



Gold Coast Campuses at Southport & Coolangatta - Ph (07) 5526 6222 | Brisbane Campuses at Carina & Fortitude Valley - Ph (07) 3398 4488
Email: info@eagleacademy.com.au | Xamerg Pty Ltd | ABN 12 095 436 034 | CRICOS No 02480G | RTO 30895

Deferral / Suspension of Study Policy & Procedure

Terminology

Defer: postpone commencement of studies

Suspend: to temporarily put commenced studies on hold

Policy

Students may apply to the provider for deferment or suspension of their studies if they have good reason for doing so (compassionate or compelling circumstances). *This is different to applying for holidays outside of the normal terms. Flexible terms are an integral part of our courses, and students applying to alter terms or semesters, or have holidays at different times, should consult the manager/director, to see if it is possible.*

The Manager/Director may choose to grant or decline any student's request for deferment or suspension of studies. Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:

- 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 could include:
 - involvement in, or witnessing of a serious accident; or
 - witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports)
- where The Eagle Academy was unable to offer a pre-requisite unit; or
- inability to begin studying on the course commencement date due to delay in receiving a student visa.

Please note that the above are only some of examples of what may be considered compassionate or compelling circumstances. The Manager/Director will use professional judgement to assess each case on its individual merits. When determining whether compassionate or compelling circumstances exist, the Manager/Director will consider documentary evidence provided to support the claim.

Acceptable Evidence for Deferral/Suspension

Evidence must be translated by a certified translator. Other types of evidence may be required depending on the compassionate/compelling reason. Some common evidence types are below.

- Airline Tickets – prove date leaving & returning. Required for all applications where the student is leaving the country.
- Death Certificate – in some cases further evidence will need to be supplied to prove relationship.
- Medical Certificate – in some cases further evidence will need to be supplied to prove relationship.
- Marriage Certificate – in some cases further evidence will need to be supplied to prove relationship.
- Counsellor, Psychologist or Psychiatrist report.
- Police Report.
- Written personal statement of exceptional compassionate/compelling circumstances and the affects it has had on the students studies.

The Manager/Director may choose to temporarily suspend a student's enrolment if he deems the student's behaviour to be unacceptable for an educational setting. See Code of Conduct.

Procedure

1. Student makes Application for Deferment or Suspension two weeks prior to the commencement date of the requested leave period (retrospective applications are only accepted in unusual circumstances). Or Director initiates matter in case of misbehaviour.

2. Manager/Director conducts interview, or considers matter on its merits. Student advised of consequences.

3. Student advised in writing of outcome including a training plan for any tuition missed. Student is advised that he/ she can access Appeals process.

5. Action taken/ Outcome to be recorded on the form by Manager/Director.

6. Student takes leave and completes the training plan.

7. Copies of all reports and forms to be kept on student's file.

Students enrolled in a User Choice Traineeship will need to apply for an extension and have all parties agree on the new training plan.



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Application to Defer / Suspend Study

This form must be given to the Campus Manager/Director.

Name: _____ **Date:** _____

Current Address: _____

Course Title: _____

Defer/Suspend Start Date: _____

Defer/Suspend End Date: _____

Reason (*attach evidence*): _____

Tuition catch-up plan: _____

Declaration

I have attached relevant documents (Doctor's Certificates, airline tickets, detailed letter regarding my situation, etc). I confirm that the relevant documents I have submitted are not fraudulent. I understand if I do not recommence my studies as per dates above my course may be cancelled.

Student's Signature: _____

OFFICE USE ONLY

Director/Manager Action/Comment:

Director/Manager Signature:

Date: