is postponed, the restriction period gets extended.

*non-schools course



2. Transfers to other providers within restricted transfer period. Who is the releasing provider?

Scenario 3 – New enrolment clashes with one transfer restricted enrolment



The student is initially enrolled in Enrolments 1, 2 and 3. All these enrolments are transfer restricted; Enrolment 3 is the principal course.

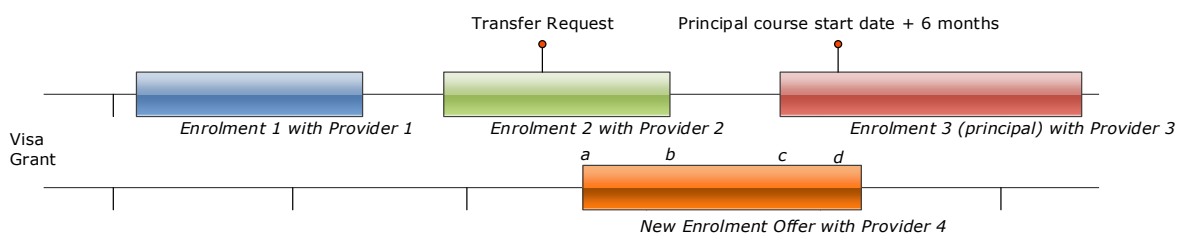
While studying with Provider 1, the student then requests to transfer to study with Provider 4 within their restricted transfer period.

Points *a* to *b* of the new enrolment with Provider 4 clashes with Enrolment 1. Provider 1 needs to release the student from Enrolment 1 to study with Provider 4.

As the new enrolment does not clash with any of the other transfer restricted enrolments within the student's restricted transfer period, the student does not need any other releases.

The student is expected to go on to study Enrolments 2 and 3.

Scenario 4 – New enrolment clashes with multiple transfer restricted enrolments



The student is initially enrolled in Enrolments 1, 2 and 3. All these enrolments are transfer restricted; Enrolment 3 is the principal course.

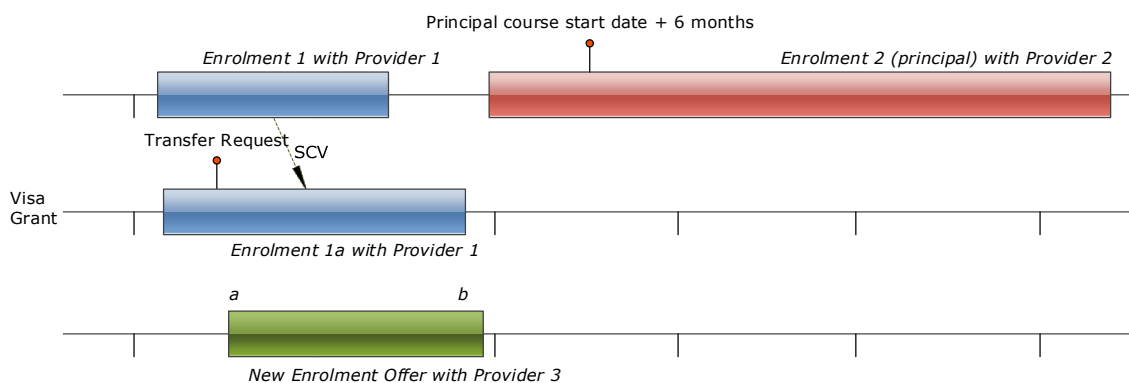
After completing study with Provider 1, and studying with Provider 2, the student then requests to transfer to study with Provider 4 within their transfer restricted period.

Points *a* to *b* of the new enrolment clashes with Enrolment 2. Points *c* to *d* clashes with the restricted portion of Enrolment 3 (i.e. from Enrolment 3 start date to the transfer restriction period end date). Provider 2 needs to release the student from Enrolment 2, and Provider 3 needs to release the student from Enrolment 3 for the student to study with Provider 4.



3. Changes to visa pathway CoEs. Which CoE does the student need release from?

Scenario 5 – Visa Pathway provider changes enrolment prior to student transferring

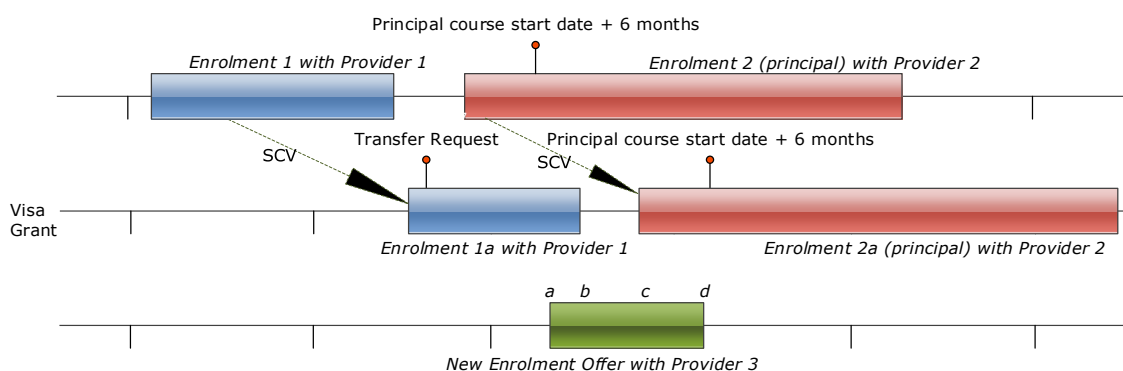


The student is initially enrolled in Enrolments 1 and 2. Both enrolments are transfer restricted, with Enrolment 2 being the principal course.

