



PREMIUM-ENGLISH FOR ACADEMIC REQUIREMENT (PEAR) AUSTRALASIA LLP

STUDENT SUSPENSION AND CANCELLATION OF ENROLMENT POLICY AND PROCEDURES

POLICY STATEMENT

PEAR Academy Australasia (Academy) recognises that students may need to suspend their enrolment in a course of study in certain circumstances. This policy and procedure sets out the circumstances in which a student may be eligible to apply for suspension or cancellation of their enrolment. This policy also sets out when the Academy may cancel a student's enrolment.

Responsibility for Implementation

Manager Student Services, Executive Manager Student and Campus Services.

Implementation Compliance and Monitoring

Student Administration Officer Executive Manager Student and Campus Services, Manager Risk & Compliance/Board Secretary.

Purpose

This policy and procedure meets the requirements and quality assurance standards relating to students who apply to suspend their course of study. It also establishes an effective process for managing applications for suspension of enrolment. This policy also sets out when the Academy may cancel a student's enrolment on the basis of student misbehavior and the process to be followed.

Scope

Any Academy student who applies for a period of leave from their studies. It also applies to students for whom the Academy has initiated a cancellation of studies.

Aim

This policy outlines the procedures by which the Academy is governed and will comply with, to allow the suspension and cancellation of students undertaking a course of study at the Academy.

Definitions

Extenuating circumstances relating to the welfare of the student may include but are not limited to the following:

- The student is missing
- The student has medical concerns, severe depression or psychological issues which lead the provider to fear for the student's wellbeing
- The student has engaged or threatens to engage in behaviour that is reasonably believed to endanger the student or others
- The student is at risk of committing a criminal offence.

PROCEDURE

1.0 Suspending a Student's Enrolment

- 1.1 The Academy may allow a student to suspend their course of study if the student:
- Has been enrolled for at least one two weeks of study; and
 - Has circumstances beyond their control that result in the student needing to be absent for more than 25% of the study period; and
 - Is able to demonstrate documented medical grounds (e.g. an illness or a disability certified by a licensed medical practitioner by a medical certificate); or
 - Is able to demonstrate exceptional compassionate circumstances (e.g. death of a close family member, major political upheaval or natural disaster in the student's home state requiring emergency travel, or a traumatic experience that has impacted their studies).

Staff may request additional documentation as deemed necessary to meet these criteria. Student Services needs to be notified of the situation/circumstances as soon as possible.

The Academy **does not** consider such events as a wedding, a holiday, work opportunities or financial difficulties as appropriate grounds for suspension of studies. No request for suspension of studies will be granted for these reasons.

- 1.2 The maximum period of time for which a suspension will be granted is three (03) months. If a student requires further suspension at the end of three (03) months they will need to reapply with new supporting documentation prior to their expected resumption date. Approved suspensions cannot be granted for periods greater than the maximum period.
- 1.3 Students requesting to suspend their course must make the request on the Student Request for Leave or Suspension of Enrolment Application Form and submit the completed form to the Student Services Unit.

2.0 Review of Request for Suspension of Enrolment

All requests for suspension of enrolment will be considered by the Manager Student Services or the Executive Manager Student Engagement as appropriate, and assessment will be completed in ten (10) working days.

3.0 Appeals

- 3.1 Students have the right to appeal in the case of not being satisfied by the decision in accordance with the Academy's Complaints and Appeals Policy and Procedures.

- 3.2 If the student accesses the Academy's internal complaints and appeals process, suspension of the student's enrolment will not take effect until the internal process is completed, unless there are extenuating circumstances relating to the welfare of the student. See the **Definitions** for information on what constitutes extenuating circumstances.

4.0 Notice to Students

All students will be notified in writing of the outcome of their suspension of enrolment request (or appeal). The outcome of the decision to either grant or deny the request for suspension or cancellation of enrolment will be provided by Student Services, as appropriate, to the student in writing to their personal email address and Pear Coaching email address on the Academy's Student Information System (SIS).

5.0 Suspension or Cancellation of a Student's Enrolment Initiated by the Academy

- 5.1 Where the suspension or cancellation of a student's enrolment is initiated by the Academy on the basis of student misconduct, the Academy must inform the student of its intention to suspend or cancel the student's enrolment and notify the student that he or she has **ten (10)** working days to access PEAR Complaints and Appeals Policy and Procedures.
- 5.2 If the student accesses the Academy's internal complaints and appeals process, cancellation of the student's enrolment cannot take effect until the internal process is completed, unless extenuating circumstances relating to the welfare of the student apply. See the **Definitions** for information on what constitutes extenuating circumstances.

6.0 Records Management

The Manager Student Services and Student Administration Officers are responsible for ensuring all relevant documentation (Student Request for Leave or Suspension of Enrolment form, supporting documentation and all incoming/outgoing correspondence) is scanned to the student's file on the PEAR **SIS**.

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