

INFORMATION - COMPASSIONATE AND COMPELLING CIRCUMSTANCES

Under the terms of the ESOS Act 2014 and the National Code (ESOS) Part D there are a number of acceptable reasons why a student has been unable to achieve their 80% attendance obligation.

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 and this has impacted on the student's studies; or
- 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 (these cases should be supported by police or psychologists' reports)
- where the registered provider was unable to offer a pre-requisite unit; or
- inability to begin studying on the course commencement date due to delay in receiving a student visa

Please consider the above and bring any documentary evidence you can provide.

Documentary evidence could include but is not limited to:

- Doctor's certificate
- Letter from parent or guardian
- Letter from partner or another associated adult
- News reports of homeland issues
- News reports of crimes experienced
- Reports from police, ambulance and/or fire services
- Statutory Declarations witnessed by a Justice of the Peace*

Copies of these documents should be archived with this letter in your student file.

Originals should be kept by the student for the purpose of future hearings.

Please note: As per the ESOS Act, failure to comply with this notice (SD C 120), providing false or misleading information (SD C 121), giving a false or misleading document (SD C122) are all criminal offences under the act and may attract harsh penalties.

- There is a Justice of the Peace free service at the Downing Centre, 143-147 Liverpool St, Sydney 2000- just 150 metres from the college.