

## Getting support at university, ongoing special consideration

### Study and Learning Centre

+61 3 9925 3600

### Student Complaints

Contact the Student Complaint Liaison Officer for your school.

[www.rmit.edu.au/students/complaints](http://www.rmit.edu.au/students/complaints)

To make a complaint – you can also see the Student Union for advice

### Student Wellbeing Advisory Service

City campus: +61 3 9925 2963

Brunswick campus: +61 3 9925 2963

Bundoora campus: +61 3 9925 7280

[www.rmit.edu.au/internationalsupport](http://www.rmit.edu.au/internationalsupport)

[www.rmit.edu.au/housing](http://www.rmit.edu.au/housing)

[www.rmit.edu.au/students/wellbeing/finance](http://www.rmit.edu.au/students/wellbeing/finance)

[student.wellbeing@rmit.edu.au](mailto:student.wellbeing@rmit.edu.au)

### Scholarships and Finance

+61 3 9925 2811

[www.rmit.edu.au/finance](http://www.rmit.edu.au/finance)

Check out the HUB on your campus for additional drop in times for these services.

[www.rmit.edu.au/students/services](http://www.rmit.edu.au/students/services)

## Relevant policy and advice

There are a range of RMIT University policies relating to this topic including:

- Assessment Policy
- Special Consideration Policy
- Academic Progress (Higher Education)
- Unsatisfactory Performance
- Academic Progress: Procedures for Onshore International Students

These can be accessed from [www.rmit.edu.au/policies](http://www.rmit.edu.au/policies)

The policies can be found by scrolling through the list of policies located on this page. You can discuss any questions you have about these policies with a Student Liaison Officer.

## Other student rights leaflets

- Exams and your rights
- Appeal against assessment
- How to make a complaint
- Being at risk
- International students



## How to apply for special consideration

### Otherwise known as:

- I was sick in my exam and I did badly!
- I am sick and my exam is tomorrow!
- I missed a deadline for an assignment because I was sick!
- I have serious personal things going on and it's affecting my study!

This form is to help you with the process of applying for Special Consideration. Special Consideration is available to ensure that you are assessed fairly when you have been sick or experienced other issues such as personal problems that have impacted on your ability to study. If your application is successful, your School or Department can make changes to your assessment.

### 1. Get an Application for Special Consideration form

These are available from the Hub or online at: <http://mams.rmit.edu.au/8a5dgcqaqvaes1.pdf>

### 2. Submit your application on time

The application must be submitted within 2 working days of assessment and evidence may be submitted up to 5 days afterwards

(see below if you are already outside the 2 working days). If you need an extension of less than seven days for an assignment, you can apply for this with a different form – see Other Useful Notes, below.

### 3. If applying due to medical or health reasons

Take the Special Consideration Application form to your doctor, psychologist or health practitioner, to fill out Section B (Impact Assessment statement). RMIT will not accept medical certificates in lieu of this form.

### Filling in the form

#### First section

It is better to tick that the doctor has diagnosed the illness, rather than that the student has stated that they are suffering from the illness. This may not be possible in cases where there are no obvious symptoms. If the illness is gastroenteritis, flu or dysmenorrhoea or is an illness which can be aided by over the counter medication, you may need to attach extra information detailing your symptoms or include more detail on the impact of the illness. (For instance, if the medication was ineffective, you could write this on the form.) These illnesses are not generally regarded as serious by the Special Consideration panel.

#### Condition duration section

If you are handing in your form some time before your assessment, the doctor should tick that the illness is ongoing or short term (making sure that your assessment is within 3-6 months).

#### Disclaimer

The information in this leaflet is a general guide only. RMIT is a very complex environment, and there are often a number of different rules which apply.

For more student rights information visit our website: [www.su.rmit.edu.au/student-rights](http://www.su.rmit.edu.au/student-rights)

For additional assistance drop into a Student Union Front Office to speak with a Student Liaison Officer.

City Higher Ed: Building 8, Level 3

Carlton Campus: Building 57, Level 4

Brunswick: Building 514, Level 2

Bundoora: Building 204, Level 1

Or, send detailed information regarding your case to student.rights@rmit.edu.au

For enquiries call 9925 5004

If required, an appointment will be made for you with a Student Rights Officer.

**Has this leaflet been helpful? Join the Student Union and join the fight to improve your rights!**

## Impact Assessment section

In the 'Impact Assessment' section, your doctor should tick the 'Severe Impact' box, at least. This is important. If your doctor ticks 'Moderate' or less, your application will not be successful.

## Impact Description section

If your assessment was an exam, your treating health professional should write something like 'Was unable to complete the exam due to the illness' in the Impact Description section.

If you say that you were unable to travel, make sure that you didn't travel to the doctor on that day. This will be regarded as an inconsistency and will count against you.

