

Special Consideration - Guidance Notes for Candidates

OVERVIEW

- CA ANZ gives special consideration to candidates whose performance is demonstrated to be affected by serious misadventure, accident, illness, or other extenuating circumstances to ensure that assessment of all candidates at CA ANZ is equitable and fair, and that all candidates have the opportunity to demonstrate that they have achieved learning outcomes to a satisfactory level.
- Candidates should apply for special consideration as soon as possible after the circumstances become known and normally at least five business days before the assessment due date. **Error! Bookmark not defined.** Before applying candidates should read the information on special consideration in the CA Program's [Candidate Assessment and Grading Policy and Procedure](#).
- In some circumstances later applications for special consideration may be accepted as indicated in Table A¹. Where later applications are accepted these should normally be submitted within five business days past the assessment due date. Where later applications are accepted but submitted after this timeframe and/or after results release their consideration will be at the discretion of the General Manager, CA Program (or their authorised delegate). CA ANZ will not consider an application for special consideration if doing so will result in the candidate receiving an unfair advantage over other candidates.
- Each special consideration application is assessed on its own merit.
- A candidate who seeks to apply for special consideration initiates the process by lodging a Special Consideration application online through *MyLearning* attaching all supporting documents.
- All applications for special consideration must be supported by certified documentation / evidence.
- For details on the procedure that CA ANZ follows when we become aware of an event that has occurred and impacted part or all of a cohort of candidates refer to the [Candidate Assessment and Grading Policy and Procedure](#).

