

SPECIAL CONSIDERATION PROCEDURE

Section 1 - Purpose and Scope

- (1) This Procedure:
- sets out the process and timeframe for students seeking to make special consideration applications;
 - lists the types of supporting documentation appropriate for different circumstances;
 - identifies the relevant decision-makers and reasons for denying an application; and
 - applies to student requests for special consideration in relation to academic matters, subject to the exceptions set out in the Special Consideration Policy.

Section 2 - Definitions

- (2) As set out in the Special Consideration Policy.

Section 3 - Procedure

Decision -making responsibilities

- (3) The Head of Department (or delegate) is responsible for determining special consideration applications in relation to academic matters. Consultation with academic or operational staff will occur where necessary.
- (4) The Director of Student Services and Campus Wellbeing (or delegate) is responsible for determining special consideration applications in relation to non-academic matters. Consultation with academic or operational staff will occur where necessary.

Process

- (5) A student making a special consideration application must:
- complete the Special Consideration application available on the official ACPE website, with the required documentation; and
 - submit the application in person to Student Services at the ACPE campus or online via email to studentservices@acpe.edu.au.

Note: A student seeking an extension of five days or less for an assessment task should contact their Lecturer in the first instance.

- (6) On receipt of the application, Student Services will:
- date and note the application in the Special Consideration Register; and

- b. forward the application to the responsible decision-maker for their determination.

Timeframes

- (7) Students wishing to seek special consideration should submit an application as soon as practicable after the circumstance is known to them.
- (8) Applications in relation to assessment tasks or absence from class should be lodged within two working days of the task's due date:
 - a. Late lodgement of applications will not be approved by the College unless there are extenuating circumstances that impacted on the student's capacity to lodge the application within time; and
 - b. The decision-maker will determine the application within five working days of its receipt.
- (9) Applications in relation to any other matter should be lodged within ten working days of the matter occurring:
 - a. The decision-maker will determine the application within five working days of its receipt.
- (10) Students will be notified of outcome of their application via email to their official ACPE email address.

Supporting Documentation

- (11) Students seeking special consideration are required to submit supporting documentation with their special consideration form. The documentation must clearly indicate:
 - a. the level of the impact of the unforeseen or exceptional circumstances leading to the application;
 - b. what the circumstances are;
 - c. the date of occurrence; and
 - d. its actual or expected duration.
- (12) Allowable supporting documentation may include but are not limited to:
 - a. **Health / Medical reasons** - the ACPE Medical Certificate (within the ACPE Special Consideration Application Form must be completed, signed, and stamped by a registered Medical Practitioner, with the following information:
 - (i) the date on which the Medical Practitioner examined the student;
 - (ii) the severity and duration of the student's condition; and
 - (iii) the Medical Practitioner's opinion of the impact of the condition on the student's capacity to undertake the assessment task, activity or course.
 - b. **Compassionate grounds** - Evidence demonstrating compassionate grounds in relation to personal/family reasons - such as a funeral or bereavement notice, accident report, or approved letter from practitioner in relation to the family member's health or medical condition.
 - c. **Hardship** - Evidence demonstrating hardship including that caused by natural disasters – such as newspaper or photographic evidence.

- d. **Crisis or trauma** - Evidence demonstrating crisis or trauma such as being a victim or witness to a serious accident or crime – this may include a letter from the police or fire service, counsellor, psychologist or medical practitioner.
 - e. **Unavoidable commitments** - Evidence supporting unavoidable commitments; such as:
 - (i) for Elite Athletes Category 1 - this may include an official notification where students are travelling for international / representative competition or where training schedules conflict with class and/or assessment times;
 - (ii) for jury duty or other court ordered appearance – this may include a court subpoena; or
 - (iii) for military reserve or emergency service duty – this may include official notification of compulsory attendance dates.
 - f. A **Statutory Declaration** is required for demonstrating compassionate grounds, hardship or crisis/trauma and it must be provided with other supporting documentation. Statutory Declarations will not be accepted for Health / Medical grounds (subclause 12 (a)).
- (13) Students are encouraged to clarify the documentary evidence requirements that may be applicable to their circumstances with a member of Student Services prior to making their application (for applications based on the circumstances set out in subclauses 12 (b) to (f)).
- (14) All documentation provided must be in English or accompanied by an agency accepted by the Universities Admissions Centre (NSW and ACT) Pty Ltd (UAC).

Note: Clause 9 of the Special Consideration Policy provides that students are responsible for the authenticity of the documents they submit; they must retain the documents for six months and produce them to the College if so requested.

Circumstances for denying special consideration

- (15) While special consideration applications may be denied for different reasons, there are a number of situations where the College will not approve applications under any circumstances:
- a. a normal change in the student's work arrangements such as a change of shift;
 - b. a lack of knowledge of the College Policies, Procedures and other official requirements;
 - c. any holiday arrangements or social / leisure / personal commitments made within a calendared study period (including overseas travel and school holidays);
 - d. faulty technology;
 - e. misreading timetables or forgetfulness; or
 - f. unsatisfactory academic progress and/or engagement/attendance during the study period in question.

Review of decision

- (16) A student who is dissatisfied with the outcome of a special consideration application may seek a review of the decision in accordance with the Grievances, Complaints and Appeals Policy and Procedure.

Related documents

This Procedure should be read in conjunction with but not limited to:

- a. Special Consideration Policy
- b. Special Consideration Application form
- c. Grievances, Complaints and Appeals Policy and Procedure
- d. Assessment Policy and Procedure
- e. Examination Policy and Procedure
- f. Remission of Financial Liability due to Special Circumstances Policy and Procedure

Legislation:

- a. Higher Education Standards Framework 2021
- b. Tertiary Education Quality and Standards Agency Act 2011
- c. National Code of Practice for Providers of Education and Training to Overseas Students 2018

Document Administration

Policy Name	Special Consideration Procedure
Policy Owner	CEO and Dean & Associate Dean
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Amendment history	
Version 1:	Document revised and reformatted into new template. Other changes: <ul style="list-style-type: none"> - Updated workflows for currency - Inclusion of Elite Athlete, Performer and Coach Program - Supporting documentary evidence updated

Unless otherwise indicated, this Procedure will still apply beyond the Review date