

Compassionate and Compelling Circumstances Policy

Version	Approved by	Approval Date	Effective Date
1.0	Operations Manager	19 June 2026	19 June 2026
Policy Statement			
Purpose	The purpose of this policy is to: ▪ define and provide examples of Compassionate or Compelling Circumstances. ▪ set out the conditions in which the College will consider a claim that Compassionate or Compelling Circumstances exist; and ▪ provide guidance to students on what documentary evidence they need to provide in support of any claim for Compassionate or Compelling Circumstances.		
Scope	This policy applies to all Domestic and International Innovative College’s students currently enrolled in College Programs as well as the staff responsible for administering and delivering support services to students.		
Policy Provisions			

1. Policy Statement

The College is committed to delivering a high standard of education and training services to all its students. Determinations of Compassionate or Compelling Circumstances will be based on documentary evidence provided to support the claim.

2. Student Obligations and Rights Under this Policy

All students are expected to comply with the College's policies and their student visa requirements. In certain circumstances, students can ask for special consideration based on Compassionate or Compelling Circumstances. Any claim by a student that Compassionate or Compelling Circumstances exist must be genuine and made in good faith.

3. The College's Obligations Under this Policy

The College will determine whether Compassionate or Compelling Circumstances exist in accordance with the terms of this policy and, where it is determined that Compassionate or Compelling Circumstances exist, the College will take this into consideration when making decisions under its other Policies.

4. Documentary Evidence Requirements

The table below outlines examples of Compassionate or Compelling Circumstances and the documentary evidence required to support a claim.

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Compassionate or Compelling Circumstances	Documentary Evidence Required
Compassionate or Compelling Circumstances that apply under all College policies	
Serious illness or injury to the student	Medical certificate from an AHPRA registered Medical Practitioner or Psychologist located in Australia stating that the student was unable to fulfil attendance/course progress requirements.
Death or illness of a close family member such as a parent or grandparent.	A death certificate which is written in English or is translated into English by a NAATI accredited translator
Major political upheaval or natural disaster in the home country of the student requiring emergency travel by the student that is, or is likely to have, an impact on the student's ability to continue or commence their studies.	Any reasonable evidence of the event, including copies of flight/travel bookings and/or any reasonable evidence of the impact such event has had on the student's studies.
A traumatic experience where a student is a victim of, or witness to, a serious accident or crime, and this experience has adversely impacted the student.	An Australian hospital report, police report or a report from an AHPRA registered medical practitioner or psychologist located in Australia. Where the student is offshore, other medical evidence may be accepted at the College's sole discretion. Evidence must be written in English or translated into English by a NAATI accredited translator. Translators outside Australia must be recognised as official and accredited translators in their jurisdiction and all translations must be provided on the translator's official letterhead. Please contact the Australian embassy or consulate in that country directly for a list of approved translators.
Misadventure, an unusual/one-off event such as a major traffic incident that prevented the student from being able to travel to and attend class.	Any reasonable evidence of the event.
An overseas student's visa is cancelled by the DHA due to reasons other than the	Letter of cancellation from DHA.

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overseas student breaching the student visa conditions.	
Compassionate or Compelling Circumstances that apply under the Changes to Enrolment Policy:	
The College is unable to offer a pre-requisite course (if applicable).	No evidence required.
An overseas student is unable to begin their studies on the course commencement date due to a delay in receiving a student visa.	Evidence of when the student applied for their student visa.
Other	
Any other circumstances that the College considers to be compassionate and compelling in nature, in its sole discretion.	Any reasonable evidence of the event.

5. What are NOT Compassionate or Compelling Circumstances

Circumstances that are within the control of the student and/or will not impact upon the student's capacity to progress with their planned Program of study will not be considered as Compassionate or Compelling and include, without limitations:

- failure of a student to understand or seek clarification of the College's requirements as specified in its policies, processes and rules, such as if a student misreads the exam timetable.
- any delay by the student in checking correspondence sent by the College.
- conflicts of priorities which are to be expected in the normal course of the student's study, work, family or social life such as working while studying and any timetable challenges that arise because of this work.
- events that could have been prevented, for example, failing to attend class because an alarm was not set.

6. Making a Claim for Compassionate or Compelling Circumstances

The College will consider any claim for Compassionate or Compelling Circumstances as set out in this paragraph. All Students may submit a claim for Compassionate or Compelling Circumstances to support:

- an application for a refund that departs from the standard terms set out in the Refund Policy.
- any submission in relation to why they are not meeting the attendance requirements as set in the Attendance Policy and Procedure.
- any submission in relation to why they are not meeting the course progress requirements as set in the Course Progress Policy; or
- any submission in relation to seeking special consideration.

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International Students on a Student visa (subclass 500) may submit a claim for Compassionate or Compelling Circumstances to support:

- any submission in relation to why they are failing to meet a mandatory visa condition (8202) imposed on their student visa which requires satisfactory attendance and course progress. Student visa holders fail to achieve satisfactory attendance and course progress may be reported to DHA.
- any request to defer or suspend their enrolment under Standard 9 of the National Code 2018 and in accordance with the Changes to Enrolment Policy.
- any request to change their study load; and/or
- any request to transfer to another registered provider under Standard 7 of the National Code 2018 and the International Student Transfer Policy.

Accountabilities	
Responsible Officer	Operations Manager, Compliance Manager, Academic Team
Contact Person	Operations Manager
Supporting Information	
Relevant Legislation	As a registered provider, the College operates under strict laws and regulations. Policies and procedures are in place to ensure compliance with the legislative instruments referenced below. ▪ Education Services for Overseas Students (ESOS) Act 2000 ▪ Education Services for Overseas Students Regulations 2019 ▪ National Code of Practice for Providers of Education and Training to Overseas Students 2018
Related Policies	This Policy should be read in conjunction with the following College policies: ▪ Attendance Policy and Procedure ▪ Course Progress Policy ▪ Complaints and Appeals Policy ▪ International Student Transfer Policy ▪ Refund Policy
Definitions and Acronyms	
APHRA	means the Australian Health Practitioner Regulation Agency which regulates Australia's registered health practitioners by setting standards, policies and conditions that all registered practitioners must meet.
AQF	means the Australian Qualification Framework and refers to the criteria required to demonstrate the achievement of a qualification as per the Australian Qualifications Framework. For example, Level 5= Diploma, Level 7 = Bachelor's Degree.

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Compassionate or Compelling Circumstances	means circumstances that may negatively impact a student's study, including but not limited to serious illness or injury, bereavement of close family members, major political upheaval or national disaster in their home country, or a traumatic experience such as a serious accident or crime
Confirmation of Enrolment (CoE)	means a document issued by education providers to verify the international applicant's Enrolment in a specified Program.
DHA	means the Department of Home Affairs; the Australian government entity that manages border security and student visas.
Domestic Student	means a student who is an Australian or New Zealand citizen, a permanent resident of Australia or the holder of a permanent Australian humanitarian visa.
International Student	means a student who is not an Australian citizen, permanent resident of Australia or New Zealand citizen, regardless of visa type. This includes but is not limited to, students holding a student visa, temporary visa, bridging visa, or any other type of visa that permits study in Australia.
Misadventure	means an unfortunate situation that happens by chance.
NAATI	means National Accreditation Authority for Translators and Interpreters which accredits and certifies translators and interpreters in Australia.
Program	means a structured combination of Subjects required to achieve defined learning outcomes. Depending on the provider, a Program may also be referred to as a course.

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