

TEPO13B Compassionate and Compelling Circumstances Policy and Procedure

Purpose

This policy provides students and staff of Turner English with a definition of what constitutes Compassionate and Compelling Circumstances, when considering an international student's:

- Ability to complete the course within the expected duration (Standard 9: Completion within Expected Duration);
- Failure to meet attendance requirements (Standard 11: Monitoring Attendance);
- Failure to meet course progress requirements (Standard 10: Course Progress)
- Assessment, approval/rejection and recording of a deferment of study or suspension of study (Standard 13: Deferring, Suspending or Cancelling the Student's Enrolment);
- Other appeals lodged through Turner English's internal appeals process (Standard 8: Complaints and Appeals);

The Standards above refer to the National Code 2007.

Legislative Base

The following legislation is applicable to this policy and procedure:

Education Services for Overseas Students Act 2000 (ESOS Act 2000)

National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007 (National Code 2007): Standards stated above.

Scope

This policy and procedure applies to all international students enrolled in English language courses at Turner English.

Definition

Compassionate or Compelling Circumstances are generally deemed to be those beyond the control of an individual. These circumstances would be considered as having an impact on the student's course progress and well-being. These circumstances could include, but are not limited to:

- A serious medical condition or injury
- A bereavement of close family members such as parents or grandparents
- A major political upheaval or natural disaster in the home country requiring immediate travel
- A traumatic event, which could include but is not limited to involvement in or witnessing of an accident: a crime committed against the student or the student has witnessed a crime and this has impacted on the student.

Procedure

1. Evidence

- 1.1. Students are required to produce documentary evidence of any compassionate and compelling circumstances.
- 1.2. Evidence presented will be reviewed by the Lead Teacher in terms of making appropriate decisions.
- 1.3. The range of supporting documentation could include:
 - 1.3.1. *Medical Certificates*: Medical certificates must be issued by a registered Medical Practitioner. The certificate must state that:
 - a) The student has a medical condition and is unfit to attend classes; and the length of time the student will be unfit for class
 - b) The Doctor's contact details (name, address, telephone number). The doctor's registration number should be evident
 - 1.3.2. *Death Certificates*: These certificates must be certified and translated into English
 - 1.3.3. Evidence of a *major political upheaval or natural disaster*: This must be within reasonable proximity to the student's family and must be able to be verified
 - 1.3.4. Evidence of a *traumatic experience*: Evidence may include a police report or a report from a registered psychologist, or other suitable qualified professional. All contact details must be included for verification purposes. The psychologist's registration number must be included in the report.

2. Outcome of Assessment

- 2.1. The student will be advised of the outcome of the review by the Lead Teacher
- 2.2. In the event the student is not satisfied with the outcome, they will be informed of their right to access the Institute's Complaints and Appeals process within 20 working days.

3. Unacceptable reasons: The following may not constitute compassionate and compelling reasons as support services are available to assist:

- Financial difficulties
- Difficulties with employment and clashes of work
- Travel opportunities
- Relationship breakdowns
- Difficulties adjusting to life and study in Australia
- Timetables

Responsibility

The Principal Administrator is responsible for the implementation of this Policy and Procedure and to ensure that Staff and Students are aware of its application and that staff implement its requirements. The Lead Teacher is responsible for the assessment of each case matter in accordance with this policy. Staff will be advised of this policy at induction and through the Staff Handbook. Students will be advised of this policy at Orientation and through the Student Handbook.

