

# Special Consideration of Assessment Procedure

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<b>Responsible Officer:</b>	Director Education Resources	<b>Current Version:</b>	01/08/2021
<b>Authorised Officer:</b>	Executive Director Education	<b>Due for review:</b>	Biennial 01/08/2023

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## Purpose

The purpose of this procedure is to:

- Provide guidance on granting and processing special consideration to eligible students
- Define the responsibilities and procedure for students and academic staff in relation to special consideration

The Special Consideration procedure takes into account the following legislative contexts:

- Educational Services to Overseas Students Act 2000 (ESOS Act)
- Standards for Registered Training Organisations (RTO) 2015

## Relevant Policy/Procedures

GOTAFE Privacy Policy – (policy number OD7)

GOTAFE Feedback, Complaints and Appeals Management Policy (POQM-01)

Privacy and Data Protection Act 2014 (Victoria)

Student Information Privacy Policy (E7)

Complaints and Appeals from Students and Clients Procedure (PRQM-170)

Training and Assessment Policy E-2

Training and Assessment Procedure E2-P1c

## Scope

This procedure applies to all students enrolled in GOTAFE Training Package courses and/or products that require assessment at GOTAFE, seeking special consideration.

Assistance from GOTAFE is also available where 'ongoing circumstances' affect the students' ability to participate in vocational education and training (VET) and the achievement of suitable outcomes. Circumstances under consideration that are present for longer than six weeks will be dealt with under the Reasonable Adjustment Policy & Procedure and do not apply to special consideration.

Ongoing circumstances include all those identified in the Pre-Training Review and include disability, chronic medical or diagnosed mental health issues, students who have ongoing carer responsibilities, as defined in the Carers Recognition Act 2012 (Vic), cultural or religious observance.

## Roles and Responsibilities

All GOTAFE trainer/assessors, Coordinators and Directors have an obligation to comply with this procedure when handling special consideration applications, whether directly or indirectly through the special consideration assessment procedure. Any conflicts of interest must be declared in assessing applications for special consideration.

The trainer /assessor who receives the special consideration application form must acknowledge receipt of the application to the student within 24 hours of receiving the request. The trainer/assessor must also forward the special consideration application to the Coordinator and cooperate with the Coordinator in determining an outcome of the application.

The Coordinator is responsible for assessing the application for special consideration, considering all evidence and supporting documentation. The Coordinator may also consider the student's Pre-Training Review as evidence in determining an outcome of the application. The Coordinator is responsible for informing the student in writing, the outcome of the application.

## Definitions

**Special consideration** is the process of assessing exceptional circumstances, outside the students' control, that impacts on their ability to perform in, or complete an assessment.

## Procedure

### Applicable Circumstances

A student's circumstance is considered exceptional if it is short-term, unavoidable and arises from circumstances that:

- Were unexpected and beyond the student's control;
- Caused substantial disturbance to course work and completion of assessment/s and;
- Could not have reasonably been anticipated, avoided or guarded against by the student and prevented the ability to complete, attend or submit an assessment task on or within a specific date or timeframe.

### Types of Exceptional Circumstances beyond the students' control

The table lists common applicable circumstances and supporting evidence that may be supplied by the student to support their application for special consideration. This circumstance list is not exhaustive.

Exceptional Circumstances	Suggested supporting evidence required
1. A short-term physical or mental health condition	Medical Certificate provided by a health practitioner* or Hospital Discharge Document
2. Hardship or trauma including, but not limited to: a. Sudden change in domestic arrangements such as homelessness or eviction b. Accidents e.g. motor vehicle, work related OH&S c. Domestic violence d. Victim of crime e. Hospitalisation of an immediate family member	Official letter from relevant source/authority or Police report or Medical Certificate provided by health practitioner or Hospital Discharge Document

Exceptional Circumstances	Suggested supporting evidence required
3. Bereavement of an immediate family member or close friend	Death Notice/Certificate or Obituary Order of service Statutory Declaration
4. Unavoidable commitments such as: a. Religious or cultural commitments b. Unexpected medical procedures c. Court dates/Jury Duty d. Unexpected carer responsibilities e. Increased work commitments	Letter from religious leader/Elder or Medical Certificate provided by health practitioner* or Letter confirming attendance to Jury Duty/court date or Carers requirements list Letter from employer
5. An acute episode or unexpected escalation of an underlying diagnosed health condition e.g disability, mental health issue etc	Medical Certificate provided by a health practitioner* or Hospital Discharge Document
6. Army Reservists/SES commitments and Volunteer Firefighters	Statutory Declaration or Official letter from relevant organisation

### Non-applicable Circumstances

GOTAFE does not provide special consideration for conditions or circumstances that are a consequence of the students' own action or inaction. Common circumstances include but not limited to:

- Misreading the unit guide and/or the learner assessment guide
- Misreading attendance requirements for in class/practical assessments
- Time management strategies which have not allowed for sufficient attention to be given to the assessment task
- Attending social and/or sporting events during a period when assessments are due
- Taking holidays during study periods
- Two or more assessments due on the same date

### Procedure for Assessing Special Consideration

All special consideration applications received must be treated as strictly confidential. Information provided in the application should only be discussed with the:

- Student
- Trainer/s and/or assessor/s
- Coordinator
- Director

The consequences of a breach of privacy may include disciplinary action.

