

MEDICAL CERTIFICATE REQUIREMENTS POLICY

1. Purpose

- 1.1 This document applies to the **Innovative Institute of Australia**, its courses, its clients (students), and its controlled entities (collectively, "IIA", "Institute", "the Institute", "we", "us", "our").
- 1.2 The purpose of this policy is to outline student obligations regarding medical certificates. Compliance with attendance and course progress requirements is a condition of the student visa, as set out in the National Code 2018. This policy should be read alongside the Student Support Policy and the Deferral, Suspension and Cancellation Policy.
- 1.3 This policy is implemented in compliance with the requirements of the Education Services for Overseas Students Act 2000 (the ESOS Act), the Standards for Registered Training Organisations (2025), and the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (the National Code 2018).
- 1.4 In this file, words that import gender include all other genders; the singular 'they' is gender-neutral and used to avoid specifying a person's gender; words in the singular number include the plural and vice versa.
- 1.5 This policy does not affect students' rights under the Australian Consumer Law.
- 1.6 The Institute reserves the right to amend these terms and conditions at any time.
- 1.7 This policy does not affect students' rights under the *Australian Consumer Law*.

2. Definitions

- 2.1 An education agent refers to an entity (in or outside Australia) that
 - i. Engages in any of the following activities in relation to a provider:
 - A. The recruitment of overseas students, or intending overseas students;
 - B. providing information, advice or assistance to overseas students, or

- intending overseas students, in relation to enrolment;
 - C. otherwise dealing with overseas students, or intending overseas students;
and
 - ii. is not a permanent full-time or part-time officer or employee of the Institute.
- 2.2 Agent Agreement refers to the agreement between the Institute and the agent, including the schedules.
- 2.3 CRICOS refers to the Commonwealth Register of Institutions and Courses for Overseas Students.
- 2.4 ESOS Act refers to the *Education Services for Overseas Students Act 2000 of the Commonwealth of Australia*.
- 2.5 National Code refers to the *National Code of Practice for Providers of Education and Training to Overseas Students 2018*.
- 2.6 Prospective student/applicant/client refers to a person who intends to become, or who has taken any steps towards becoming, an 'overseas student' or 'intending overseas student' as defined by the *ESOS Act*.
- 2.7 DHA refers to the Department of Home Affairs.
- 2.8 OSHC refers to the Overseas Student Health Cover.
- 2.9 eCoE refers to the electronic Confirmation of Enrolment.
- 2.10 2025 Standards for RTOs refers to the *National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025*.

3. Policy

3.1 Medical certificates and class attendance

- i. A medical certificate does not exempt students from attendance obligations or grant credit for missed classes.

- ii. Absences supported by a medical certificate count toward total absence calculations.
- iii. Late arrivals or early departures also count as absences, regardless of medical documentation.
- iv. Students exceeding 20% absence due to illness are subject to standard attendance and course progress policies, including reporting obligations to the Department of Home Affairs (DHA).
- v. **The Institute** reserves the right to verify medical certificates directly with medical practitioners or request additional documentation.

3.2 Procedure for Extended Illness (Missing More than 20% of Classes) Students unable to attend classes due to illness must:

- i. Consult a medical practitioner and obtain a medical certificate promptly.
- ii. Provide medical certificates to the Student Support Team either in person or electronically via email.
- iii. Notify the Student Support Team immediately about the absence to discuss available options.
- iv. Request an attendance status update from Student Support.
- v. Arrange catch-up classes through Student Support at the earliest possible convenience.
- vi. Proactively communicate reasons for absences; never wait until term-end.
- vii. Understand that a medical certificate does not provide an exemption from attendance requirements.
- viii. If students fail to inform the Institute about absences exceeding three weeks without valid reasons, support options may be limited.

3.3 Continuing Studies with Significant Absences (Over 20% Attendance Missed)

- i. Students with significant absences due to illness may:

- A. Continue studies based on individual assessment of course progress.
- B. Attend catch-up classes or repeat terms as necessary, which may require a new COE and a visa extension.
- C. Students considering a deferral or a retrospective deferral must discuss their situation with Student Support and contact DHA to assess the implications for their student visa.

3.4 Reporting attendance breaches to the DHA

- i. If a breach of attendance due to illness occurs without appropriate student intervention (e.g., deferral for compassionate and compelling reasons), the Institute will report the breach to DHA.
- ii. The Institute will include documented medical reasons when reporting breaches to DHA.
- iii. Students are advised to retain copies of all medical certificates for evidence.
- iv. Students seeking further clarification about medical certificates, deferments, or suspensions should contact Student Support directly.

VERSION HISTORY

Version Number	Date	Summary of changes
1.0	September 2021	New policy
2.0	July 2025	Revised and updated to include the changes according to the Standards for Registered Training Organisations (2025).
3.0	December 2025	Revised and updated to include the changes according to the ESOS 2000 Act.