Online Special Consideration Student Guide

Special consideration consists of the exercise of academic discretion to provide equitable treatment to students whose performance in an assessment item or items is affected by illness, misadventure or work-related circumstances.

UNDER WHAT CIRCUMSTANCES CAN STUDENTS APPLY FOR SPECIAL CONSIDERATION?

An application should be submitted by students only where, during a teaching period, performance in an assessment item or items, including examinations, has been affected by extenuating or special circumstances beyond the students' control. If you are requesting an extension of time of one week or less to submit an assignment, you should use the Faculty assignment extension process.

Extenuating circumstances will be considered if they meet the following criteria:

- A situation that a reasonable person would consider is not due to the student's action or inaction, either direct or indirect, and for which the student is not responsible. This situation must be unusual, uncommon or abnormal.
- It must be sufficiently serious in nature or duration to have made the completion of an assessment task as described in the subject outline or the attendance at an examination, extremely difficult.

Such causes include:
- **serious illness or psychological condition** – such as hospital admission, serious injury or illness, severe anxiety or depression.
- **loss or bereavement** – such as death of a close family member, family/relationship breakdown
- **hardship/trauma** – such as victim of crime, sudden loss of income or employment, severe disruption to domestic arrangements
- **exceptional employment demands** – such as active service (e.g. ADF Reserves, bushfire and SES services)

WHAT EVIDENCE IS REQUIRED?

The Professional Authority form that is downloaded by students after completing Step 1 of the online application must be completed and signed by one of the following:
- registered medical practitioner with a Medicare provider number;
- psychologist;
- minister of religion;
- UTS Student Counsellor or other registered counsellor
- senior officer , emergency services
- authorised officer, Australian Defence Force

Documentation such as a medical report, death notice or certificate, police report or statutory declaration should be attached to this form. If you do not wish details of your illness or circumstances to be disclosed on this form you must see a UTS Student Counsellor who will keep your documentation on a confidential file.

APPLICATION DEADLINES

1. For assessment items during semester the application must be lodged before the due date of the assessment item.

2. For examinations the application must be lodged no later than TWO working days after the examination.

Students who experience ongoing illnesses or disabilities which affect their assessments may be eligible for alternative assessment arrangements. For more information contact the Special Needs Service on 9514 1177 or email Special.Needs@uts.edu.au

How to access the Online Special Consideration form:

http://mystudent.uts.edu.au

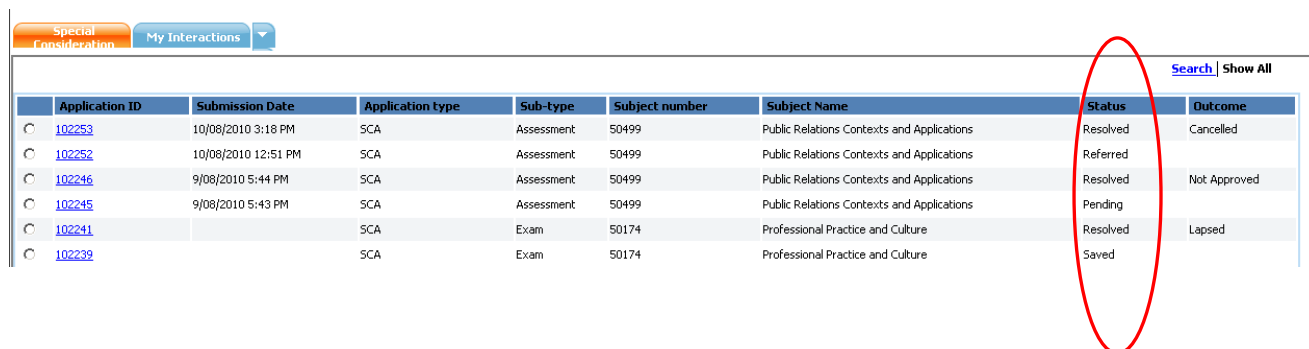# Contents

1. How can I track the Progress of my application?

Students can track the progress of their special consideration applications via the Special Consideration application portal http://mystudent.uts.edu.au

The first page after login to the special consideration portal displays a list of all applications created by the student and summary information about the application. The values in the **status** column indicate what step the application is at.

