

APPLYING FOR AN EXTENSION, SPECIAL CONSIDERATION, SPECIAL EXAM, SPECIAL EXTENSION OF TIME, OR TO APPEAL RESULTS

What can I do if I can't get my assignment in on time?

If you have difficulties that are impacting on your studies and you think you may need a **short extension**, it is important to be familiar with the assignment extension policy for your School (e.g. some Schools have a form that you need to submit; others have an email address that all extension requests go via). Most Schools just require you to let your lecturer or unit coordinator know (by phone, email or in person) that you are seeking an extension, and ask that you do this well before the due date and certainly no later than the due date. You will usually be asked to then submit your request in writing/email. Students will need to have a good reason as to why an extension is being requested, such as sickness or unforeseen circumstances at home or work. Unit coordinators tend to prefer that you state your reasons in a concise, clear manner (with only as much detail as needed to help them understand). They are also aware that it is not always easy for students to disclose what may be happening, and do treat this information with respect. You may be granted an extension straight away or you may be asked to provide supporting documentation from a doctor, other health professional, counsellor, college principal, police, or employer (depending on your situation). When you submit your assignment, you are usually requested to attach a copy of an email from the person granting the extension. Late assignments submitted without an extension will most likely attract a penalty.

What can I do if I can't complete my trimester's work in time? *(or semester for JMP students)*

If you think you need extra time to complete work due to difficult circumstances, it is important that you seek extensions, as described above, during the trimester (or semester for JMP students). If you have followed the steps above, gained extensions, but believe that you have unforeseen circumstances or stressors that mean you cannot complete your assessments before the **start of the trimester exam period**, you can then apply for a **Special Extension of Time (SET)**. Information and the form can be found at this web page http://www.une.edu.au/_data/assets/pdf_file/0004/9283/special-ext-time-assign.pdf

Students enrolled in the Joint Medical Program should be guided by policies within the School of Rural Medicine and should use the form found at http://www.une.edu.au/_data/assets/pdf_file/0018/13077/jmp-specials-application-form.pdf to apply for concessions to deadlines for MEDI units.

Once again you, the student, will need to provide supporting documentation and provide a written statement outlining your reasons. It is often helpful to let your unit coordinator know that you are seeking a SET, as your coordinator is generally the person who will decide if a SET is warranted. You are encouraged to continue working on your assessments prior to being advised of the outcome of your application. You will receive an email to your UNE email account from the University advising you of the application outcome. All applications are then officially ratified at the Board of Examiners meeting that occurs before results are released.

The maximum extensions in Trimester 1, 2 and 3 are the last day of teaching for the **following** trimester, though your extension may be shorter than the maximum. Applications for a SET must be received by Examinations and Results staff no later than five working days after the start of the relevant exam period (even if you have no exams for that unit). It is essential that you include your supporting documentation with the completed application form, as incomplete applications with inadequate documentation will not be processed.

If you cannot complete your work by the **start of the trimester exam period**, even if your unit does not have exams, it is important that you complete a SET form. This is the case even if your unit coordinator may have informally told you to “not worry about getting a SET” or said “just get the work to me as soon as you can” or “get it to me by the end of the exam period”. While such informal arrangements may seem helpful at the time, if for some reason you could not meet the informal arrangement, and the date for applying for SETs has passed, you leave yourself and the unit coordinator vulnerable. It is better to be safe and apply for the SET, than to be sorry. In most cases, your unit coordinator will still be the person who then decides if a SET is warranted.

What can I do if my exam or assessment preparation during the trimester* is affected by personal difficulties? *(or semester for JMP students)

Special Consideration may be granted to students who attend an exam or submit an assessment **by the submission date**, but whose performance is affected by circumstances beyond their control. Through this request, the Unit Coordinator is in a position to provide some discretion when marking your assessment or the exam paper (maximum of an additional 3%). Information and the form can be found at this web page http://www.une.edu.au/_data/assets/pdf_file/0007/10222/Fillable-app-special-consideration.pdf. Students enrolled in the Joint Medical Program should be guided by policies within the School of Rural Medicine and should use the form found at http://www.une.edu.au/_data/assets/pdf_file/0018/13077/jmp-specials-application-form.pdf

Again you, the student, will need to provide supporting documentation and a written statement outlining your reasons. Applications must be received by Examinations and Results staff no later than 5 working days after your final examination in the relevant exam period* (It is essential that you include your supporting documentation with the completed application form, as incomplete applications with inadequate documentation will not be processed. You will receive an email to your UNE email account from the University advising you of the outcome. When you receive your final grades, they will have been calculated taking the special consideration into account and you will be able to view your final grades in myUNE (the notification will not make mention of special consideration). *(3 working days for the JMP)

What can I do if I can't sit for my exams?

