

# Guideline on Exceptional, Compassionate or Compelling Circumstances

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## Document

<b>Document Name</b>	Guideline on Exceptional, Compassionate and Compelling Circumstances
<b>Brief Description</b>	This Guideline identifies Curtin College's definitions of exceptional, compassionate and compelling circumstances and the evidentiary requirements for these provisions.
<b>Responsibility</b>	College Director and Principal
<b>Initial Issue Date</b>	23/06/2025

## Version Control

Date	Version	Summary of Changes	Reviewer Name and Office
23/06/2025	1.0	New document.	Academic Policy Working Group, College Director and Principal
06/02/2026	1.1	Statement on credibility of evidence. Clarity around the college's response to serious mental or physical health issues.	Academic Policy Working Group, College Director and Principal

## 1 Purpose and Scope

- 1.1 This Guideline identifies Curtin College's definitions of exceptional, compassionate and compelling circumstances and the evidentiary requirements for these provisions, as required by the [National Code of Practice for Providers of Education and Training to Overseas Students 2018](#).
- 1.2 This Guideline supports all policies and procedures at Curtin College.

## 2 Exceptional, Compassionate or Compelling Circumstances

- 2.1 Exceptional circumstances refer to unusual, unexpected or extraordinary situations that deviate from the ordinary course of events. They can be a single event or a combination of factors that, when considered together, are deemed unusual or out of the ordinary.
- 2.2 Compassionate or compelling circumstances are circumstances that were or are:
  - a) beyond the student's control, which a reasonable person would consider not due to the student's action or inaction, either direct or indirect, and for which the student was not responsible. The circumstances must be unusual, uncommon, or abnormal;
  - b) not making their full impact on the student until on, or after their offer was accepted or studies commenced;
  - c) such that it is impracticable for the student to commence or complete their studies; and
  - d) having an impact upon the student's academic progress or wellbeing.
- 2.3 Examples of circumstances that may be compassionate or compelling include, but are not limited to:
  - a) serious illness or injury;
  - b) involvement of custody proceedings for their child;
  - c) the student or accompanying family member has an acute medical condition requiring treatment;
  - d) the student has been involved in legal proceedings where the timing is beyond the student's control;
  - e) the student is pregnant;
  - f) ineligibility to enrol in any College unit in the following study period;
  - g) major political upheaval or natural disaster requiring emergency travel or immediate action; and
  - h) a traumatic experience, such as involvement in or witnessing a serious accident, or witnessing or being the victim of a serious crime.

## 3. Evidence Requirements

- 3.1 Documentation to support claims of exceptional, compassionate or compelling circumstances will:
  - a) be directly applicable to the reasons provided;
  - b) include the dates the student was affected by the relevant circumstances; and
  - c) specifically support the time period identified by the student.
- 3.2 If required, Curtin College will a student to provide further documentation appropriate to the circumstances or inform themselves of any other issues in relation to the request.
- 3.3 For claims relating to accidents, including vehicle accidents, official records are generally considered acceptable evidence, such as Police or insurance reports.
- 3.4 All supporting documentation will be submitted in English. Certified translations of documents are accepted, within the constraints set by these Guidelines.

3.5 Any dispute regarding the required level of documentation (including any requirement to provide medical certificates from a specific medical practitioner or range of medical practitioners) will be determined by the Academic Director, College Director and Principal or Director of Marketing and Admissions.

3.6 Where mental and/or physical health circumstances are identified by a student, Curtin College will be cognisant of its duty of care to students and will advocate for and/or expect professional care to be provided to the student of a quality and duration relevant to the situation. A formal diagnosis by a suitable health practitioner should be established and a care plan is expected to be in place.

Where students claim serious mental and/or physical health issues, the college may consider a Deferral under the Enrolment Policy and Enrolment Procedures or may determine an outcome with reference to the Fitness to Study Policy and Fitness to Study Procedures.

3.7 Curtin College may contact health professionals to confirm the accuracy of documentation and will consider the submission of fraudulent documentation as a violation of the Student Code of Conduct.

3.8 Acceptable and unacceptable forms of medical documentation are outlined below:

<b>Acceptable documents</b>	<ul style="list-style-type: none"> <li>• Medical certificate signed on official letterhead from a Medical Practitioner registered by the Medical Board of Australia. p</li> <li>• Signed statement on official letterhead from a Dentist registered by the Dental Board of Australia</li> <li>• Signed statement on official letterhead from a Physiotherapist registered by the Physiotherapy Board of Australia</li> <li>• Support from Curtin College Counsellor or valid Curtin College Learning Access Plan (LAP)</li> <li>• Signed statement on official letterhead from:               <ul style="list-style-type: none"> <li>○ Curtin University's Counselling and Disability Services;</li> <li>○ Valid College Learning Access Plan (LAP); or,</li> <li>○ Registered Psychologist/Therapist.</li> </ul> </li> <li>• Such statements must outline how circumstances have impacting the student's ability to submit the assessment item on the due date</li> </ul>
<b>Unacceptable Documents</b>	<ul style="list-style-type: none"> <li>• Pharmacy Certificates</li> <li>• Statutory Declarations</li> <li>• Medical Certificates from practitioners that are not registered with the Medical or Dental Board of Australia</li> <li>• Medical statements from online services</li> </ul>

#### 4. Decision-making on Exceptional, Compassionate or compelling Circumstances

4.1 When assessing requests for changes to enrolment due to exceptional, compassionate or compelling circumstances, Curtin College staff will use their professional judgement to assess each case on its individual merits.

4.2 Curtin College expects that students will seek support as and when required during their studies, so that the College may provide services, advise students on their options and/or link students with appropriate external support services.

4.3 Retrospective medical claims (e.g., over seven (7) days from the incident) without prior contact with health professionals, will be considered with caution.

4.4 Students are expected to provide an honest and complete description of the exceptional, compassionate or compelling circumstances and therefore the college will not expect reasons to change over time or increase in number. Changes of this nature may raise credibility concerns for college decisionmakers.

## 5. Review and Records Management

- 5.1 This Guideline will be reviewed at least every two years and at the time of any changes to the regulatory compliance requirements, legislation, regulation, and guidelines to ensure alignment to appropriate strategic direction of Curtin College and continued relevance to Navitas' current and planned operations.
- 5.2 All records in relation to this document will be managed as follows:

Record type	Owner	Location	Retention	Disposal
Guideline	College Director and Principal	Policy HUB	Permanently	Archived once updated or reviewed