	Application ID	Submission Date	Application type	Sub-type	Subject number	Subject Name	Status	Outcome
○	102253	10/08/2010 3:18 PM	SCA	Assessment	50499	Public Relations Contexts and Applications	Resolved	Cancelled
○	102252	10/08/2010 12:51 PM	SCA	Assessment	50499	Public Relations Contexts and Applications	Referred	
○	102246	9/08/2010 5:44 PM	SCA	Assessment	50499	Public Relations Contexts and Applications	Resolved	Not Approved
○	102245	9/08/2010 5:43 PM	SCA	Assessment	50499	Public Relations Contexts and Applications	Pending	
○	102241		SCA	Exam	50174	Professional Practice and Culture	Resolved	Lapsed
○	102239		SCA	Exam	50174	Professional Practice and Culture	Saved	

2. Understanding the application Statuses and Outcomes

Online special consideration applications have both a **Status** and an **Outcome**. The status indicates where the application is at and allows students to track the progress of an application, and the outcome indicates the end result of the application process.

The Statuses and their meanings:

Saved	Application is created but is incomplete (Step 1 of the special consideration application has been completed)
Submitted	Application is complete and is ready for assessment/action. (Steps 1 and 2 of the special consideration application are complete)
In Progress	Application is being reviewed by student centre staff
Pending	Application is on hold for further investigation and/ or to obtain more information from the applicant
Referred	Application has been sent to the subject coordinator for assessment
Resolved	Assessment of the application is complete and it has a final outcome.

The Outcomes and their meanings

Approved	Special consideration has been approved
Not Approved	Special consideration has not been approved
Cancelled	The application has been cancelled by the student or by student centre staff at the student's request
Lapsed	A previously created application (status of 'saved') has expired because it was not completed within the required timeframe. (Step 2 of the special consideration application was not completed)

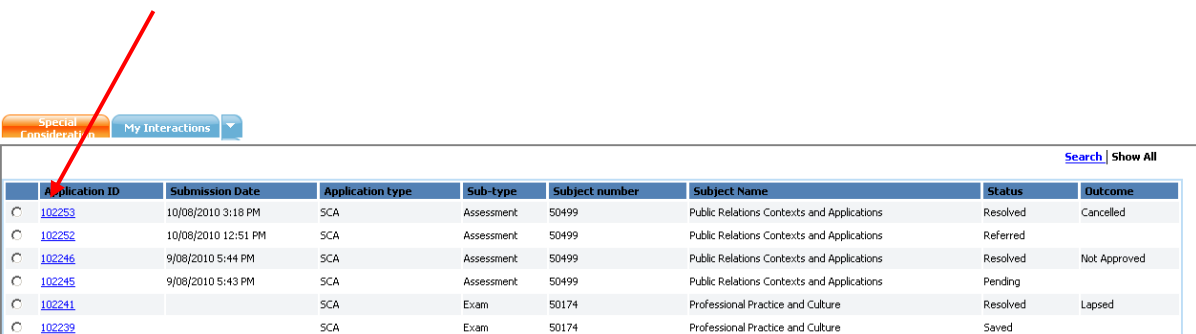## 3. How will I be notified of the outcome of an application?

The full special consideration application outcome is emailed to your UTS email address.

Important: If you have your UTS email forwarded to another account such has *hotmail* or *gmail* you may need to check your junk, spam or trash folders as the email notification is generated by the online system and can sometimes be identified as junk by your email provider.

A summary of the application outcome is also retained on the first page of the application inside the special consideration portal.

