

# National Code Standard 10

## *Compassionate and compelling circumstances policy*

ISSUE	PAGE
Overview	1
Evidence based	1
Record keeping	1
Compassionate or compelling circumstances	1
Evidence guidelines	2
Related Policies	2

### **Overview**

1. In accordance with the National Code and ESOS Act, the College recognizes that where a student is experiencing compassionate or compelling circumstances they may require additional support from the College to assist them. This policy sets out what may be considered to constitute compassionate or compelling circumstances and what evidence a student must submit in order to prove the existence of these circumstances.

### **Evidence based**

2. To maintain the integrity of this policy, students are required to provide evidence and establish the existence of compassionate and compelling circumstances.
3. The evidence provided will be reviewed and a decision made at the discretion of the College. Each case will be assessed on its individual merits. Applications regarding compassionate or compelling circumstances will generally be considered by the National Manager.
4. A student may access the College's complaints and appeals policy if they disagree with the College's decision regarding the existence and/or impact of compassionate or compelling circumstances.

### **Record keeping**

5. The College will keep copies of all assessments of compassionate and compelling circumstances, and supporting evidence, on the students file. Any action taken by the College and additional support services offered to the students as a result of the proof of compassionate and compelling circumstances will be noted on the students' file.

### **Compassionate or compelling circumstances**

6. Compassionate or compelling circumstances are generally those circumstances which are beyond the control of the student and which have a significant impact on the student's wellbeing. Such circumstances could include:
  - 6.1. serious medical condition or injury;
  - 6.2. serious medical condition of an immediate family member such as parents or grandparents;
  - 6.3. serious depression – substantiated by documentary evidence from medical practitioner;
  - 6.4. bereavement of close family members such as parents or grandparents, siblings;
  - 6.5. pre-arranged marriage for the student as is the tradition/custom in the student's home country;
  - 6.6. major political upheaval or natural disaster in the home country requiring their immediate travel or which could have a major impact on the student's well-being and/or course progress and/or attendance;
  - 6.7. a traumatic experience which could include but is not limited to:
    - 6.7.1. involvement in or witnessing of an accident; or
    - 6.7.2. a crime committed against the student; or

6.7.3. the student has been a witness to a crime and this has impacted on the student.

### **Evidence guidelines**

7. Medical certificates provided as evidence must:
  - 7.1. be issued by a registered doctor;
  - 7.2. state that the student has a 'medical condition and is unfit for class;
  - 7.3. state the length of time the student will be unfit for class;
  - 7.4. include the doctor's contact details;and
  - 7.5. state that the immediate relative's medical condition requires the student's presence for a particular length of time, e.g. serious illness of parent.
8. Death certificates provided as evidence must be certified and translated into English.
9. Evidence of a major political upheaval or natural disaster must be within reasonable proximity to the students' family and will be investigated by the College.
10. Evidence of a traumatic experience must include a police report or psychologists' report/letter or a report/letter issued by a suitably qualified professional.
11. The psychologist report/letter must:
  - 11.1. be issued by a registered psychologist
  - 11.2. include the psychologist's contact details

### **Related policies**

- Attendance policy
- Student complaints and appeals policy
- Student transfer policy
- Expected duration of study policy
- Intervention strategy policy