Step	Responsibility	Required documentation
<b>Location of Information</b>		
<b>1.</b> Information on Special Consideration will be communicated in the: <ul style="list-style-type: none"> <li>a. Student handbook</li> <li>b. Student Induction Program</li> <li>c. Unit Guide</li> <li>d. Learner Assessor Guide</li> <li>e. GOTAFE Website</li> </ul>	Coordinator/ trainer  Student Attraction and Engagement	Student handbook Unit Guide  Learner Assessor Guide GOTAFE Website  Student Induction Program
<b>2.</b> Special Consideration Application form will be located on the GOTAFE website under Student Forms and Policies		Application for special consideration of assessment form (FLA-58)
<b>Requesting Special Consideration</b>		
<b>3.</b> Students are required to download and complete and their Special Consideration Application form within the required timeframes set out in this procedure	Student	Application for special consideration of assessment form (FLA-58)
<b>4.</b> Student must supply any supporting documentation that may support their application (includes but not limited to doctor or registered Health Professional Certificate, assessment drafts or evidence of progress, evidence of group-work difficulties) if applicable	Student	
<b>5.</b> Student must submit application & supporting document/s to their trainer/assessor 10 days prior to the assessment due date for known circumstances or within 2 working days after the assessment due date in unforeseen circumstances.	Student	Application for special consideration of assessment form (FLA-58)  Supporting documents

Step	Responsibility	Required documentation
<b>Acknowledge and Assess the request</b>		
<p><b>6.</b> Trainer/Assessor acknowledges receipt of the application to the student within 24 hours of receiving the request and forwards the application to the Coordinator for review. The Coordinator, in consultation with the Trainer / Assessor will assess the request with an outcome of 'granted', 'denied' or 'withdrawn' within 7 working days of receipt and make a determination based on the evidence provided and the details of the student request. The Coordinator may use the student's Pre-Training Review as evidence in determining the outcome of the application.</p> <p>Note: Where the outcome is determined as 'denied' the coordinator will seek documentary approval from the relevant Education Director supporting the decision</p> <p><b>Late applications</b> are to be rejected if submitted outside the permitted timeframes above unless the student can provide compassionate or compelling reasons and evidence supporting why the application could not be submitted on time. Late applications received more than 7 days after the assessment or assessment due date must be rejected.</p>	<p>Coordinator Trainer/Assessor</p>	

Step	Responsibility	Required documentation
<b>Notify the student</b>		
7. Coordinator to notify the student in writing, by email (hard-copy- optional delivered via post), of the outcome of the request within 7 working days of receipt. Trainer / Assessor can also inform the student verbally; however, email/letter must also be sent as an official record of the outcome.	Coordinator	Email/letter
<b>Appeals</b>		
8. At the time of notifying the student of their application outcome, the Coordinator will inform the student of the appeals process if they disagree with the outcome.	Coordinator	Email/letter
<b>Appeals process</b>		
9. On receipt of the notification of the outcome of a Special Consideration application, the student may appeal in writing within five (5) working days to the Education Director.  The Appeal will be dealt with by GOTAFE Complaints and Appeals Policy and Procedure.	Education Director	GOTAFE Complaints and Appeals Policy and Procedure

## Documentation and regulation

Privacy and Data Protection Act 2014 (Victoria)  
 Application for special consideration of assessment form (FLA-58)  
 Appeal Management form FFCA-02  
 GOTAFE Student handbook  
 Unit Guide  
 Learner Assessor Guide  
 GOTAFE Website  
 Student Induction Program  
 Trainer and Assessor Handbook

## Appendix One: Registered health professionals

Registered health professionals are those registered with a National Board of Australia that is accredited by the Australian Health Practitioner Regulation Agency (AHPRA) including:

- Aboriginal and Torres Strait Islander Health Practice
- Chinese Medicine
- Chiropractic
- Dental
- Medical
- Medical Radiation Practice
- Nursing and Midwifery
- Occupational Therapy
- Optometry
- Osteopathy
- Pharmacy
- Physiotherapy
- Podiatry
- Psychology Documentation relating to health circumstances will also be accepted from other professionals such as counsellors and social workers