

Special Consideration Policy and Procedure

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| Supporting plans, policies and procedures | <ul style="list-style-type: none"> • Academic Integrity Policy and Procedure • Admissions and Enrolment Policy and Procedure • Equity, Diversity and Aboriginal and Torres Strait Islander Peoples Framework and Policy • Assessment and Moderation Policy and Procedure • Records and Information Management Policy and Procedure • Recruitment and Selection Policy and Procedure • Credit and RPL Policy and Procedure • Learning and Teaching Policy • Student Handbook • Student Complaints and Appeals Policy and Procedure • Student Orientation Policy and Procedure |
| Related legislation and references | <ul style="list-style-type: none"> • Higher Education Standards Framework (Threshold Standards) 2021 • Tertiary Education Quality and Standards Agency (TEQSA) Act 2011 • National Code 2018, Part B: Standard 8 |
| Version | 1.0 |
| Approved by | Academic Board |
| Date approved | 6 December 2023 |
| Document review | This document is to be reviewed every two-years at a minimum from the date of final approval. |

| Version | Review Date and Person/Body | Notes |
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| 0.1 | Draft prepared | New Policy |
| 1.0 | Final document provided to Academic Board on 6 December 2023 | |

Background and Scope

This document delineates the protocols at the Melbourne Institute of Higher Education (MIHE) for handling special consideration requests from students. This policy is intended to ensure uniformity in the evaluation and treatment of these requests. This document outlines the acceptable reasons for special considerations as well as the staff's methodology for processing these requests. According to the Higher Education Standards Framework, MIHE continuously monitors student cohort retention rates, progression rates, and completion rates to promote improvement. Students enrolled at MIHE, both domestic and international, as well as all academic and administrative staff involved in their teaching, learning, and course administration, are subject to this policy.

MIHE recognizes that first-year students face unique challenges. Considering the diverse needs of our incoming student cohorts, we are mindful of the changing social and educational demands. The First Year Experience (FYE) is committed to fostering connections among new learners, academic and professional staff, and their peers. Students are more likely to be satisfied with their learning experience, have a positive course experience, and remain in the program when this is accomplished.

MIHE is aware that a chosen course may not always align with the aspirations or abilities of a student. MIHE offers educational resources and support to those committed to completing their courses. MIHE staff is responsible for ensuring that students have a smooth transition and are retained. We aim to cultivate an environment that encourages students to be proactive in their learning, striving to achieve their full potential as learners.

The academic staff is also aware of the possibility of academic progression challenges that may arise later in a course as a result of changes in the student's circumstances.

Definitions

Also, refer to Glossary of Terms.

Policy

This policy applies to students who wants to apply special consideration.

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| Special Consideration Circumstances | Applications for special consideration will be considered under the following scenarios: <ol style="list-style-type: none"> 1. Medical emergency. 2. Traumatic events. 3. Compassionate and compelling circumstances 4. Other exceptional circumstances, as deemed appropriate by welfare counsellors. Note: Travel-related reasons are not considered valid under this policy. |
| Supporting Evidence | The application must be accompanied by all necessary documentation. In cases of trauma and other unusual circumstances, a reference letter from the welfare counsellor is required. |
| Exams special consideration application | Application submission guidelines: <ol style="list-style-type: none"> 1. Within 48 hours post an exam-based assessment. |
| Written Assessment task extension | Requests should be directed to the respective lecturer: <ol style="list-style-type: none"> 1. A minimum of one week before the assessment due date. |
| Clear expectations | MIHE will clearly communicate its expectations regarding assessments and satisfactory progress on its website, in the Student Handbook, in the Unit Outlines, and during the student orientation process. If additional guidance is required, the Student Welfare and Support Officer will provide it. |
| Support | In recognition of the challenges of academic struggles, MIHE provides students with free academic support while upholding rigorous academic standards. |
| Supplementary exams | There will be only one Supplementary or Deferred Exam offered each semester for each unit. |
| Fair | Fair and consistent treatment should be provided to all students by the processes and procedures of this Policy and Procedure. The students will be notified of their assessment outcomes within two weeks assessment submission. |
| Transparency | Students will be able to access their own academic records and to be able to access this Policy and Procedure. |
| Reviewer | The Dean, Course Director, or lecturer will oversee the special consideration assessment. |

Procedure

1. Students are to forward their applications for special consideration to the Administration Manager via email or in person at the MIHE reception. The Administration manager verifies application completeness and timeliness.
2. Applications submitted within the designated timeframe will be date-stamped and forwarded to academic staff for review.
3. For medical-based applications:
 - A valid medical certificate is mandatory.
 - The certificate's date must correspond to or precede the assessment date.

- The period of incapacitation should encompass the assessment date.
4. Trauma-based applications must include a letter from the Student Welfare Officer.
 5. Potential review outcomes must be communicated to students:
 - Rejection of the special consideration application.
 - Granting extensions for non-exam or written task assessments.
 - Provision of supplementary assessments for exam-based evaluations.
Supplementary exams for non-final assessments should be scheduled before the term's conclusion.
 6. If a student appears for an exam and later submits a special consideration request:
 - If approved, the assessment will not be graded.
 - If rejected, the assessment will be graded, and the results shared.
 7. All special consideration reviews will be finalised before releasing the final grades.
 8. Students will be informed in writing of the special consideration decision by the Course Director/delegate. It is the Dean's responsibility or a delegate's responsibility to make the final decision on requests for special considerations for supplementary exams.