

Special Circumstances Policy

Policy number	RTOPO27	Version	1.1
Drafted by	Sally Wynd	Approved by Board on	28/3/2018
Responsible person	Service Manager	Scheduled review date	28/3/2019

Purpose

This Policy provides a framework and minimum requirements for:

- a. Circumstances under which a student may seek refund of fees or remission of debt under special circumstances consideration, or
- b. Other circumstances where the application of Eagles RAPS Inc.’, policies requires consideration of special circumstances.

Scope

This Policy applies to all areas, staff and students.

Policy

Eagles RAPS Inc. believes that barriers should not exist for a student to withdraw or defer their studies in special circumstances that are beyond their control. This applies to students who wish to withdraw without penalty due to an inability to continue their studies, or other circumstances where a student may be disadvantaged by the normal application of Eagles RAPS Inc.’s policies. This Policy should be read in conjunction with the Deferral and Withdrawal Policy.

AUTHORISATION

SIGNED: Marten Wynd, President/Public Officer



DATE: 27 March 2018

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Procedure

Responsibilities

- The Service Manager is responsible for the implementation of this policy.
- The Service Manager is responsible for ensuring that all staff are aware of this policy and adhere to it.
- It is the responsibility of the Service Manager to ensure this policy is reviewed at least every 12 months.

Special Circumstances

General Guidelines

There may be times when decisions have to be made by Eagles RAPS Inc. in regard to the application of policies and reassessment of them due to special circumstances.

To do so, Eagles RAPS Inc. must be satisfied that a student's circumstances are beyond their control.

Special circumstances may include:

Medical reasons

For example:

- The student has developed a medical condition which has deteriorated to the extent that they are unable to continue their studies.
- A student has developed a medical condition which only became known after the last date to withdraw without penalty and it is such that the student is unable to continue their studies.
- A student has a medical condition that has increased in severity suddenly, preventing them from continuing with their studies, or completing assessment requirements.

Students will need to evidence in the form of medical certificates or doctors reports to substantiate their claims and fill in the Withdraw from Course Application Form.

Family/Personal Reasons

For example:

- A member of the student's family suffers a medical condition and, after the last date for withdrawal without penalty, they are required to become full time carer.
- A member of the student's family or a close friend dies and they are affected to the extent that they are unable to continue their studies.
- The student or their family's financial circumstances change unexpectedly after the last date to withdraw without penalty to the extent that the student is unable to continue in their studies.
- Due to unforeseen personal/family reasons that are beyond the student's control and occur or worsen after the last date for withdrawal without penalty, the student is unable to continue in their studies.
- A member of the student's family dies and they are required to take on responsibilities that will prevent them from continuing with their studies.

The student will need to supply documentation as evidence to substantiate their claims and complete a Withdraw from Course Application Form.

Employment Related Reasons

For example:

- A student's employer suddenly increases their hours of work which prevents them from continuing in their studies.

- The student is employed and their employer transfers them to a different geographical area and there are no online options for continuing in their studies.

Note: Choosing to increase work hours or moving to another geographical area, does not constitute circumstances “beyond their control”.

The student will need to supply a letter from their employer to substantiate their claims and complete a Withdraw from Course Application Form.

Course related reasons

For example:

- Eagles RAPS Inc. changes the arrangements of the student’s course/units of study, and, as a result they are disadvantaged to the extent that they are unable to complete the requirements of the course.

The student will need to supply supporting documentation in the form of dated, written correspondence from Eagles RAPS Inc. to substantiate their claims and complete a Withdraw from Course Application Form.

Special Circumstances are not limited to those listed above and a student may make an application for consideration of Special Circumstances at any time during their enrolment.

Special Circumstances do **not** apply to:

- A student changing their mind about studying at Eagles RAPS Inc.
- A lack of knowledge or understanding of the requirements.
- A normal change in work arrangements
- Any holiday arrangements
- Misreading timetables or forgetfulness
- A person’s incapacity to pay fees.

Supporting documentation

A student **must** provide original or certified, independent documentation to substantiate any claims for Special Circumstances. The documentation **must** indicate the following:

- The level of impact of the special circumstances;
- What the special circumstances are;
- When they occurred;
- How long they lasted;
- That the circumstances made the full impact on the student after the last date for withdrawal without penalty.

The documentation should include:

- Medical Reasons – a statement from an appropriate health professional which states:
 - The date the medical condition began
 - How the condition affected their ability to study.

- When it became apparent that the student could not continue with their studies.
- Family/Personal reasons – a statement from a doctor, counsellor or independent member of the community, for example a Justice of the Peace, Minister of Religion, stating:
 - The date the student’s family/personal circumstances began or changed;
 - How the circumstances affected their ability to study;
 - When it became apparent that the student could not continue with their studies.
- Employment related reasons – a statement from the student’s employer stating:
 - The student’s previous work hours and location;
 - The student’s current work hours and location;
 - The reason for changed hours and/or location.

Assessment of Special Circumstances

Special Circumstances will be assessed by the Service Manager with regard to the supporting evidence. The assessment will occur in a timely manner that takes the nature of the request into consideration.

Requests relating to assessments will be decided within 14 days. The outcomes of other decisions will be provided to students in writing no later than 28 days after the application is submitted.

Appealing a Decision

If the student is dissatisfied with a decision, they may appeal in accordance with Eagles RAPS Inc.’s Complaints Policy.

Related Documents

- Complaints Policy
- Withdraw from Course Application Form
- Fees Policy

AUTHORISATION

SIGNED: Marten Wynd, President/Public Officer 
 DATE: 27 March 2018

Revision History

Revision	Date	Description of Modifications
1	20/6/22	Change of Special Circumstances Application Form to Withdraw from Course Form. Change of Grievance Policy to Complaints Policy
2		
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