To locate the summary, log in to the portal and find the relevant application.
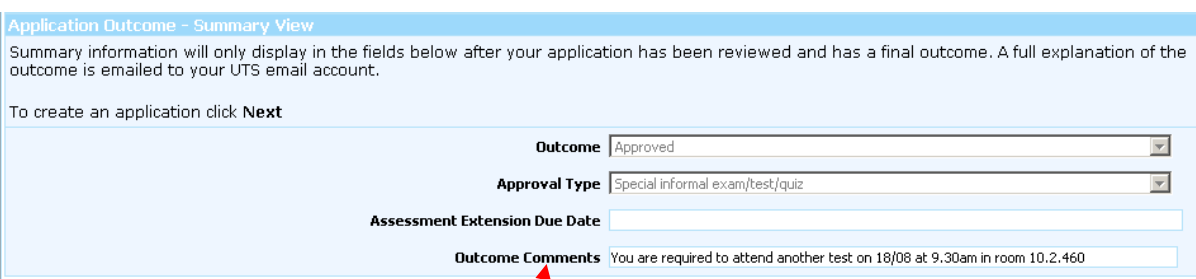
Click on the Application ID to open the application.

The **Application Outcome - Summary View** is located on the first page of the application at the bottom.

Not all of the fields on the **Application Outcome - Summary View** will contain data, it depends on the type of outcome. E.g. there will only be a date in the Assessment Extension Due Date field if you have been granted an extension.

You need to take particular note of the **Outcome Comments** entered by your subject coordinator as these may contain specific instructions or directions regarding any supplementary work including further examinations or tests you are required to undertake.

4. Online application - the quick step guide

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DO NOT USE THE BACK BUTTON ON YOUR WEB BROWSER

Use only the Back and Next buttons and the *Back to Special Consideration List* link to navigate through the application process

</div>

Online special consideration is a two-step process and applications are not considered until step 2 is complete. For special consideration applications for **Examinations** both Step 1 and Step 2 must be finalised within 2 working days of the exam.

<u>Note:</u> MAC users need to access the special consideration portal using Safari

Step 1: Creating an Application

1. Log in to the Spec Consideration Portal using your LDAP (webmail) username and password. Find the portal at http://mystudent.uts.edu.au

2. Click on 'Apply for Special Consideration'

3. Select application type (Exam or Assessment) and click Next

4. Select your subject, click on Add then Next

5. For applications relating to <u>centrally conducted exams</u> select your Exam Date and Time, click on Add then Next (for all other applications this step is skipped)

6. If eligible, the Special Consideration Application (SCA) will open. The first page (My Details) will show your student details, click Next

7. On the SCA Form enter your application details including the compulsory supporting statement then scroll down and press Save

8. Download and print your Professional Authority (PA) form to take to your medical practitioner for completion. This completes Step 1 of the application process

9. Click on the *Back to Special Consideration List* link to return to the application summary page

10. Refresh your browser to confirm the status of your application is 'Saved'

11. Log out of the student portal

Step 2: Completing submission of your special consideration application (PA details complete)

To complete submission of your application online you will need to scan your completed PA and have it available for uploading.

1. Log in to the portal at http://mystudent.uts.edu.au and open your saved application

2. Move to the SCA Form, scroll down the page to the section titled Step 2: Uploading my Professional Authority and complete the PA details section then upload your scanned Professional Authority (PA). (Submit your hardcopy PA in person to your Student Centre if you do not have access to a scanner)

3. Click Submit, a pop-up message will confirm successful submission

4. Refresh your browser to confirm the status of your application is now 'Submitted'

5. Log out of the student portal

5. Online application – step by step guide

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DO NOT USE THE BACK BUTTON ON YOUR WEB BROWSER

Use only the Back and Next buttons and the *Back to Special Consideration List* link to navigate through the application process

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5.1 Step 1: Creating your Special Consideration application

<u>Note:</u> MAC users need to access the special consideration portal using Safari

1. Access the Special Consideration Portal via http://mystudent.uts.edu.au

   To log in enter your LDAP details (your UTS email and webmail password), Click **Login**.