Provider 1 changes Enrolment 1 with the student to Enrolment 1a. Enrolment 1a now becomes the transfer restricted enrolment with Provider 1. Enrolment 1 is no longer transfer restricted.

The student then wishes to transfer to Provider 3 within their restricted transfer period. Points a to b of the new enrolment clashes with Enrolment 1a. Provider 1 needs to release the student from Enrolment 1a for the student to study with Provider 3.

Scenario 6 – Visa pathway providers change enrolments prior to student transfer



The student is initially enrolled in Enrolments 1 and Enrolment 2. Both enrolments are transfer restricted; Enrolment 2 is also the principal course.

Provider 1 changes Enrolment 1 to Enrolment 1a, which overlaps with Principal Course Enrolment 2. Provider 2 therefore changes Enrolment 2 through an SCV to Enrolment 2a, which starts at a later date. Enrolments 1a and 2a are the new transfer restricted enrolments; 2a is also the new Principal Course.

While studying at Enrolment 1a the student wishes to transfer to Provider 3. Points a to b of the new enrolment clashes with Enrolment 1a and points c and d clashes with 2a.

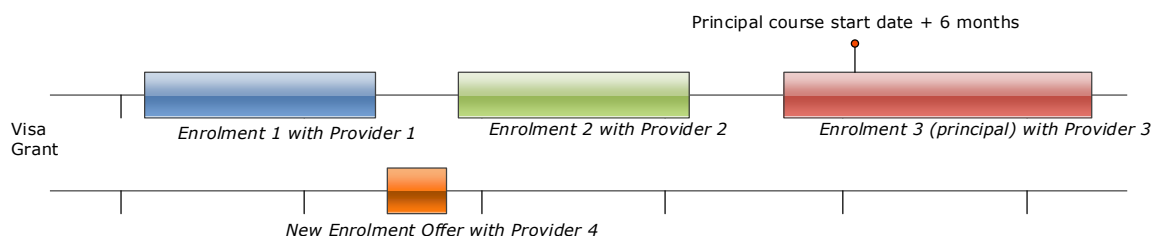


Provider 1 needs to release Enrolment 1a and Provider 2 needs to release Enrolment 2a for the student to study with Provider 3.



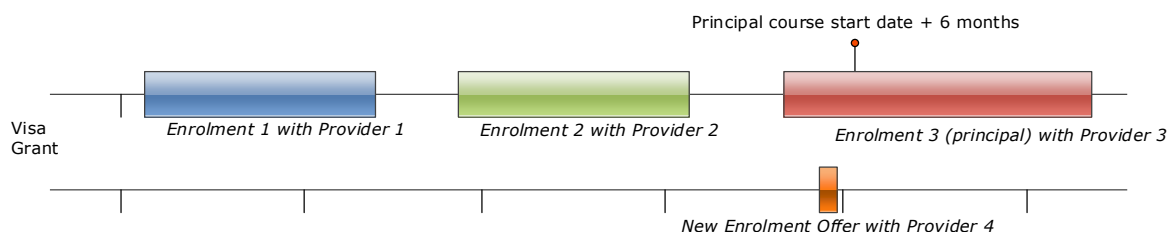
4. How can providers approve enrolments without a release (and exceptional circumstances under Standard 7 do not apply)?

Scenario 7 – No clashes



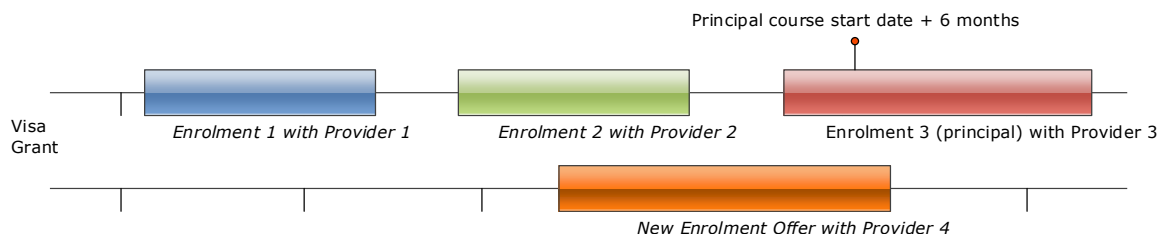
Where a new enrolment with a new provider does not clash with any transfer restricted enrolments within the student's restricted transfer period, the provider will not trigger the Standard Warning, and this will not require a release.

Scenario 8 – Short/Holiday Course



Where a short/holiday course does clash with transfer restricted enrolments within a student's restriction period, triggering the Standard 7 Warning, the provider can indicate that the course is being undertaken during the holiday period/s of the transfer restricted enrolments. Releases will not be required in these scenarios.

Scenario 9 – Concurrent enrolments



Providers can also indicate when they trigger the Standard 7 Warning that an enrolment that clashes with transfer restricted enrolments is not a transfer, but will be studied concurrently with those enrolments. Releases will not be required in these scenarios.

Scenario 10 – 'Other' scenarios



If a provider triggers the Standard 7 Warning, and they indicate they are continuing to approve the new enrolment without the required releases for 'other' reasons, i.e. not short/holiday or concurrent enrolments, then the provider will be recorded as potentially having breached Standard 7.