

# GUIDELINES FOR COMPASSIONATE AND COMPELLING CIRCUMSTANCES

Compassionate and compelling circumstances are generally those beyond a student’s control and impact the student’s course progress or well-being.

These could include, but are not limited to:

- Serious illness, injury or medical condition
- Death, serious illness or injury of close family members such as a parent, grandparent or sibling
- Major political upheaval or natural disaster in the student’s home country requiring emergency travel
- A traumatic experience, such as involvement in or witnessing a serious accident or crime
- Subject availability impacting the ability for the student to complete a full-time study load
- Genuine delays to visas outside of a student’s control, impacting the student’s ability to commence study

When submitting a request due to compassionate or compelling circumstances, supporting documented evidence must be provided. KBS may contact professionals and third parties to verify the authenticity and/or originating source of the supporting documentation.

## EXAMPLES OF SUPPORTING DOCUMENTATION INCLUDE:

Circumstance	Evidence
Serious illness, injury or medical condition	<ul style="list-style-type: none"> <li>• A medical certificate, letter, or statement from a registered health practitioner confirming the period you are unable to study a full-time study load, or the period in which you have been deemed unfit for study.</li> </ul> <p>In all cases, the certificate must be written in English (or officially translated), printed on letterhead, include the health practitioner’s registration number and date, and be signed or stamped by a medical professional.</p>
Death, illness or injury of a close family member	<ul style="list-style-type: none"> <li>• Death certificate or notice of bereavement</li> <li>• Evidence of a serious illness/injury from a doctor or hospital</li> <li>• Evidence of your relationship with the family member in question (e.g. birth certificate, passport, family record book)</li> </ul>
A traumatic experience, such as involvement in or witnessing a serious accident or crime	<ul style="list-style-type: none"> <li>• A police report or statement</li> <li>• A hospital report or statement</li> </ul>
Major political upheaval or natural disaster in the student’s home country requiring emergency travel	<ul style="list-style-type: none"> <li>• A copy of your flight tickets for your return home.</li> </ul>
Subject availability impacting the ability for the student to complete a full-time study load	<ul style="list-style-type: none"> <li>• Study plan</li> <li>• Subject Offering from KBS</li> </ul>
Genuine delays to visa processing outside of a student’s control, impacting the student’s ability to commence study	<ul style="list-style-type: none"> <li>• Evidence of visa application lodgment and/or evidence that the outcome is still pending</li> </ul>

Circumstances that are not considered compassionate or compelling are those that fall within a student’s control or are typical aspects of their academic, work, family, or social responsibilities.

These include, but are not limited to:

- Travel or employment opportunities
- Family or traditional duties, such as weddings/cultural events
- Minor medical illness or injury
- Work commitments
- Financial hardship

All student requests, related to compassionate and compelling circumstances, will be assessed based on the supporting documentation provided by the student as well as other relevant information pertaining to the request. For more information about changes to your enrolment, please refer to the Changes to Enrolment Policy.