

Special Consideration Policy

Purpose

This policy establishes the principles and processes by which Collarts will assess and determine requests for special consideration in relation to missed assessments due to compassionate or compelling circumstances with regard for college rules, the *TEQSA Threshold Standards 2015* and the *Education Services for Overseas Students (ESOS) Act 2000*.

This policy does not address grievances related to non-academic matters such as academic progression, short extensions, grading matters or academic misconduct (refer to the *Grievance & Appeals Policy*). Students seeking an extension to submit an assessment task should lodge an *Application for an Assessment Extension Form*.

Scope

Sickness, misadventure or other compelling circumstances beyond a student's control may prevent them from completing a course assessment. In these circumstances, a student may apply for another chance to complete the assessment through special consideration. This policy also applies to persons who assess and determine requests for special consideration.

Definition of Key Terms

Compassionate or Compelling Circumstances means a circumstance beyond the control of a student which has an impact on their ability to study, which include but are not limited to:

- serious medical condition or injury
- bereavement of a close family member, such as parents, grandparents, siblings, children
- major political unrest or natural disaster that requires immediate travel
- a traumatic experience such as an accident, crime or being a witness to these experiences
- military service or jury service
- severe disruption to domestic arrangements or homelessness
- imprisonment

Principles

Eligibility for Special Consideration

A teacher may allow short extensions for assessments. Where a student requires a short extension for an assessment, they should firstly consider informally discussing the request with their teacher or Program Leader and submit an *Application for an Assessment Extension Form* prior to the published assessment due date.

The maximum extension granted will be one week from the original assessment due date. Where more time is required to complete an assessment or an assessment has been missed, a student may be eligible for special consideration as described below:

a) For a Missed Assessment including Examinations

Where a student missed submitting an assessment or sitting an exam due to compassionate or compelling circumstances beyond their control, they should lodge an *Application for Special Consideration Form* within three working days (where possible) of the missed assessment or exam. Each request for special consideration will be assessed on its own merits but grounds for compassionate or compelling circumstances may include, but not be limited to:

- serious medical condition or injury
- bereavement of a close family member, such as parents, grandparents, siblings, children
- major political unrest or natural disaster that requires immediate travel
- a traumatic experience such as an accident, crime or being a witness to these experiences
- military service or jury service
- severe disruption to domestic arrangements or homelessness
- imprisonment

b) For a Deferred Assessment including Examinations

Where a student requires a deferred assessment or exam for a longer period of time through illness or misadventure, significant performance or professional opportunities, or other approved reason, they should lodge an *Application for Special Consideration Form* no less than ten working days prior to the assessment due date or exam date. The completed application will be presented to the Program Leader at least five working days before the scheduled date of the assessment. The Program Leader will make a decision on the application and set a date for a deferred assessment if required.

Applications must be lodged with the Office of the Registrar in accordance with the timeframes outlined below. An *Application for Special Consideration Form* can be downloaded via the *Student Resources* section of the MyCollarts Student Portal at <http://mycollarts.edu.au/login/index.php>.

Timeframe for Lodging Requests for Special Consideration

For a missed assessment or exam, a request for special consideration must be lodged within three working days of the missed assessment or exam.

For a deferred assessment or exam, a request for special consideration must be lodged within ten working days in advance of the due date.

Where the circumstances do not allow a request for special consideration to be made in this timeframe, a request will not be disregarded as long as a reasonable case for the delay can

be provided. Accepting late applications is at the discretion of the Program Leader. Under no circumstances, will applications be received after the publication of final results.

Lodging an application for special consideration does not guarantee the request will be granted.

Procedures

Applying for Special Consideration

a) Lodge a Request for Special Consideration

Responsible: Student

Students wishing to make a request for special consideration must do so in writing by lodging an 'Application for Special Consideration Form' in accordance with the timelines outlined in this policy (see [Timeframe for Lodging Requests for Special Consideration](#) on page 2).

