

Special Consideration Application Form

Open Colleges assists students who encounter ongoing and serious difficulties that may materially affect their ability to continue with their course and the agreed schedule of payment instalments under the current student agreement.

Open Colleges recognises that there are different categories of difficulties and has formal policies (DC1.2 Student Agreement, PO10.1 Cancellation and Refund Policy and Procedure) and support services to help our students during this period by appropriate methods including, but not limited to course and or payment deferrals, decreased instalments, cancellation, refund or a release from payment of future instalments.

Please submit this completed form along with the supporting documentation required to the **Resolutions Team** by email at specialconsideration@opencolleges.edu.au. Please note, failure to provide the supporting documentation will result in a delay in processing your application. Open Colleges reserves the right to refuse a Special Consideration application.

First Name		Surname	
Student Number		Date	
Course Name		Date of enrolment	

My difficulty relates to: *(please indicate **only** the most appropriate and supply a summary of the circumstances)*

Medical Condition	
Financial Hardship	
Personal Difficulties	

My desired outcome from this application is:

Supporting Documentation:

To support your case for Special Consideration, you **must** attach sufficient supporting documentation which specifically demonstrates:

- Ongoing and serious difficulties personally or closely related
- Substantial change in circumstances
- Indicate the expected duration of the situation.

Examples of acceptable supporting documentation are outlined on the 2nd page of this form.

Examples of required supporting documentation:

Reason	Evidence required
Medical Condition	<ul style="list-style-type: none"> • Medical Certificate(s) • Insurance Claim(s) • Immediate Family medical (Carer/Expenses)
Financial Hardship	<ul style="list-style-type: none"> • 2 x recent Payslips; or • Most recent bank statement(s) • Letter from employer (Maternity/Paternity Leave) • Centrelink Statements • Overdue Bills
Personal Difficulties	<ul style="list-style-type: none"> • Separation / Divorce (Legal & Financial) • Police Report/Court Documents • AVO • Natural Disaster (provide proof & details)

Possible outcomes from granting Special Considerations:

- a pro rata refund of the Course Fees (after taking into account the portion of the course that has been completed and the costs associated with the provision of learning materials)
- an extension of the Maximum Duration of the course
- additional support services
- a release from payment of future instalments
- a reduced payment arrangement for a period of time
- a deferred payment arrangement for a period of time

Reasons for not granting Special Consideration:

- changing jobs or changing work hours
- moving address (including interstate or international)
- course changes as a result of a regulatory change governing OC
- finding the course more difficult, time consuming or stressful than the student had expected
- the student resigning or terminating their employment.

For clarification, a student is still eligible to apply for Special Consideration such as on financial hardship or on medical grounds even where one of these factors also applies. An outcome of cancellation with a pro-rata refund may only be provided in circumstances where the student is clearly able to demonstrate they are unable to study with supporting documents.