

SPECIAL CONSIDERATION PROCEDURE

Approving authority	Executive Management Team
Purpose	This procedure outlines the basis on which special consideration may be granted to students.
Responsible Officer	Academic Leadership Team (Academic Dean and/or Head of Academic Programs)
Next scheduled review	March 2031
Document Location	http://www.ozford.edu.au/higher-education/policies-and-procedures/
Associated documents	Special Consideration Policy Academic Appeals Policy and Procedure Academic Progress Policy and Procedure Assessment Policy and Procedure Academic Integrity Policy and Procedure Student Support and Services Policy and Procedure

1 PRINCIPLES

The Institute recognises that there are occasions where a student has been disadvantaged in their assessment tasks in comparison to other students due to circumstances beyond their control. The Institute will offer special consideration to these students if they meet the requirements of the ***Special Consideration Policy***.

This procedure outlines the basis for student requests for special consideration in dealing with their assessments where the student's performance may have been adversely affected by unexpected personal or other events that were beyond their control.

2 SCOPE

This procedure applies to all staff and students who are currently enrolled at the Institute.

3 DEFINITIONS

Compassionate and compelling

Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:

- serious illness or injury where a medical certificate states that the student is unable to attend class;
- bereavement for the death of close family members such as parents or grandparents (documented evidence must be provided);

- serious illness, accident or family incident that requires immediate travel and has impacted the student's studies;
- the inability to begin study on the course commencement date stated on the CoE due to a delay in receiving a student visa if relevant;
- major political upheaval or natural disaster in the home country requiring their immediate travel and this has impacted on the student's studies;
- a traumatic experience supported by Police or a Psychologist's reports, which could include, but is not limited to:
 - involvement in or witnessing of an accident; or
 - a crime committed against the student; or
 - the student being a witness to a crime and this has impacted on the student.

Notes:

- misreading the examination timetable, examination anxiety or returning home will not be accepted as Compassionate and Compelling circumstances;
- religious or faith-based issues are not in themselves grounds for special consideration. However, they may be used in support of an application that meets the Compassionate and Compelling circumstances set out above.

Medical conditions

Medical conditions of a serious nature, e.g. hospitalisation, serious injury or chronic illness

Note: Temporary minor ailments such as headaches, colds and minor gastric upsets are not serious medical conditions and are unlikely to be accepted as grounds for Special Consideration. However, serious cases of these may be considered.

Hardship/Trauma circumstances

Hardship and trauma refer to sudden loss or gain of employment, severe disruption to domestic arrangements or a victim of crime.

4 PROCEDURE

Application process

4.1. Applications for special consideration must be completed in writing.

- If a student has attended an examination or has submitted an assessment item but believes their performance has been hampered by illness or other cause an application for Special Consideration must be lodged with the Academic Leadership team no later than 3 working days after the due date of the affected assessment item or the date of the scheduled examination.
- If a student was prevented from attending an examination or submitting an item of assessment as a result of a severe illness or other cause and was unaware that they could not attend or submit prior to the relevant date an application for Special Consideration must be lodged with the Academic Leadership team no later than 3 working days after the due date of the affected assessment item or the date of the scheduled examination.

- If a student is aware they will be unable to attend an examination as a result of severe illness or other causes they may lodge an Application for Special Consideration with the Academic Leadership team or delegate up to 3 working days in advance of the date of the examination.
 - The Academic Leadership team or delegate may accept a late application in exceptional circumstances. However, under no circumstances will late applications be accepted after marks are released.
- 4.2. If the student requires alternative assessment arrangements for ongoing conditions, the Head of Student Services will meet with the student. The Head of Student Services will provide a recommendation to the Academic Leadership team about the needs of the student.
- 4.3. The reasons for application must be classified under one of the following categories:
- Compassionate and compelling circumstances
 - Medical conditions
 - Hardship/Trauma circumstances

Supporting documentation

- 4.4. Students must provide evidence to support applications for Special Consideration; and where appropriate provide documentation from a recognised authority, such as medical certificate from a medical practitioner or letter from a psychologist or social worker.
- 4.5. Where the basis for an application for Special Consideration is hardship/trauma or on compassionate grounds, a Statutory Declaration that explains issues relevant to the application may be used as supporting documentation.

Assessment of Applications

- 4.6. The Academic Leadership team or delegate will assess applications for special consideration and may apply one of the following remedies:
- reject the application;
 - approve an extension of the due date for submission of an assessment item;
 - approve additional assessment;
 - approve deferment of an examination.

Appeals

- 4.7. If the student is not satisfied with the outcome of the special consideration application, the student may access the ***Academic Appeals Policy and Procedure***.

Reporting and Monitoring

- 4.8. The Academic Leadership team will prepare a report for the Academic Board outlining the special consideration applications and outcomes at least annually.

5 QUALITY ASSURANCE

To ensure that this procedure is fit for purpose and meet the requirements of the TEQSA Compliance Frameworks the procedure will be:

- 5.1 internally approved by the Executive Management Team on development or review
- 5.2 externally reviewed as part of any independent review of the TEQSA Compliance Frameworks approved by the Governing Board;
- 5.3 internally reviewed by the Responsible Officer every five years from the date of approval (if not earlier).
- 5.4 referenced to the applicable TEQSA Compliance Frameworks requirement(s) and/or other legislation/regulation.

6 FEEDBACK

Feedback or comments on this procedure is welcomed by the listed Responsible officers of the Institute.

7 ACKNOWLEDGEMENT

This procedure was developed with reference to the following:

- Deakin University, Special Consideration website information ([Special consideration | Students \(deakin.edu.au\)](#))
- Federation University, Special Consideration website information ([Higher education - Federation University Australia](#))
- Monash University, Special Consideration Procedure, 2025 ([Special Consideration Procedure \(monash.edu\)](#))
- Melbourne University, Assessment and Results Policy, 2025, and Special consideration website information ([Assessment and Results Policy \(unimelb.edu.au\)](#) and [Special consideration : Current students : The University of Melbourne \(unimelb.edu.au\)](#))

8 VERSION CONTROL

Version	Date approved	Description	Approved by
2.0	June 2018	Initial issue	EMT
3.0	June 2023	Internal Review	EMT
3.1	September 2023	Internal review – minor formatting changes and add external referencing	EMT
3.2	April 2026	Internal Review	EMT

Related legislation/ regulation/standard	Tertiary Education Quality and Standards Act 2011 Higher Education Standards Framework (Threshold Standards) 2021 Education Services for Overseas Students Act (ESOS) 2000 Education Services for Overseas Students Regulations 2019 The National Code of Practice for Providers of Education and Training to Overseas Students 2018 Standards 6 and 8
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Note: EMT = Executive Management Team