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Non-Commencement of Studies Policy and Procedure

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1. SCOPE

This policy applies to all International Students enrolled at Queensford College and all Queensford College staff who deal with all matters concerning International Students.

2. Policy

This policy is created pursuant to Section 19 of the ESOS Act 2000 and Standard 8 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

Section 19 (c) of the ESOS Act 2000, requires providers of CRICOS courses, to report any student who does not commence his/her course when expected.

This information must be reported through PRISMS within the specified periods below:

- a) 14 days - if the student is under 18 years of age
- b) 31 days - all other international students

Non- Commencement of studies can be due to various reasons:

- Delay in Student Visa being granted (where student is outside Australia)
- On-shore student electing to return permanently to their home country and not commencing the course.
- Student does not commence the course and no reason is provided

3. Procedure

3.1. Non-Commencement

1.) Offshore Students

Students who are offshore waiting for their student visa to be granted and course commencement date has passed, must submit:

- an Enrolment Variation Form within 21 days of their Agreed Starting Date, requesting to defer their course commencement to the next available intake. (Students under 18 years of age need to submit the enrolment variation form within 10 days of their Agreed Starting Date).

If a student submits the required documents as mentioned above within 21 days, Queensford College will perform the deferment of the Course Start Date to the next available intake and enter relevant comments in PRISMS within 31 days of the Agreed Starting Date. (For students under 18 years of age- if the student's relevant paperwork is received within 10 days of the agreed starting date of the course, Queensford College shall Report student under 'Non commencement of studies' within 14 days of the agreed starting date.)

- If a student fails to submit an Enrolment Variation Form within 21 days of their course start date with Queensford College, Queensford College will initiate the process of enrolment variation and report such instance on PRISMS within 31 days of the agreed starting date of the course under Non-Commencement of Studies. (For students under 18 years of age- if

the student's relevant paperwork is not received within 10 days of the agreed starting date of the course, Queensford College shall Report student under 'Non commencement of studies' within 14 days of the agreed starting date.)

2.) On-shore Students

Should an on-shore student elect to withdraw from a course and return permanently to their home country, they must submit:

- A. A completed Enrolment Variation Form.
- B. Copy of flight Ticket and Email to DIBP on super.hobart@border.gov.au to voluntarily cancel their student visa (copy of the email to be sent to Queensford College on info@queensford.edu.au).
- C. If a student fails to submit an Enrolment Variation Form within 21 days of their course start date with Queensford College, Queensford College will initiate the process of enrolment variation and report such instance on PRISMS within 31 days of the agreed starting date. (For students under 18 years of age- if the student's relevant paperwork is not received within 10 days of the agreed starting date of the course, Queensford College shall Report student under 'Non commencement of studies' within 14 days of the agreed starting date.)

- 3.) **On-shore and Offshore students** whose visa is already granted- if the student do not commence and have not contacted the College to defer their course- in this instance, student services must endeavour to contact the student within 1 week of agreed starting date (within 5 days of agreed starting date for students under 18 years of age). If the students do not commence the course or request a deferral within 21 days of agreed starting date (10 days for students under 18 years of age), then Queensford College will initiate the process of enrolment variation and report such instance on PRISMS within 31 days of the agreed starting date. (Queensford College shall Report students under 18 years of age- under 'Non commencement of studies' within 14 days of the agreed starting date).

3.2. Reminder – Non-Commencement

If it is noted a student has failed to commence their course on the agreed starting date, Student Services will send both a reminder email student within 1 week of agreed starting date (within 5 days to the guardian/parents/agents for students under 18 years of age), reminding them of their course commencement date.