

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 Student Connect and Engagement Manager (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 Student PORTAL or ACPE website, or with the required documentation; and
 - submit the application online via the ACPE Student Portal or in person to Student Services at the ACPE campus or via email to studentservices@acpe.edu.au.

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

- (6) On receipt of the application, through the ACPE Student Portal or Student Services
- a. a student will receive a receipt of their application
 - b. the application will be forwarded 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 the 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** - Students must provide the following information:
 - (i) A signed, Medical Certificate by a registered Medical Practitioner including the Provider Number.
 - (ii) the date on which the Medical Practitioner examined the student;
 - (iii) the severity and duration of the student's condition; and
 - (iv) 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 translation 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	Dean
Approval Authority	Academic Board
Approval Date	2 December 2024
Effective Date	As at Approval Date
Next Review #	Three years from the Approval Date
Amendment history	
Version 1: 24 June 2021	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
Version 2: 4 November 2024	Amended Section 3 (clauses 5,6,12a, 14 to reflect the processes on the ACPE Portal. Removed references to Director of Student Engagement and Wellbeing. Replaced with Student Connect and Engagement Manager. Approved by the Board of Directors on 2 December 2024.

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