A **Special Exam** is a deferred exam, usually held in the following trimester's exam period, and may be granted to students who experience an unavoidable or unforeseen crisis at the

time of their exam/s, such as illness, the death of someone close, or a car accident. The crisis or situation may preclude the student from sitting the exam or it may impact on their ability to concentrate and complete the exam to the best of their ability. Special or Deferred Exams are not granted to students who have on-going foreseeable issues during the trimester. Making a mistake in reading the timetable, or having consecutive exams are also not a sufficient reasons to request a Special / Deferred Exam.

Applications for a Deferred Exam must be received by Examinations and Results staff no later than five working days* after your final examination and must have support documentation attached. It is essential that you include your supporting documentation with the completed application form, as incomplete applications with inadequate documentation will not be processed. * (3 for the JMP)

You will receive an email to your UNE email account from the University advising you of the outcome of the outcome. All applications are then officially ratified at the Board of Examiners meeting that occurs before results are released. If a Special / Deferred Exam has been granted, this will be indicated by a special grade code (SPE or SPS). Where the grade is SPE, special exams are generally held during the examination period of the **next** trimester. Where the grade is SPS, contact your school to find out the date and arrangements. Further information about Special Exams and the appropriate form can be found at this webpage https://www.une.edu.au/__data/assets/pdf_file/0004/13549/Fillable-app-special-exam.pdf.pdf . Students enrolled in the Joint Medical Program should be guided by policies within the School of Rural Medicine and should use the form found at http://www.une.edu.au/__data/assets/pdf_file/0018/13077/jmp-specials-application-form.pdf .

If you sat the exam and achieve a pass or higher result, you will generally keep that result and you will not be required to sit the exam again.

Please note that if you have a Special Exam from a previous trimester, you cannot defer the special exam any further. If you cannot attend the deferred exam, then you will receive a fail grade. You may be eligible, however, to apply to withdraw from the unit without academic penalty based on any extenuating circumstances.

What if I am unable to study, even with extra time?

You may decide that, even with extensions, or various types of specials, that you are not in a position to focus on your studies at this time. You may need to withdraw from one or more units of study in a given trimester. When making this sort of decision, keep in mind dates that mean you can withdraw from a unit without a HECS debt and/or without academic penalty. These dates appear on the “Principal Dates” calendar that can be found at this link <http://www.une.edu.au/current-students/my-course/managing-my-course/principal-dates> . If these dates have passed, and you withdraw from units, you will receive a WN grade (withdrawn and deemed to have failed). If you have documentation that can verify any unforeseen, extenuating events, you may wish to email Enrolment staff within Student Success via AskUNE, to apply for the result to be amended to W (withdrawn without academic penalty). If you have withdrawn from units due to unforeseen extenuating circumstances that occurred after the relevant HECS “census” date (shown in the Principal Dates), you may wish to seek a remit or removal of the HECS debt associated with those units. The form for this can be found at <http://askune.custhelp.com/app/forms/help-debt-remission>

Please keep in mind what the implications are for any Centrelink payments if you withdraw from units of study. If you fall below 75% of a full-time study load, you need to let Centrelink know as soon as possible, so that you do not receive a payment that you are not eligible for, but also so that you can determine what sort of payments you might be able to receive given your new circumstances. You can notify Centrelink of changes online <http://www.centrelink.gov.au>

What can I do if I don't agree with the results I get for my work?

If you are unsatisfied with an assessment result, your first option is to raise the issue informally with your unit coordinator. This may help clarify the reasons for the particular mark. If you are still dissatisfied, you may make a formal case in writing via an online ["Appeal Against an Academic Assessment"](#) form that you log into using your UNE username and password. You are asked to do this within 10 working days of release of the marked assessment/result.

Further information about the Academic Assessment Appeals Policy can be found at this link <https://policies.une.edu.au/document/view-current.php?id=198>

Still not sure what to do?

If support documentation is required for any of the above applications, it is important that you seek documentation from someone who is in a strong position to verify your situation. Refer back to the forms to determine the most appropriate type of documentation. If a statutory declaration is required, these can be found online by typing statutory declaration into your web search engine.

For clarification about how to proceed, on-campus and online students can contact the Student Support Team via live chat, email, AskUNE or phone booking options at this link: <https://www.une.edu.au/current-students/support/student-support>

For free appointments with UNE Student Counselling and Psychological Services (CAPS) call 02 6773 2897.

Please note that the counsellors at UNE can **generally only provide support documentation if you have accessed the service for assistance and strategies to help you manage the difficulties impacting on your studies.**

The support you need to succeed