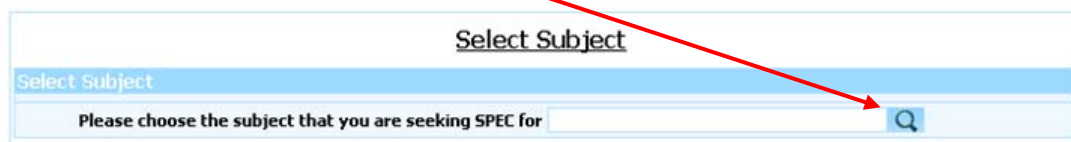   The special consideration portal will open.

	Application ID	Submission Date	Application type	Sub-type	Subject number	Subject Name	Status	Outcome
○	102253	10/08/2010 3:18 PM	SCA	Assessment	50499	Public Relations Contexts and Applications	Resolved	Cancelled
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○	102241		SCA	Exam	50174	Professional Practice and Culture	Resolved	Lapsed
○	102239		SCA	Exam	50174	Professional Practice and Culture	Saved	

Apply for Special Consideration

   Click **Apply for Special Consideration** to commence the online application process.

2. The special consideration page will open, choose the special consideration type (Exam/Assessment) and click **Next**.

Special Consideration Page

Special Consideration

Special Consideration: Online Special Consideration is a 2 step process where you must complete Step 1 in order to download your Professional Authority form. Once you have your Professional Authority form completed you must move to Step 2 by doing ONE of the following:

- Scan and upload your completed Professional Authority
- Submit your completed Professional Authority to your Student Centre

Please proceed below to commence your application for Special Consideration.

Select the type of special consideration	○ Exam
	○ Assessment

Exam

Exam:
When should I choose Exam?: Exams are supervised pieces of work that are undertaken within a set time period, they can be formal or informal, open book or closed book and are usually conducted on-campus. Exams include all of the following:

Next

3. Select the subject for which you are seeking special consideration by clicking on the picture of the magnifying glass

A pop-up window will allow you to select the relevant subject from the list of subjects you are enrolled in. If it is Autumn semester this list will also include your Spring subjects.
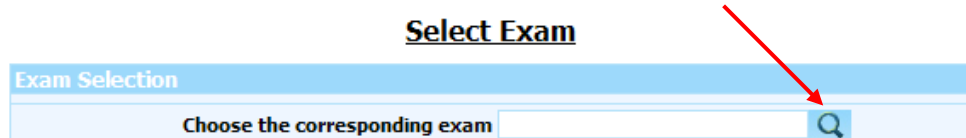

4. Select your required subject and click 'Add'. The Subject Name is now appearing on the subject selection page, click 'Next' to move to the next page.

NOTE: Step 5 and Step 6 are only for applications relating to centrally conducted exams (these are timetabled and published on My Student Admin). For applications relating to assessment items and Faculty-based exams you will skip steps 5 and 6 and move straight to step 7.

5. Select your exam by clicking on the picture of the magnifying glass
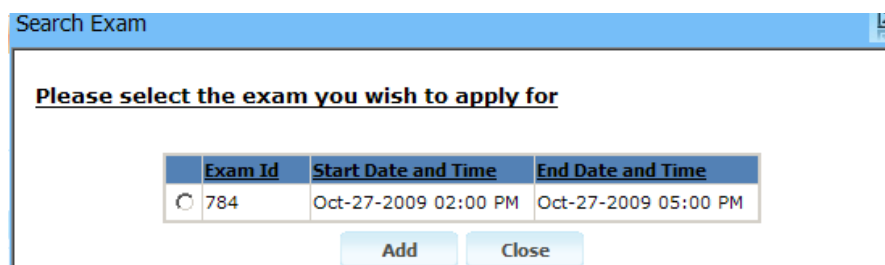
A pop-up window will allow you to select the appropriate Exam (only the exam date and time will show)

Choose your exam and 'Add', the exam will show on the exam selection page, click 'Next'.

6. At the Missed Exam page indicate whether you have missed your exam and click 'Next'.

    To be eligible for special consideration you must have attempted your exam. If you missed the exam you will be directed to the Special Exams database to lodge your application.

