



DANCEFACTORY

STUDENT ENGAGEMENT BEFORE ENROLMENT

Students wishing to defer the commencement of studies, suspend their studies or cancel their enrolment must apply to do so in writing to Dance Factory. This can be done using the student deferral suspension or cancellation application form available from Dance Factory or by email, fax or post.

Dance Factory may decide to accept an application from a student for deferral of commencement or suspension of study on the compelling or compassionate grounds. Judgement has to be exercised in determining what compassionate or compelling grounds are and documentation of the details and evidence must be retained in the student's file. As a guide some examples of compelling or compassionate grounds are:

- serious illness or injury, where a medical certificate states that the student was unable to attend classes;
- bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided);
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or
- a traumatic experience which has impacted on the student (these cases should be supported by police or psychologists' reports) which could include:
 - involvement in, or witnessing of a serious accident; or
 - witnessing or being the victim of a serious crime,
- where Dance Factory is unable to offer a pre-requisite unit; or
- where there is an inability to begin studying on the course commencement date due to delay in receiving a student visa

If a student requests cancellation of their enrolment the refund arrangements in the Written Agreement between Dance Factory and the student will be triggered. Students who cancel their enrolment and think they are due for a refund must also apply for a refund according to the provisions in the Written Agreement.

Dance Factory may decide to suspend or cancel a student's enrolment on its own initiative as a response non-commencement of a course or to misbehaviour by the student. Student misbehaviour will be deemed to have occurred if the student breaches the requirements of the Student Code of Conduct as defined in the Student Behaviour procedure.

Students must be informed in writing that deferral of commencement, suspension of enrolment and cancellation of enrolment has to be reported to DEEWR and DIAC via PRISMS and may affect the status of their student visa. This will be done using the deferral, suspension or cancellation warning letter.

If Dance Factory intends suspending or cancelling the student's enrolment where it is not at the student's request, the student must be informed they have 20 working days to appeal to Dance Factory. If the appeal is not upheld or the student withdraws from the appeal process then Dance Factory must report the student to DEERW and DIAC via PRISMS. The suspension or cancelling of the student's enrolment cannot take effect until the appeal process is completed unless there are extenuating circumstances relating the student's welfare.

Student initiated deferral of commencement or suspension of enrolment cannot be granted retrospectively (after the event) or if it was taken by the student without authorisation.

If students have taken unauthorised leave then they will be recorded as absent and may have their enrolment suspended or cancelled. Suspension or cancellation is reported to DIAC via PRISMS and may affect the status of a student's visa.

Where Dance Factory approves an application to defer commencement, suspend studies or cancel an enrolment or makes a decision to defer commencement, suspend studies or cancel an enrolment the Training Manager is responsible for notification of this on PRISMS and issuing the appropriate warning letter to students.