



THE UNIVERSITY
of ADELAIDE
COLLEGE

Special Consideration Policy & Procedure

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Scope

This policy is applicable to Kaplan Higher Education Pty Ltd, trading as the University of Adelaide College (“the College”). Degree Transfer Standard and Accelerated and Pre-Master's Program University Semester/Trimester students should refer to the relevant [University of Adelaide Policies and Procedures](#). Adjustments to arrangements in the Degree Transfer and Pre-Master's Academic English courses are guided by the University of Adelaide outcomes of a request for special consideration.

This policy relates to the following College cohorts:

- English Language Programs (ELICOS)
- Foundation Studies Program
- Pre-Master's and Degree Transfer Bridging
- Degree Transfer and Pre-Master's Academic English

Students enrolled at the **Melbourne Campus** in University of Adelaide **Award programs** delivered by the College (e.g. Bachelor of Information Technology / Master of Accounting) are bound by University of Adelaide policies.

Purpose

This policy establishes the guidelines for managing requests for special consideration from students with exceptional circumstances.

Special Consideration

On occasion, due to unanticipated events during the study period, students may be prevented from completing an assessment task by the due date, or attending a test or exam, or completing an assessment to the best of their ability. Unanticipated events could include:

- illness
- bereavement (a death in the family)
- natural disasters
- personal trauma

Students affected by such events can apply for special consideration for assessments they believe are affected. Further information about Special Consideration is available from teachers, Academic Managers and Student Services staff.

Process for Applying for Special Consideration

Application procedure

Current or prospective students who wish to apply for special consideration should follow the steps outlined below:

1. Student submits a Request for Special Consideration with supporting documentation to their teacher. Examples of supporting documentation are a medical or death certificate.
2. Applications are reviewed by College and/or University teachers.
3. The student is informed of the outcome within 5 working days of the application being received.
4. Where appropriate and in accordance with confidentiality principles, staff may communicate a student's specific needs in relation to learning and assessment to other relevant staff for assessment or support.
5. Upon approval, the teacher determines whether a replacement assessment is required, whether the assessment is waived, or a whether grade is allocated in a reasonable way. The teacher communicates this with the student.
6. If an application is unsuccessful, the teacher will inform the student and provide an explanation.

Multiple requests for Special Consideration

Cases of a student making multiple requests for special consideration over the study period (even with supporting documentation) are to be reviewed and assessed by the teacher and the Coordinator or Academic Manager if required. It is at the discretion of the Academic staff as to whether multiple requests for special consideration are granted.

Supporting documentation

If a student makes a request for special consideration on medical grounds, a medical certificate covering the assessment date must be completed by a registered medical practitioner (provider number included) stating that the student is unfit for study on the relevant date. Documents will be accepted from an AHPRA registered general practitioner, medical specialist, or psychiatrist.

Appeals

Students who are dissatisfied with the outcome of a special consideration application may seek recourse in accordance with the Grievances, Complaints and Appeals Policy.

Version Control and Accountable Officers

It is the joint responsibility of the Implementation Officer and Responsible Officers to ensure compliance with this policy.

Policy Category	Academic			
Responsible Officers	Vice President, Academic			
Implementation Officer	National Campus Director, The University of Adelaide College			
Review Date	November 2022			
Approved by:				
Kaplan Vice President Academic delegated by KHE Academic Board (for GAE and EAP courses) Joint Academic Board (for all other courses)				
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4.0	Kaplan Australia Quality, Regulations and Standards Team.	New document	KHE 12.06.2020	KHE 12.06.2020



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