7. If you are eligible to apply for special consideration the My Details page will open. This page contains summary student and course details. It is also where you can find the outcome summary when your application has been assessed.

    Click Next, to proceed to the special consideration form and enter your special consideration details.
    Note: You do not have to select the radio button next to the course before clicking Next, even if you are enrolled in two courses.

8. Enter all of the special consideration details in the fields provided under the section titled Step 1: My Request Details. You **must** enter a supporting statement before you can save your application.

   If you don't understand what a field is for click on the question mark symbol for help.

9. Once you have entered the required details scroll to the bottom of the page and press the **SAVE** button. A pop-up message will appear on screen confirming that you have completed step 1 of the application process and directing you to download your Professional Authority form.

10. Click on the download PA button at the bottom of the screen to download and then print your personalised Professional Authority form and take this to your medical or other practitioner for him/her to complete.

12. Click on the *Back to Special Consideration List* link to return to the application summary page. Refresh your browser and you will see the newly created application with a status of 'saved'.

11. Log out of the student portal.

This completes Step 1 of the Special Consideration application process

5.2 Step 2: Uploading the signed Professional Authority form and completing submission

After you have your Professional Authority form completed by your medical practitioner you can do **ONE** of the following to finalise Step 2 of the Special Consideration process and '**Submit**' your application for assessment:

- Scan and upload the completed PA to your 'Saved' application
- Submit your hardcopy PA to your Student Centre

Follow these steps if you have access to a scanner to upload the completed PA.

1. Login to the online special consideration portal http://mystudent.uts.edu.au

2. Locate and open your previously 'saved' application

3. Move to the **SCA Form** page and scroll down the page (using the scroll bar on the right-hand side of the application) to the section titled Step 2: Uploading my Professional Authority and complete all of the relevant fields including entering the Provider Number that has been on your professional authority form.

   Note: Sometimes the scroll-bar is partially hidden under your browser scroll-bar, to reveal it expand your browser window.

4. Upload your PA form and any other supporting documentation (you must have previously scanned and saved the file/s as .pdf, .jpg or .doc), by choosing **Upload PA Form**

5. The Add Attachments window will appear and enable you to search for and attach your professional authority. Once your professional authority is found click **Attach**

6. Your PA will now appear as an attachment on your application.

7. Click on the Submit button at the bottom of the page, a pop-up message will confirm successful submission.

8. Refresh your browser to confirm the status of your application is now 'Submitted'

This completes Step 2 of the Special Consideration application process. Your application is now ready for assessment.

6. *Professional Authority forms covering serious ongoing illness or injury*

The online special consideration application form contains a section called 'Previously submitted PA form'.

PREVIOUSLY SUBMITTED PA FORMS	
Have you previously submitted a Professional Authority form that is valid for this application? If **Yes,** please indicate the previous application number and press **SAVE.** You will not be able to choose **Submit.** Student Centre Staff will locate your PA and finalise submission of the application.	
I have previously submitted a PA valid for this application	○ Yes ○ No
If YES please enter the previous application number	

The previously submitted PA form section is only relevant if you have a previously approved <u>online</u> special consideration application and the accompanying Professional Authority contained dates that will also cover a <u>subsequent</u> application. You must complete the details in the section and enter the previous application number (e.g 101-256).

If you are applying for special consideration for multiple assessments or exams at the same time you **should not** use the 'previously submitted PA' fields. Instead:

- Scan the PA and upload a copy to each of your special consideration applications.
  OR

- Submit the PA in person to your Student Centre and <u>clearly mark the subject and application ID numbers</u> covered by the PA at the top of the PA form.

Students are required to ensure that their Professional Authority form has been completed accurately and in full, with all requested details provided.
The Professional Authority form must include both the **Medicare Provider Number** AND
the **Practitioner Registration Number**.
If either number is missing, then the Professional Authority form cannot be accepted.

