

Procedure Title **Special Consideration Procedure**

1. PURPOSE

- 1.1. This procedure is to ensure that all students have equal opportunity to achieve academic success.
- 1.2. This procedure is to provide students and staff at UTS College an overview of how to process requests for Special Consideration.

2. SCOPE

This procedure applies to all assignments and assessments of all subjects and levels conducted in all UTS College courses.

3. PROCEDURES

3.1. Apply for Special Consideration

- 3.1.1. UTS College provides Special Consideration to support students in maintaining their academic progress when unforeseen or exceptional circumstances arise. This support is intended for genuine cases of compassionate/compelling need that are beyond the student's control and is granted upon submission of appropriate supporting evidence.
- 3.1.2. Application must be lodged no later than five (5) working days after the assessment task due date and must show that the student has been affected for minimum of three (3) consecutive days.
- 3.1.3. Students contact their Student Success Adviser (SSA) if they have any questions about submitting the Special Consideration Application.
- 3.1.4. The [Special Consideration Application](#), including the [UTS College Professional Authority Form](#) can be accessed via the College website.
- 3.1.5. The Special Consideration application must be accompanied by original and verifiable supporting documentation. The dates or duration that students have been impacted must be specified in the supporting documentation.

A Special Consideration request must be supported by current documentary evidence at the time of submission and may include:

- Original supporting documentation; or
- A medical certificate; or
- A completed Professional Authority Form; or
- Appropriate documentary evidence for non-medical circumstances.

The documentation must clearly indicate:

- The date the document was written and details of the circumstances
- The impact it has had on you completing assignments or attending assessments
- The duration of the impact including a start and end date
- A physical signature and contact number of the signee

Special Consideration applications will be refused if no documentation is provided or the documentation provided does not support the claims of the student applying.

- Where the documentary evidence submitted is inadequate, UTS College may require students to provide additional information and/or original copies within two (2) working days. Failure to provide the requested documentation may result in the withdrawal or rejection of the Special Consideration application.
- Supporting documentation cannot be backdated. If granted, the first day of approved Special Consideration will be the date the valid documentation was generated.
- Supporting documentation must be completed by a medical practitioner, psychologist, counsellor, or other registered health practitioners with Australian Health Practitioner Regulation Agency (AHPRA) Practitioner Registration number and Medicare Provider number.
- Documentation from unregistered or alternative health practitioners (e.g. herbalists) who do not meet the above requirements will not be accepted.
- For a non-health related matter, supporting documents must be issued on official letterhead from a funeral director, minister of religion, or another professional/official body.
- All supporting documentation provided must be in English.
- UTS College will not obtain documents on students' behalf from third parties (e.g. medical doctors, hospital or police). However, the College may verify the documentation provided with your application with the issuing authority. Non-academic misconduct procedures may be taken if false or misleading documentation is submitted.
- Students must complete the online [Special Consideration Form](#) accordingly.

3.2. Assess an application

- 3.2.1. The assessment of whether a student's circumstances were serious and unavoidable will be conducted by the Student Success Adviser and confirmed with the Student Success Team Lead.
- 3.2.2. Student Success Advisers to check the length of time affected, the assessments due within that time and the severity as indicated by the professional authority. If the student is affected for over 10 working days, the Student Success Adviser will notify Team Lead to determine appropriate support.
- 3.2.3. Student Success Advisers will notify the student of the outcome of their Special Consideration application. This notification will specify whether the application has been approved or denied; however, it will not include details of any academic arrangements arising from an approved application. If the application is denied, the reason for the decision will be provided. All notifications will be sent to the student's UTS College email address. Students have the right to access UTS College Student Complaints and Appeals policy and procedure regarding their Special Consideration application.
- 3.2.4. The relevant Program Manager, Director of Studies, Academic Coordinator, Academic English Coordinator and Student Success Adviser will receive the notification for approved Special Consideration with a checklist of actions in accordance with the assessment requirements of the subject and assessment policy.
- 3.2.5. Student Success Advisers to add relevant notes in CANVAS and Student One.
- 3.2.6. If the student has applied for Special Consideration more than three (3) times in the same semester, Student Success Adviser will record this and may refer the student for additional support. The student may be required to provide a 'fit to study' letter from a valid healthcare professional.

3.3. Special Consideration actions

- 3.3.1. The responsible Academic Coordinator will use their academic judgement to determine the appropriate actions for approved Special Consideration by considering following actions:
 - a) Given an extension of time for the submission of an assessment task.
 - As results are due back to students within two weeks of a task then the extension cannot be beyond this length of time.
 - b) Given an alternative assessment task.
 - Allowed for the final exam to replace another task.
 - Gave an alternative task that achieves the same outcomes (new submission date).

