



## Non-Commencement of Studies Policy and Procedure

### 1. Scope

This policy applies to all International Students enrolled at Xpert Solutions 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 Xpert Solutions 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, Xpert Solutions 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 deferment Form within 14 days of their proposed course commencement date with Xpert Solutions, Xpert Solutions will initiate the process of enrolment variation and report such instance 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 elect 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 Xpert Solutions, Xpert Solutions will initiate the process of enrolment variation and report such instance 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 have not contacted the Institute 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 Xpert Solutions will initiate the process of enrolment variation and report such instance on PRISMS within 30 days of the actual proposed course commencement date under 'Non commencement of studies'.

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

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

If it is noted 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 on 'Non commencement of studies', the student will be notified in writing of their termination of their enrolment at Xpert Solutions. Student will also be advised of their right to appeal against the decision. The information on 'Complaints and Appeal" can be found on [www.xpert.edu.au](http://www.xpert.edu.au) or can also be obtained in person from the student administration.