## 4. If applying on compassionate/non-medical grounds

Fill in the space in Part 2 and attach a letter with a detailed explanation of your circumstances. The kinds of circumstances which amount to compassionate grounds are the death of a close family member, family/relationship breakdown, being the victim of a crime, sudden loss of income/employment, severe disruption to domestic arrangements, 'coming out', homelessness and imprisonment.

Take some time when writing your reasons. State your reasons clearly, including all relevant details. Explain exactly how the circumstances have affected your ability to study. Give dates where possible.

Supply documentary evidence. This is important. The panel will be more persuaded by independent evidence, such as death certificates, police reports, bank records, statements from counsellors. Counsellors at RMIT Counselling service are experienced in preparing letters for special consideration applications.

RUSU has created a letter template to help you apply for special consideration on non medical grounds. It can be found at: [www.su.rmit.edu.au/student-rights](http://www.su.rmit.edu.au/student-rights).

## Important points

- Make sure that what you write on the form is consistent. The Special Consideration Panel will be looking for any inconsistencies.
- Make a photocopy of your submission
- Tell your lecturers that you are applying for Special Consideration
- You do not have to tell RMIT anything that you do not feel comfortable discussing. If you have a letter from a doctor or confidential support service such as the RMIT Counselling Service, it can describe the impact of your problems on your study and state that your problems are serious but confidential.

## 5. Submit your application to the Hub. If you are able to scan the form, you may email it to: [special.consideration@rmit.edu.au](mailto:special.consideration@rmit.edu.au)

### What if I'm already outside the 48 hour time limit?

Late applications are only accepted in exceptional circumstances by approval of the Academic Registrar. This means that for either personal or medical reasons you were unable to submit the form on time. For example:

- You were so sick that you couldn't go to the doctor in time. In this case, your doctor should write that you were 'totally incapacitated' in the Impact Assessment section.

- You were suffering from depression and you couldn't deal with things in a timely manner.
- In all cases, you must provide additional evidence, such as a note from your doctor or a letter from a counsellor

## Now what?

Once the application has been submitted, the Special Consideration panel has ten working days to give you a response. This will be sent via email so remember to regularly check your student email account. If the panel want more information or think you have forgotten to include something they will e-mail you and you must get it to them within 5 days or your application will be cancelled. Cancelled applications can not be appealed so this is very important. The decision of the panel may be either:

- Alternative Assessment – A variation in the method of assessment
- Extension of time
- Equitable Assessment Arrangement
- Deferred Assessment – The assessment will occur when the student has recovered from the illness/condition
- Approval of late course withdrawal without academic penalty
- Application Rejected. If your application is rejected, the reasons will be provided in the email, along with advice on how to appeal to the University Appeals Committee.

## My application was rejected.

### What can I do?

You may appeal to the University Appeals Committee within 10 working days. See the leaflet entitled 'How to Appeal your Special Consideration rejection'.

## Other useful notes

- If you have an ongoing or long-term illness, you may wish to apply for an Equitable Assessment Arrangement. You can get information from [www.rmit.edu.au/browse;ID=id0959jyz9mx](http://www.rmit.edu.au/browse;ID=id0959jyz9mx). Forms should be submitted at least four weeks prior to your assessment.
- There is a separate policy for extension of assignment deadlines, which allows for up to seven days extension. The application form is at <http://mams.rmit.edu.au/seca86tti4g4z.pdf> and must be submitted no later than one working day before the due date.

All student forms are available at: [www.rmit.edu.au/students/forms](http://www.rmit.edu.au/students/forms).

## Free confidential student services

### RMIT Counselling

+61 3 9925 3999 (Business hours)  
+61 3 9925 4365 (After hours)  
[counselling@rmit.edu.au](mailto:counselling@rmit.edu.au)

### Disability Liaison Unit

+61 3 9925 1089  
[dlu@rmit.edu.au](mailto:dlu@rmit.edu.au)  
[www.rmit.edu.au/disability](http://www.rmit.edu.au/disability)

### Compass drop-in Centre

+61 3 9925 2785  
[compass@rmit.edu.au](mailto:compass@rmit.edu.au)

### Student Wellbeing Advisory Service

City campus: +61 3 9925 2963  
Brunswick campus: +61 3 9925 2963  
Bundoora campus: +61 3 9925 7280  
[www.rmit.edu.au/internationalsupport](http://www.rmit.edu.au/internationalsupport)  
[www.rmit.edu.au/housing](http://www.rmit.edu.au/housing)  
[www.rmit.edu.au/students/wellbeing/finance](http://www.rmit.edu.au/students/wellbeing/finance)  
[student.wellbeing@rmit.edu.au](mailto:student.wellbeing@rmit.edu.au)