- For a group assignment where one member of the group has Special Consideration – ask the student to complete a task showing that they have achieved the same content knowledge (outcomes) but removed the group performance component.
 - c) Declared, based on suitable evidence, that the student has achieved the objectives of one or more assessment items within a subject or level.
 - This decision can only be made in consultation with the Program Manager.
 - d) Applied but no action taken as students' performance has been consistent and there has been no impact.
 - e) Other (please specify) such as special exam etc.
- 3.3.2. Students granted Special Consideration may be eligible for a special examination if their original exam date falls into this period (as outlined above). Student Success Adviser to notify exam team to arrange special exam for such students.
- 3.3.3. [Special exams](#) are granted to students who were unable to attend a final examination due to reason of illness, misadventure or religious commitment.
- 3.3.4. Fit to sit exams / timed assessments:
- a) Students are responsible for deciding before the start of an exam or timed assessment if they are well enough to complete. If the student feels they are unwell or facing significant circumstances which will impact their performance in that assessment or exam, it is up to them to seek assistance immediately.
 - b) By sitting the exam or accessing a timed assessment (e.g. final exam/quiz) on the scheduled assessment date, the student is declaring that they are fit to do so and therefore cannot later apply for Special Consideration or Special Exam.
 - c) If a student attends class, submits work or sits an assessment or exam, whilst the student has current, valid Special Consideration, the Special Consideration will end on the date of return.
 - d) Exceptions will be dealt with on a case-by-case basis where it is clear that a student was unfit to make reasonable judgement on their fitness to undertake the assessment, due to mental illness or other serious, extenuating circumstances which will be assessed by the Student Success Team Lead and Student Support Manager.
- 3.3.5. Academic Coordinator to action Special Consideration accordingly and advise student of actions.

- 3.3.6. Academic Coordinator notify relevant Program Manager and Student Success Adviser on the applied action(s). Program managers are required to check for consistency and review actions taken.
- 3.3.7. In exceptional circumstances, the Student Success Team Lead or Program Manager may recommend to the Dean that the student be withdrawn without academic and/or financial penalty (WWAFP) from a subject after the census date (Diploma or UTS Foundation Studies). For WWAFP to be granted, the student's situation must be assessed against a checklist by the Student Success Adviser and then approved by Student Success Team Lead and Dean of Studies.
- 3.3.8. Student Success Advisers maintain and verify records by adding SPCON comment to Student One record and CANVAS. All relevant documentation will be saved into the student's confidential file.
- 3.3.9. Program managers conduct follow ups and ensure all actions have been implemented for each semester.
- 3.3.10. Student Success Team Lead is to compile Special Consideration report to semesterly result rectification committee (RRC) meeting to review actions to ensure consistency across programs.

4. RESPONSIBILITIES

4.1. UTS College Staff, Students, Third Parties and Affiliates

- a) All staff, students, third parties and affiliates are responsible for familiarising themselves and complying with the Special Consideration Procedure and other UTS College related documents including the UTS College Student Charter and UTS College Code of Conduct as necessary.
- b) All staff, students, third parties, affiliates are responsible for reading 'Special Consideration Student Guide and familiarising themselves with the content, instructions and requirements needed to apply for Special Consideration.

4.2. Teachers, Academic Coordinators, English Academic Coordinators, Program Managers, Director of Studies and Student Success Team

- a) Ensure appropriate actions are taken to support those students who are seeking Special Consideration.
- b) Keep a record in relation to all Special Consideration matters.

4.3. Student Compliance Team manage the process of complaints and appeals related to this procedure and maintain records accordingly.

4.4. Academic Board set and approve the Special Consideration procedure to ensure they are in line with the government legislation requirements.

5. RELATED DOCUMENTS

UTS College Policies and Procedures

- Assessment Policy and Procedure
- Privacy Policy
- Special Exam Request Procedure
- Student Complaints and Appeals Policy and Procedure
- Student for Support Policy
- UTS College Student Charter

Legislation

- Education Services for Overseas Students (ESOS) Act 2000
- National Code of Practice for Providers of Education and Training to Overseas Students (National Code) 2018
- Higher Education Standards Framework (Threshold Standards) 2021
- Higher Education Support Act (HESA) 2003
- Tertiary Education Quality and Standards Agency Act (TEQSA) 2011

DEFINITIONS

Affiliates	UTS College Board members, honorary appointees, contractors, labour hire personnel, volunteers, agency staff and any other person appointed or engaged by UTS College to perform work or functions for UTS College.
Assessment/Assignment Event	Forms part of the overall assessment/assignment of achievement of learning outcomes within a subject or level.
Assessment/Assignment Task	What a student is required to do for the assessment/assignment Event.
Course	The sequence of Academic subjects or ELT levels. The term “course” is used throughout this document to refer to UTS College Diploma courses, UTS Foundation Studies programs and ELT levels.
RRC	Results Ratification Committee
Special Consideration	The term used when a student who is experiencing significant difficulty in meeting assignment and assessment requirements due to serious illness or psychological condition, loss or bereavement, hardship or trauma.

Special Exam	Exam granted to students who were unable to attend a final examination due to reason of illness, misadventure or other compassionate/compelling reason.
Staff	People employed to work on an ongoing, fixed term, sessional or casual basis under the terms and conditions of an employment agreement (contract) issued by UTS College.
UTS College	UTS College Limited, its representative offices and its controlled entities.

APPROVAL		
Procedure Title	Special Consideration Procedure	
Procedure ID	PROC/EDUC/07/25	
Procedure Category	Academic	
Procedure Audience	Staff, Students, Affiliates and Third Parties	
Procedure Custodian	Student Support Manager	
Approval Authority	Academic Board	
Endorsed by	ASC	Date: 23 October 2025
Approved by	Academic Board	Date: 6 November 2025
Next Review Date	5 November 2028	

VERSION HISTORY

No.	Author	Description of change/purpose	Date
1.0		January 2020	
2.0	Student Support Manager	Updated to align with UTS governance and national standards (TEQSA, ESOS, HESF).	October 2025