
Compassionate and Compelling Circumstances

Policy

iLearn OZ will assess whether compassionate or compelling circumstances exist, based on documented evidence provided by the student. The evidence will be reviewed and a decision made at the discretion of iLearn OZ.

Definition

Compassionate or compelling circumstances are generally those beyond the control of the student, when they have an impact on the student's course progress or wellbeing. These could include but may not be limited to:

- serious illness or injury;
- death or illness of close family members such as parents or grandparents
- major political upheaval or natural disaster in the international student's home country requiring emergency travel and this has impacted, or will impact, on the student's studies;
- a traumatic experience which could include:
 - Involvement in, or witnessing of a serious accident; or
 - Witnessing or being the victim of a serious crime, and this has impacted on the student;
- Where ILOZ was unable to offer a pre-requisite unit;
- Inability to begin studying on the course commencement date due to delay in receiving a student visa.
- Where a student fails occasional units throughout the course, but has not done so poorly as to be picked up by iLearn OZ's Student course progress policy

International students may also defer or suspend their studies with ILOZ for other reasons; however, the student will be required to provide compelling documentary evidence to support their request.

Guidelines

1.0 Medical certificates provided as evidence must:

- (i) include the doctor's contact details
- (ii) state that the student has a 'medical condition and is unfit for class'
- (iii) state the length of time the student will be unfit for class
- (iv) be issued by a registered doctor

2.0 Death certificates provided as evidence must be translated into English and certified.

3.0 Evidence of a major political upheaval or natural disaster must be within reasonable proximity to the students' family and will be investigated by iLearn OZ

4.0 Evidence of a traumatic experience must include a police report or licensed medical practitioner's certificate or psychologists' report/letter.

4.1. The licensed medical practitioner's certificate or psychologist report/letter must:

- include the doctor's or psychologist's contact details
- be issued by a licensed medical practitioner or registered psychologist

Related Policies

- Student Course Progress and Completion within Expected Duration Policy
- Student Deferment, Suspension and Cancellation Policy
- Student Assessment, Reassessment and Repeating Units of Competency Guidelines

