

Guidelines on Exceptional, Compassionate and Compelling Circumstances

Colleges of Business and Technology (WA) Pty Ltd

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Document Name	Guidelines on Exceptional, Compassionate and Compelling Circumstances
Brief Description	This Guideline identifies Curtin College's definitions of exceptional, compassionate and compelling circumstances and the evidentiary requirements for these provisions.
Responsibility	College Director and Principal
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Version Control

Date	Version No:	Summary of Changes	Reviewer Name and Department/Office
23/6/2025	V1.0	New Guidelines	College Director and Principal

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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.
- 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:

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

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.

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
Guidelines	College Director and Principal	Website Shared drive	Permanently	Archived once updated or reviewed