

## Non-Commencement of Studies Policy and Procedure

### 1. Scope

This policy applies to all International Students enrolled at Massey College Pty Ltd and its 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 delivering the qualifications listed on their CRICOS scope 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) 30 days - all other international students

*(Here it must be noted that Massey College Pty Ltd does not enrol any student who is under 18 years of age at the time of commencement of their course)*

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:**

- **A deferment Form within 14 days** of their proposed course commencement date, requesting to defer their course commencement to the next available intake.
- **If a student submits the required documents as mentioned above within 14 days**, Massey College Pty Ltd will perform the deferment of the proposed Course start date to the next available intake and **enter relevant comments in PRISMS within 30 days** of the Agreed Starting Date.
- **If a student fails to submit** the deferment Form **within 14 days** of their proposed course commencement date with Massey College Pty Ltd, Massey College Pty Ltd will **initiate the process of enrolment variation and report such instances on PRISMS within 30 days of the agreed starting date of the course under Non-Commencement of Studies.**

## 2.) *On-shore Students*

- Should an onshore student select to withdraw from a course and return permanently to their home country, they must submit:
- A written course cancellation request.
- Copy of flight Ticket
- **If a student fails to submit the cancellation request or deferment form within 14 days of their proposed course commencement date** with Massey College Pty Ltd, Massey College Pty Ltd will initiate the process of enrolment variation and **report such instances on PRISMS within 30 days** of the proposed course commencement date.

## 3). **On-shore and Offshore students**

Those whose visa is already granted- if the student does not commence and has not contacted the College to defer their course- in this instance, **student services** must endeavour to **contact** the student within **5 business** days of their proposed course commencement date.

If the students do not commence the course or request a deferral **within 14 days** of their proposed course commencement date, then Massey College Pty Ltd will initiate the process of enrolment variation and report such instances on PRISMS within **30 days** of the actual proposed course commencement date under 'Non commencement of studies'.

When a student is cancelled based on 'Non commencement of studies', Massey College Pty Ltd will notify the Department of Home Affairs via PRISMS. The student will NOT be entitled for a release from Massey College Pty Ltd. If the student's previous course end date falls after the proposed course start date at Massey College Pty Ltd., the student must immediately notify Massey College Pty Ltd to make all necessary arrangements or defer his/her studies, to ensure the student is not disadvantaged at Massey College Pty Ltd.

### 3.2. **Reminder – Non-Commencement**

If it is noted that a student has failed to commence their course on their proposed course commencement date, **student administration and services will send both a reminder email student within 5 business days of their proposed course commencement date reminding them of their course commencement date.**

## **Appeal**

**Once the student is cancelled on the basis of 'Non commencement of studies', the student will be notified in writing of their termination of their enrolment at Massey College Pty Ltd.** Student will also be advised of their right to appeal against the decision. The information on 'Complaints and Appeal' can be found on [www.massey.edu.au](http://www.massey.edu.au) or can also be obtained in person from the student administration.