



Compassionate and Compelling Circumstances

1. Purpose

To define circumstances under which RBIT may consider approving changes to a student's enrolment, including deferral, suspension, or special consideration, in accordance with the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (Standard 11) and aligned with the 2025 Standards for Registered Training Organisations expectations for monitoring attendance, course progress, and providing student support.

2. Definition

Compassionate and Compelling Circumstances are situations beyond the student's control that significantly impact their ability to meet course requirements, including:

- Serious illness or injury (supported by medical certificate).
- Bereavement of immediate family members (parents, grandparents) with official documentation.
- Major political upheaval or natural disasters in the student's home country.
- Unavailability or failure of prerequisite units (per ESOS Act Section 46A(1)(a)(i)).
- National service obligations.
- University examinations or similar assessments in home country.
- Pregnancy.
- Traumatic experiences (serious accident or crime; police/psychological reports required).

Evidence must be provided to substantiate claims.

2.1. Not Considered Compassionate and Compelling

- Death of non-immediate family members.
 - Ill health of extended family (unless exceptional, approved by RBIT).
 - Vacation or travel convenience.
 - Early/late return for festivals, family gatherings, or quarrels with peers.
-

3. Process

1. **Submission:** Student completes **Student General Request Form** with supporting documents.
2. **Assessment:** Administration Officer and Academic Manager review case using professional judgment.
3. **Decision:** Outcome communicated in writing to the student within **10 working days**.
4. **PRISMS Reporting:** Any deferral or suspension recorded in PRISMS; period excluded from attendance



monitoring.

5. **Appeals:** Students may appeal decisions per **RBIT Complaints and Appeals Policy**, within 20 working days.
6. **Record-Keeping:** All documentation stored securely in student file for **minimum 2 years** post enrolment completion.

3.1 Important Notes

- Student visas may be affected if deferral/suspension is not due to compassionate and compelling circumstances or involves fraudulent documentation
- Decisions are based on individual merits and sufficient documentary evidence.
- Provider's professional judgment governs assessment outcomes.

3.2 Document Examples

- Medical certificate (Australian doctor recommended)
- Death certificate (notarised)
- Police/psychological reports for traumatic incidents

3.3 Review and considerations

- RBIT will use their professional judgement to assess each case, based on its individual merits and consider documentary evidence provided to support the claim.
- RBIT will retain copies of these documents in the overseas student's file. Examples of such documents include:
 - ◊ Medical Certificate (issued by an Australian doctor) to be provided in case of illness or absence from classes.
 - ◊ Death Certificate (notarized) to be provided in the event of an absence due to the death of a family member

4.0 Record keeping

- All Student request evidence, compelling and compassionate reasons and outcomes are documented and securely stored.
- Records are retained for a minimum of 2 years following completion or cessation of enrolment.
- Information is used for continuous improvement and audit purposes.