Note: In order to be able to authenticate the Professional Authority form and identify fraudulent documents, UTS must be able to be confirm the registration of your medical practitioner
on the Australian Health Practitioner Regulation Agency (AHPRA) Register of Practitioners:
http://www.ahpra.gov.au/Registration/Registers-of-Practitioners.aspx
This is a public access website so there are no issues of confidentiality.

7. Understanding the special consideration forms

7.1 Centrally-conducted examinations

Centrally-conducted examinatons are scheduled and conducted under the authority of the Registrar and the timetable is published on My Student Admin.

Exam ID:

This is a system identification number allocated to centrally conducted exams. You do not need to know this number.

Application ID:

This is a system generated number that is unique to your application. Quote this number when making enquiries about your application

Special Consideration Reason:

You must choose the value from the drop-down menu that applies best to your special consideration application.

Special Consideration Due By:

You must complete Steps 1 and 2 of your special consideration application BY the date and time displayed in this field. This is in accordance with the University rules.

7.2 Faculty-based examinations

Faculty-based examinations can include tests, quizzes, practical lab-based tests and others. They are organised by your Faculty, lecturer or tutor and are sometimes conducted during class. Faculty-based examinations are NOT published on My Student Admin.

Application ID:

This is a system generated number that is unique to your application. Quote this number when making enquiries about your application

Exam ID:

This is a system identification number allocated to centrally conducted exams. You do not need to know this number.

Create Applicati

SCA Form

HOW TO APPLY

Step 1: Create Application

Step 2: Upload Professional Authority (PA)

Creating your application: Enter the application details then SAVE and DOWNLOAD PA at the bottom of the page.

Uploading your PA to an existing application: Scroll down the page to Step 2 to upload your PA and finalise submission of your application.

STEP 1: MY REQUEST DETAILS

Application ID 102205

Subject Number 75403

Subject Commercial and Estate Practice

Exam Date*

Special Consideration Reason*

Supporting Statements

You **MUST** enter a supporting statement and include whether you <u>attended</u> or <u>missed</u> your exam. If you need to submit a statement longer than **500 characters** do so as a separate document and submit it with your Professional Authority.

Supporting Statement*

Back to Special Consideration List.

Save

Cancel application   Submit   Download PA

Supporting statement:

You will need to identify whether you MISSED your exam or whether you ATTENDED your exam. If this is not entered then your application cannot be assessed

Special Consideration Reason:

You must choose the value from the drop-down menu that applies best to your special consideration application.

7.3 Assessment Items

Assessment items are unsupervised pieces of work that include essays, presentations, portfolios, practicum's and more.

Application ID:

This is a system generated number that is unique to your application. Quote this number when making enquiries about your application

Type of Assessment and Assessment Due Date:

There may be multiple assessment items of varying types for one subject. To assist your subject coordinator you need to enter the assessment type that relates to your application e.g. Presentation. You must also enter the due date of the assessment item.

STEP 1: MY REQUEST DETAILS

Application ID	102806
Subject number	50174
Subject	Professional Practice and Culture
Due date of assessment*	13/10/2010
Type of assessment (free text)	Essay
Select special consideration reason*	Serious illness
Select the type of consideration you are seeking	Additional time for submission of the assessment item

Supporting statements

You **MUST** enter a supporting statement, including details about the type of consideration you are seeking (500 characters max) when creating your application. Indicate the required submission date if you are asking for an extension of time.

If you need to submit a longer statement do so as a separate document and submit it with your Professional Authority form.

Supporting Statement* : I have had the flu and been bed-ridden for the past week and unable to complete my essay. I am requesting an extension up to 13/10.

