

UNSW Global Pty Limited		Compassionate and Compelling Circumstances Policy	
UNSW Foundation Studies UNSW Institute of Languages	<input checked="" type="checkbox"/> Internal	<input checked="" type="checkbox"/> External	
Responsible Officer	Team Leader (Student Support)		
Contact Officer	Team Leader (Student Support)		
Authorisation	General Manager, Compliance and Student Management		
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Superseded Documents	SSUP- UNSWG - 016-POL Version 1.1		
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Policy ID	SSUP- UNSWG - 016-POL		

1. Preamble

1.1 Purpose

UNSW Global recognises that there might be compassionate and compelling circumstances beyond the control of the student that have an impact upon the student's ability to progress through their course and/or will have an impact on their general wellbeing. When determining whether compassionate or compelling circumstances exist, UNSW Global Pty Limited will consider the documentary evidence provided to support the claim and assess each case on its individual merits. Copies of all documentation will be kept in the student's file.

1.2 Background

This policy satisfies the requirements of Standard 9 of the National Code 2007.

1.3 Principles

This policy has been drafted to provide a clear and transparent process in determining compassionate and compelling circumstances which may warrant the extension of duration of studies for particular students.

2. Scope

This policy applies to:

- Students seeking to enroll in UNSW Foundation Studies and Institute of Languages courses.
- UNSW Global Student Services staff involved in the admission to UNSW Foundation Studies and UNSW Institute of Languages CRICOS registered courses.
- UNSW Global Student Support staff with the responsibility for providing support and advisory services to students.

- UNSW Global staff involved in the academic delivery, management or administration of students.

3. Definitions

UNSW Global Pty Limited, a not-for-profit provider of education, training and consulting services, is a wholly owned enterprise of the University of New South Wales (UNSW).

UNSW Global Pty Limited and UNSW Institute of Languages CRICOS Provider No 01020K.

The University of New South Wales (UNSW) CRICOS Provider No 00098G.

3.1 Terminology

Compassionate and compelling circumstances – involuntary family, medical or general wellbeing reasons beyond the control of the student.

Beyond control – circumstances or situations which could not have been prevented and in which there is little or no alternative.

4. Policy Statement

UNSW Global will determine whether compassionate or compelling circumstances exist, based on documentary evidence provided to support the claim.

Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:

- Serious illness or injury, where a medical certificate states that the student was unable to attend classes.
- Bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided).
- Major political upheaval or natural disaster in the home country requiring emergency travel which has impacted 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 which has impacted on the student (these cases should be supported by police or psychologists' reports).
- Inability to begin studying on the course commencement date due to delay in receiving a student visa.
- Other compassionate and compelling circumstances, at the discretion of UNSW Global.

4.1 Procedure for Implementation

- Medical certificates must be issued by a registered doctor and include the contact details of the doctor, state that the student is unfit to attend class and include the length of time the student will be unfit to attend class.
- Death certificates provided as evidence must be translated into English and be certified.
- Evidence submitted in claim of a traumatic experience must be supported by police reports, a registered psychologists' reports or be in the form of a letter/report issued by other suitably qualified professional.

- Evidence of a major political upheaval or natural disaster having occurred within reasonable proximity of the student, and is, or was likely to have had an impact on the student's ability to continue or commence their studies.

4.2 Decision Making Process

In the event of a student / parent / agent applying for or requesting course leave, deferment of studies, repeating the program, or delaying commencement of the program, the following staff will be involved in the decision making process.

- In case of late enrolments (delaying commencement)
 - Student Services staff and Head of Academic Programs/Director of Studies
- In case of deferment of studies (course leave) or requests to repeat
 - Student Services staff
 - Head of Academic Programs /Director of Studies
 - Manager of Teaching Operations
 - Student Support staff

5. Legal and Policy Framework

This policy complies with the following legislative framework governing the delivery of education to overseas students studying in Australia on a student visa:

- Education Services for Overseas Students (ESOS) Act 2000
<http://www.comlaw.gov.au/comlaw/management.nsf/lookupindexpagesbyid/IP200401844?OpenDocument>
- National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007 (The National Code 2007)
<http://www.aei.gov.au/regulatory-information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/Pages/default.aspx>

6. Implementation

6.1 Responsibilities

UNSW Global Pty Limited, represented by its educational groups UNSW Foundation Studies and UNSW Institute of Languages must comply with the ESOS Act and its regulations. Each staff member involved in the promotion, recruitment, admission, delivery, management or administration of overseas students on student visas is responsible for the implementation of this policy.

6.2 Staff Roles

Academic, Student Services and Student Support Staff need to ensure that where applicable:

- Students are informed of the need to provide appropriate documentation.
- Documentation received or sighted complies with the criteria as defined in this policy.

6.3 Student Roles

Students are requested to provide:

- Medical certificates issued by a registered doctor, including the contact details of the doctor, stating that the student is unfit to attend class and include the length of time the student will be unfit to attend class.
- Death certificates (if applicable) given in evidence must be translated into English and be certified.
- Evidence in support of a claim of a traumatic experience, such as police reports, a registered psychologists' reports or letter/report issued by other suitably qualified professional.
- Evidence of a major political upheaval or natural disaster having occurred within reasonable proximity of the student, and is, or was likely to have had an impact on the student's ability to continue or commence their studies.

7. Review

The Manager Student Support will review this policy annually, or in case of legislative changes governing the delivery of education services to overseas students on a student visa.

8. Attached Documentation

SSER-004-FRM: Deferral or Change of Course

SSER-005-FRM: Explanation Of Absence Form

SSER-006-FRM: Illness/Misadventure Affecting Exams or Assessment Tasks

SSER-007-FRM: Request for Leave of Absence or Temporary Suspension of Studies

9. Related Policies and Procedures

SSU-006-CIM Critical Incident Management Policy

FS-013-POL: UNSW Foundation Studies Student Deferral, Suspension and Cancellation Policy

FS-011-POL: UNSW Foundation Studies Attendance Policy

FS-008-POL: UNSW Foundation Studies Course Progress Policy

IL-013-POL: UNSW Institute of Languages Student Deferral, Suspension and Cancellation Policy

IL-011-POL: UNSW Institute of Languages Attendance Policy

IL-008-POL: UNSW Institute of Languages Course Progress Policy