

Special Consideration Policy

Purpose

This policy establishes the principles and processes by which Macleay College 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 Higher Education Standards Framework 2015 and the *Education Services for Overseas Students (ESOS) Act 2000*.

This policy does not address grievances related to academic matters such as academic progression, grading matters or academic misconduct, or non-academic matters (*refer to the **Grievance & Appeals Policy for Academic Matters***).

Scope of Procedure

Sickness, misadventure or other compelling circumstances beyond a student's control may prevent them from submitting or completing an assessment event. In these circumstances, a student may apply for special consideration.

Related Policies

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

- Assessment Policy
- Misconduct Policy
- Grievances & Appeals Policy for Academic Matters

All college policies and any associated forms referenced in this document can be downloaded from the myHandbook section of the myMacleay Student Portal (Moodle) via <http://mymacleay.edu.au/>.

Definition of Key Terms

"Compassionate or Compelling Circumstances" means circumstances beyond the control of a student which have an impact on their ability to study or complete an assessment event, 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

Eligibility for Special Consideration

A lecturer 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 lecturer or Head of Faculty.

Missed Assessment or Exam

If a student missed submitting an assessment or sitting an exam due to compassionate or compelling circumstances beyond their control, they may be eligible for special consideration.

The 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

Deferred Assessment

A student may request an assessment (including exams) to be deferred for a period of time due to illness or misadventure, or other approved reason.

Timeframes for Lodgement

Any requests for special consideration or a deferred assessment must be made by submitting an *Application for Special Consideration Form* with the Office of the Registrar.

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 the timeframes above, 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 Head of Faculty. Under no circumstances, will applications be received after the publication of final results.

For more information on how to lodge a request for special consideration or deferred assessment, and the process by which applications will be assessed, see [Applying for Special Consideration](#).

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' with the Office of the Registrar **within three working days** of the missed assessment or exam. An 'Application for Special Consideration Form' can be downloaded from the myHandbook section of the myMacleay Student Portal (Moodle) via <http://mymacleay.edu.au/>.

The application must be completed in full very clearly setting out the basis for the request and must attach at least 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 outline the serious impact of the circumstances on the student's ability to study but the specifics may remain confidential.

Where an application is made outside the timeframes stated above, 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 Head of Faculty.

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.

Lodging an application for special consideration does not guarantee the request will be granted. If a student completes the assessment, they are not eligible for special consideration.

b) Review and Assessment of a Request for Special Consideration

Responsible: Office of the Registrar & Head of Faculty

The Office of the Registrar will forward the completed application to the Head of Faculty within forty-eight hours of acceptance. The Head of Faculty 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: Head of Faculty

Each request for special consideration will be assessed on its merits.

The Head of Faculty 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:

- i) 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 date for an assessment
- ii) Where it is found that there are no grounds for compassionate and compelling circumstances, special consideration will be denied.

d) Notification of the Decision and Outcome

Responsible: Office of the Registrar

In all cases, Macleay College 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.

The notification will be sent by email within five working days of the receipt of your completed application. It is your responsibility to check your student email account. It is vital that you are 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 Academic Matters** 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, Macleay College will not report any changes in PRISMS during the appeal period. However, if any subsequent appeal is unsuccessful, Macleay will report the change to enrolment to the Secretary via PRISMS within five working days of end of the appeal process in accordance with Standard 8 of the National Code 2018.