Special Consideration Reason:

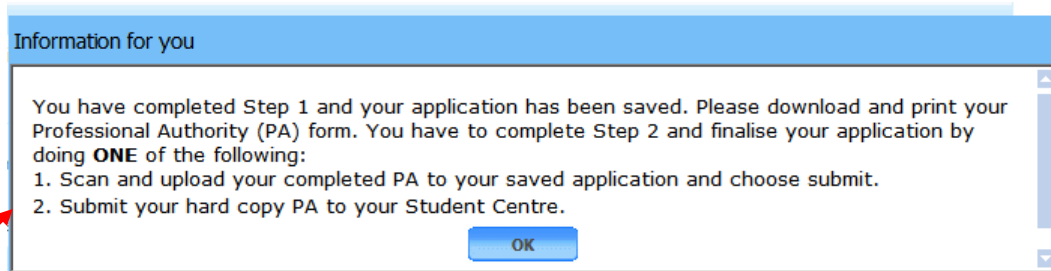You must choose the value from the drop-down menu that applies best to your special consideration application.

Select the type of special consideration you are seeking:

For assessment items you can select the type of consideration that you are seeking from the drop-down values available. It is not mandatory for you to enter this but it may assist your subject co-ordinator in their review.
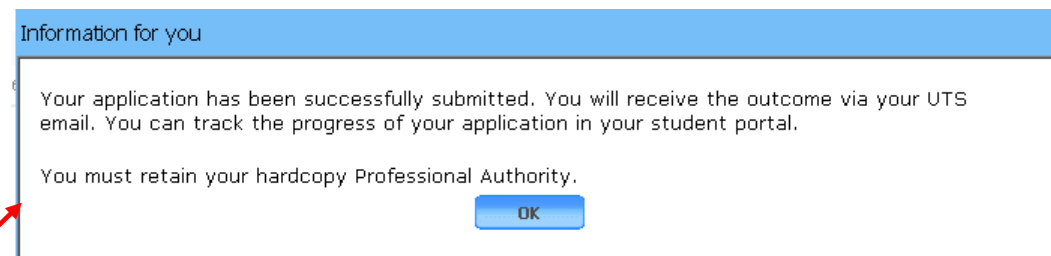
8. On screen pop-up Messages and what they mean

Information for you

You have completed Step 1 and your application has been saved. Please download and print your Professional Authority (PA) form. You have to complete Step 2 and finalise your application by doing **ONE** of the following:
1. Scan and upload your completed PA to your saved application and choose submit.
2. Submit your hard copy PA to your Student Centre.

OK

This confirms that you have completed step 1 of your application and directs you to the next step.

Information for you

You are unable to submit your application until you have uploaded a signed Professional Authority form and completed all mandatory fields.

If you have just created your application please press **Save**.
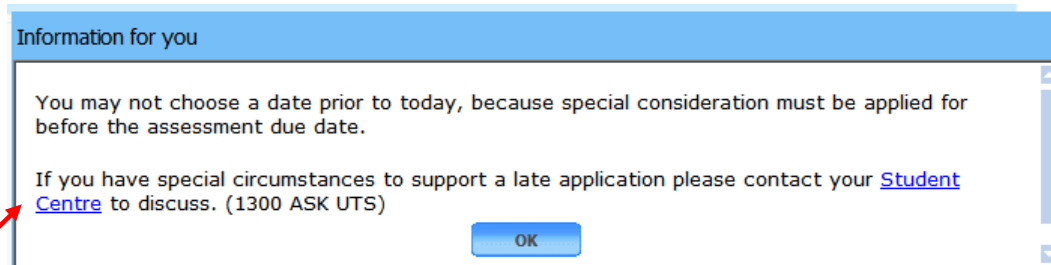
OK

You are trying to finalise your application by pressing the 'Submit' button but you have not satisfied all of the criteria for finalising it, such as:

- You have only undertaken step 1 of the application process and you need to **Save** it and then download your Professional Authority form

- You have previously completed step 1 of the process and now you are uploading your scanned professional authority form. You need to check that you have entered data in all of the mandatory fields (marked with *) and press Submit again.


Information for you

Your application has been successfully submitted. You will receive the outcome via your UTS email. You can track the progress of your application in your student portal.

You must retain your hardcopy Professional Authority.

OK

This message confirms successful completion of steps 1 and 2 of the application process and that your application has been 'submitted' for review.

Information for you

You may not choose a date prior to today, because special consideration must be applied for before the assessment due date.