The form can be downloaded via the *Student Resources* section of the MyCollarts student portal at <http://mycollarts.edu.au/login/index.php>. It must be completed to very clearly set out the basis for the request and must attach one or more of the following documents in support of the application:

- medical certificate or letter from a medical professional, who is not a family member
- letter from a social worker, lawyer or psychologist, who is not a family member
- death notice or certificate and evidence of the family relationship
- police report
- statutory declaration from relevant people to the circumstances
- jury summons notice
- notification from the Department of Defence, Department of Justice or Emergency Services

Medical certificates and letters of support from social workers, lawyers or psychologists must meet the following criteria to be accepted by the Office of the Registrar:

- must be issued by a registered medical practitioner, social worker, lawyer or psychologist
- state the student "is unfit for class" due to a medical condition or other compelling circumstance
- state the length of time the student is unfit for class
- include their contact details and date of the consultation (or compelling circumstances)
- must be original certificates and/or letters

All applications for special consideration will be dealt with confidentially. If the student however does not feel comfortable discussing the specifics of their medical condition, the medical certificate or letter from the student's psychologist must state the serious impact of the circumstances on the student's ability to study but that the specifics remain confidential.

Where an application is being made outside the specified timeframes, the documentation must include explanation as to the extenuating circumstances for the delay in lodgement. Late applications will be assessed at the discretion of the Program Leader. Under no circumstances, will applications be received after the publication of final results.

The *Application for Special Consideration Form* should be lodged with the Office of the Registrar at the Student Services Desk. An '*Application for Special Consideration Form*' will not be accepted if it has not been completed in full, signed and attaches the required supporting documentation as outlined above.

b) Review and Assessment of a Request for Special Consideration

Responsible: Office of the Registrar & Program Leader

The Office of the Registrar will forward the completed application to the Program Leader within two working days of acceptance. The Program Leader will assess the application in accordance with college policies, having consideration for the following:

- the nature of the compassionate or compelling circumstances; and
- the timing of the circumstances and/or application with respect to the assessment

c) Determination of the decision and outcome

Responsible: Program Leader

The Program Leader will conclude their assessment within three working days of the acceptance of the completed application and will advise their decision and the outcomes in writing within two working days of the decision:

- Where it is found that there are grounds for compassionate and compelling circumstances, special consideration will be granted and one of the following outcomes will apply:
 - an extension of time
 - an alternative but equivalent form of assessment
 - a deferred assessment
- Where it is found that there are no grounds for compassionate and compelling, special consideration will be denied.

d) Notification of the decision and outcome

Responsible: Office of the Registrar

In all cases, Collarts will provide a written notification advising the decision and outcome of all applications for special consideration. Where the application is denied, the student will also be advised of the reasons for the decision and their right to appeal.

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The notification will be sent by email within five working days of the receipt of your completed application. It is the responsibility of the student to check their student email account. It is vital that the student is aware of the decision in the event a new time or assessment task has been assigned as a result of special consideration being granted.

The student has the right to appeal the college decision and should refer to the college *Grievance & Appeals Policy* for the procedure on how to deal with grievances. Any grievances must be lodged within five working days of the date of their notification.

Where the request for special consideration is made by an international student and the decision to deny may affect their course progression or ability to complete their course in their recorded duration, Collarts will not report any changes in PRISMS during this time. However, if any subsequent appeal is unsuccessful, Collarts will report the change to enrolment to the Secretary via PRISMS within five working days at the end of the appeal process in accordance with Standard 9 of the National Code 2018.

Related Policies

This policy should be read in conjunction with the following college documents:

- *Assessment Policy*
- *Application for an Assessment Extension Form*
- *Attendance & Participation Policy*
- *Misconduct Policy*
- *Grievance & Appeals Policy*

All college policies referenced in this document can be accessed via the *Student Resources* section of the MyCollarts student portal at <http://mycollarts.edu.au/login/index.php>.

Further Information

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