

Compassionate and compelling circumstances policy

Purpose

This document details what ELC defines as compassionate or compelling circumstances in regard to a student's course of study. ELC may consider compassionate or compelling circumstances in regard to:

- Transfer or refund requests
- academic progress or attendance appeals
- deferral, suspension or cancellation requests

Scope

This policy applies to all students who are enrolled in an ELICOS or CELTA course at ELC.

Policy

1. What are compassionate and compelling circumstances?

Compassionate and compelling circumstances are considered to be 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. The situation must be considered to be unusual, uncommon or abnormal. Compassionate and compelling circumstances could include, but are not limited to:

- serious illness or injury which requires hospitalisation or exerts functional impacts on capacity for Activities of Daily Living
- critical illness of immediate family members* which requires hospitalisation or exerts functional impacts on capacity for Activities of Daily Living
- mental health condition of a student or a student's immediate family member that results in hospitalisation or cognitive functional impairment
- bereavement of an immediate family member
- major political upheaval or natural disaster in the home country requiring emergency travel which has impacted on the student's studies
- an adverse or traumatic experience, which could include: involvement in, or witnessing a serious accident; or witnessing or being the victim of a serious crime or a National disaster, which has impacted the student
- other compassionate and compelling circumstances, at the discretion of the relevant approving authorities or their nominated officers.

*Immediate family member: spouse, parent, sibling, child

2. What are not considered to be compassionate and compelling circumstances:

Circumstances which are expected in the normal course of the student's study, work, family or social life that are within the control of the student are not considered to be compassionate or compelling. These include but are not limited to:

- inability to pay tuition fees
- inability to obtain employment
- changes to employment hours
- change of accommodation
- minor illness

3. What documentation may be required to support a claim?

All requests for consideration of compassionate or compelling circumstances must be accompanied by original or certified copies of independent supporting documentation which may include any one of the following:

- Student illness or accident: Medical or psychological report with reference to the registered health professional's opinion regarding the student's ability to attend classes for an extended period of time. Documentation must include:
 - the practitioner's name and contact details on official letterhead
 - the date of consultation
 - the student's details
 - the health professional's clinical opinion as to the gravity of the condition, approximate dates (specific where possible) of functional impact in reported condition and the functional impact of reported condition with regard to the effect on the student's ability to study and treatment plan.
- Immediate family member illness accident or death: Medical certificate from a registered health professional; death certificate; evidence of relationship with the student. This may include a letter from a highly regarded, independent member of the community that supports the relationship claims. Documents not in English must be accompanied by an official translation.
- Evidence sourced from the relevant Australian Government Department Responsible for Foreign Affairs of civil war/significant political unrest or Natural Disaster, along with evidence of Student's residency in the specific area affected region.
- Police reports outlining involvement in a serious crime or accident.

Inability to provide supporting documentation will result in requests for consideration being denied. All documentation must be provided at the time of request. Student's previous

requests for consideration and study history may be considered when assessing applications relating to Compassionate and Compelling circumstances.

4. Procedure for requesting consideration of compassionate or compelling circumstances:

1. The student completes the relevant form (which can be obtained at reception) in as much detail as possible.

- Transfer request
- Refund request
- Attendance or progress appeal (ELICOS)
- Attendance appeal or deferral request (CELTA)

2. The student provides evidence to support their request with reference to the documentation outlined above.

3. The student submits their request with supporting evidence. This can be handed to reception or emailed to enrolments@elc.edu.au

4. The student may be asked to attend a meeting with the Director of Studies (ELICOS) or Centre Manager (CELTA) to discuss the circumstances further.

5. The student will be advised of the outcome of the request within 5 working days by email.

6. Academic and welfare support services are available at the school and can be accessed by making an appointment via the school app.

This document should be read in conjunction with:

- Deferral, suspension and cancellation policy
- Transfer policy
- Attendance and course progress policy
- Complaints and appeals policy