If you have special circumstances to support a late application please contact your Student Centre to discuss. (1300 ASK UTS)
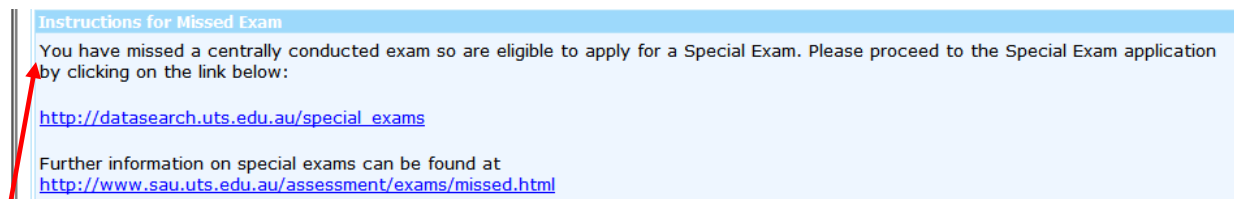
OK

You are trying to submit an application for an assessment item and the due date has already passed. Special Consideration applications must be submitted before the assessment due date.
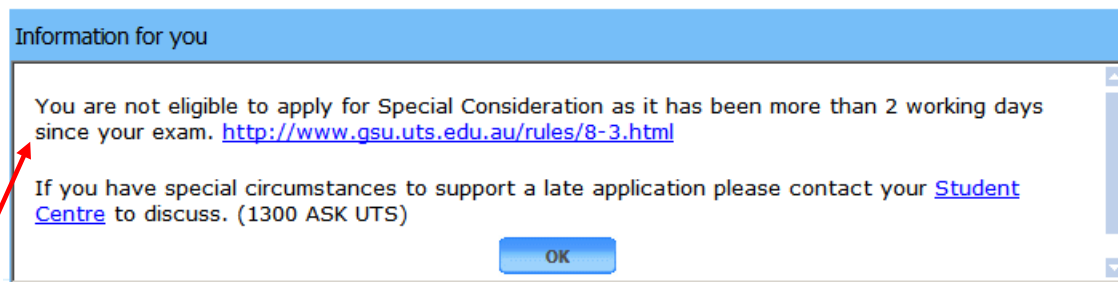
You are trying to create an application for a centrally-conducted exam and it has been more than 2 working days since the examination so you are no longer eligible to do so.

You have missed a centrally-conducted exam so you are being directed to the Special Exams application process.

You are trying to request an extension of time for an assessment item and the extension that you are seeking is less than one week.

9. Interactions

You may receive an email from your Student Centre to clarify details in your special consideration application or to supply additional information. You will need to respond to this request via an *Interaction* in the My Student portal (where you submit special consideration applications).

If you receive notification requesting further information please log in to the portal and follow these steps:

1. Login to the special consideration portal
2. Click on the My Interactions Tab

This will open the interactions page which will display a list of interactions already created (including copies of all system generated emails that have been sent to you for each of your applications).

3. Locate the interaction that relates to the email you have received asking for more information or a response. This will have a status of '**pending**'. You can also see the special consideration application ID that it relates to.

Interaction ID	Application ID	Interaction state	Interaction priority	Subject	Team
3482	102243	Pending	Normal	More information required for Application ID 102 -243	Home

4. Click on the Interaction ID to open the interaction.
5. Click on the + symbol to open and read the interaction details.

Interaction# 3482

⊞   E-mail sent to Contact test@test.com by User Vanessa M on August 12 2010, 11:03 AM

⊞   Portal Message sent to Contact uat test on August 12 2010, 11:03 AM

6. To respond to the request select the **Add Message** button at the bottom right-hand of the screen.

7. Type your response in the text box and attach documentation if it is required by clicking on **attachments** and uploading the scanned document/s.

8. Select the **Submit** button at the bottom right-hand of the screen to submit your response.

Your student centre will receive your response and review it within 1 – 2 working days. If no further information is required from you then they will mark the interaction as Resolved and you will view this status against the interaction in your portal.