

Appendix 1 - Assessment of Exceptional, Compassionate and Compelling Circumstances

Part A - Compassionate and Compelling Circumstances – All Students

- (1) Circumstances considered to be compassionate and compelling for all students may include, but are not limited to:
 - a. A medical illness or injury of a student or the student's close relative which requires hospitalisation or exerts functional impacts on capacity for activities of daily living; or
 - b. A mental health condition of a student or a student's close relative that results in hospitalisation or cognitive functional impairment; or
 - c. Bereavement of a close relative; or
 - d. An adverse experience that has impacted on the student which could include
 - i. Involvement in or witnessing of a serious accident; or
 - ii. Witnessing or being victim of a serious crime; or
 - iii. A natural disaster affecting the student's place of residence or acts of war or terrorism; or
 - iv. Occurrences that are the result of a University, partner or agent error; or
 - v. Employment related reasons, such as an employer unexpectedly increasing a student's working hours or an employer-directed transfer of a student to a new location or redeployment to a different position; or
 - vi. Other compassionate and compelling circumstances at the discretion of the Director Student Administration.
- (2) Circumstances are considered to be exceptional, compassionate and compelling, i.e. beyond the control of a student, if a situation occurs which a reasonable person would consider is not due to the student's action or inaction, either direct or indirect, and for which the student is not responsible.
- (3) The situation must be considered to be unusual, uncommon or abnormal. All students may apply for the following based on their ability to demonstrate Compassionate and Compelling Circumstances:
 - a. Deferred Assessment Items

- b. Withdrawal without academic penalty and with a remission of debt.
- (4) Where a student applies for a deferred assessment item in respect to a formal examination, they must provide evidence that they were unfit to sit the formal examination on the date scheduled.
- (5) Where a student applies for consideration for withdrawal without academic penalty and with a remission of debt, they must provide evidence that the full impact of the circumstances was not apparent until after the Census Date for the unit(s). This would include the person's circumstances occurring:
- a. Before the Census Date, but worsening after that day;
 - b. Before the Census Date, but the full effect or magnitude does not become apparent until after that day; or
 - c. On or after the Census Date.
- (6) Consideration should be given as to whether at the time the person's circumstances emerged it was already not practicable for the student to meet the requirements of the unit(s). This situation may arise where a student has not met the progressive requirements relating to compulsory assessment items and or attendance at classes.

Additional Information for International Students

- (7) International student visa holders are subject to the [ESOS Act \(2000\)](#) and the [National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018](#) (the National Code). Requirements may apply for the following based on their ability to demonstrate Compassionate and Compelling circumstances:
- a. An intermission from formal study for a period of up to 12 months; or
 - b. A reduced study load in a compulsory semester of study; or
 - c. An extension of their Confirmation of Enrolment (COE) in order to complete their course.
- (8) Additional circumstances considered compassionate and compelling for international student visa holders relating to applications for intermission, reduced study load, COE extensions may also include:
- a. Major political upheaval or natural disaster in the student's home country which requires immediate emergency travel; or

- b. Inability to begin study in a program on the agreed starting date due to a delay in receiving an international student visa beyond their control; or
- c. Ability of the University to offer a pre-requisite or other course/s of study; or situations where an international student has failed occasional units throughout the course, but has not done so poorly as to require academic intervention for program progression. This is in accordance with [Standard 8](#) of the National Code.

Part B - Circumstances not considered Compassionate and Compelling

All Students

(9) The following circumstances will not be considered as Compassionate and Compelling:

- a. Circumstances which are considered to be within the control of a student, or which are to be expected in the normal course of the student's study, work, family or social life.
- b. Circumstances that do not meet the requirements of the consideration for which the student is applying.
- c. Failure to understand or seek clarification of the census dates or withdrawal procedures.
- d. Failure to understand or seek clarification of the HECS-HELP, FEE-HELP, VET FEE-HELP or VET Student Loans scheme.
- e. Inability to pay tuition fees upfront or repay a HECS-HELP or FEE-HELP debt.
- f. For circumstances not previously covered in this procedure a student not cognisant of their:
 - i. Enrolment in unit (or units) of study; or
 - ii. Responsibility to withdraw from a unit by the required withdrawal date outlined within the [Academic calendar](#).
- g. Failure to understand or seek clarification of the examination timetable.
- h. An increase in hours or duties of paid or unpaid employment which is at the request of the individual student. These are not regarded as circumstances beyond a student's control.

This Appendix is relevant to the following policies and procedures:

Enrolment Policy and Procedure

Remission of Debt and Post-Census Amendment of Enrolment Policy and Procedure