STUDENT IN ARREARS – TEMPORARY ACCESS REMOVAL

If a Student's account is in arrears and they haven't made adequate communication to make payment or arrange a payment plan their account may require temporary suspension. If this action is required outside the normal missed payment emails (refer Arrears Procedure) the following steps are to be taken:

- Remove students access to Facebook Groups
- Remove students access to the website using the automated form (don't forget to remove their staff access too if you have given them)
- This notifies EG Admin automatically so Pricing App access can be manually removed
- Modify and send the 'Temporarily Suspended Access' email template

STUDENT IN ARREARS – TEMPORARY PROGRAM HOLD
This is ONLY in extreme circumstances beyond their control eg. flood, fire

- Remove students access to Facebook Groups
- Remove students access to the website using the automated form (don't forget to remove their staff access too if you have given them)
- This notifies EG Admin automatically so Pricing App access can be manually removed
- Put Ezidebit on hold
- Make note somewhere that you use to keep all your students information (eg. a student spreadsheet list or CRM) a place that you regularly refer to

STUDENT IN ARREARS – TERMINATED STUDENTS

- Remove students access to Facebook Groups
- Remove students access to the website using the automated form (don't forget to remove their staff access too if you have given them)
- This notifies EG Admin automatically so Pricing App access can be manually removed
- Put Ezidebit on hold (this is ONLY done if you have agreed to terminate the student by way of Deed of Release)
- Remove from the places you use to keep all your current students information

(eg. a student spreadsheet list) (if you are using a CRM I advise leaving it there but marking it accordingly)