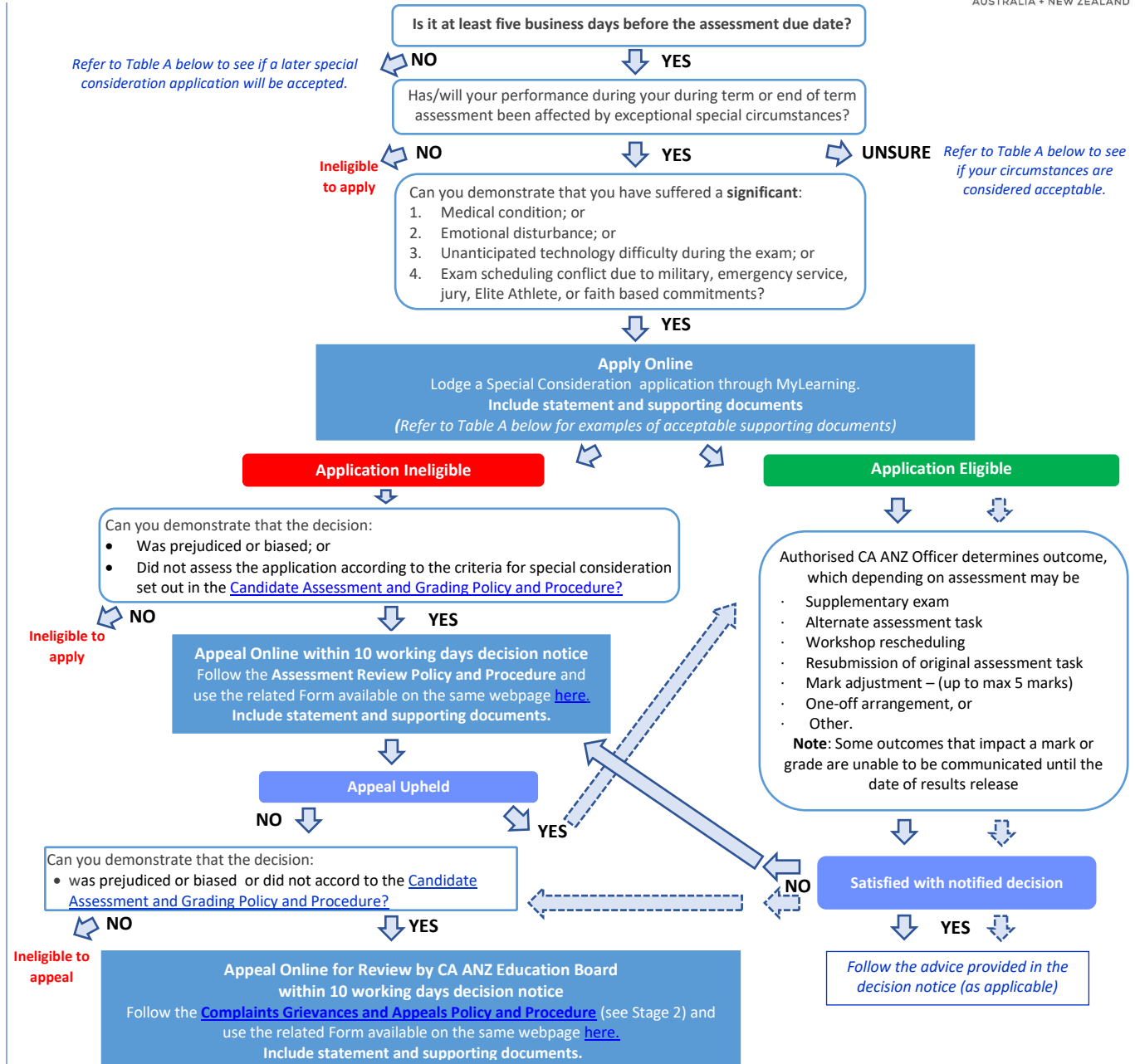


Table A

Special Consideration Acceptable Reasons and Examples of Acceptable Documentation

Note: For details on the procedure that CA ANZ will follow when we become aware of an event occurs that has impacted part or all of a cohort of candidates refer to the Candidate Assessment and Grading Policy and Procedure.

Case type	Examples of acceptable reasons	Examples of acceptable supporting documents ¹	Examples of unacceptable reasons	Later applications considered? ¹
Medical grounds	<p>Based on severity/impact:</p> <ul style="list-style-type: none"> conditions requiring hospital treatment, e.g. surgery. general ailments, e.g. severe asthma attack, flu, broken limb, migraine newly diagnosed mental health issues, e.g. severe anxiety or depression not yet registered with CA Program Accessibility Services so that appropriate ongoing adjustments can be made for your condition via an access plan exacerbation of ongoing serious condition, e.g. cancer. 	<ul style="list-style-type: none"> A medical certificate or Telehealth certificate (as applicable) is required in most cases. A statement from registered counselling or disability service provider is also accepted, however, a medical certificate may still be requested. 	<p>Minor ailments or uncomplicated conditions where:</p> <ul style="list-style-type: none"> the impact is described as mild by the treating medical/health professional; or the supplied evidence does not refer to the severity/impact; or the supplied evidence is backdated; or the health professional did not directly observe the condition at the time of the reported incident. <p>Minor ailments/uncomplicated conditions include:</p> <ul style="list-style-type: none"> colds headache upset stomach hay fever other uncomplicated ailments. 	<p>Yes, if substantiated by evidence explaining the late submission is provided with the special consideration application</p>
Compassionate grounds (including hardship / trauma)	<ul style="list-style-type: none"> Recent death of close family member. Family breakdown e.g. divorce, separation. Unavoidable personal obligation, e.g. emergency travel. Severe disruption to domestic arrangements, e.g. homelessness, eviction domestic family violence impact of crime, e.g. sexual harm, assault natural disasters, e.g. bushfire, flood major transport failure, e.g. freeway/rail line – closure or severely impacted, vehicle breakdown other experiences warranting compassionate grounds, e.g. witness to or victim of accident late cancellation of child/aged care service arrangements carer requirements linked to illness or medical treatment unexpected, unplanned increase in employment workload/responsibilities. 	<ul style="list-style-type: none"> Death notice or confirmatory letter from an appropriate source. Statutory Declaration outlining the impact on your ability to attempt or complete the relevant assessment task, combined with any other available supporting documentation dependent on circumstances, e.g. government agency or support service. Police report Newspaper notification. Medical certificate or letter from a health professional that clearly states the impact of the situation on your capacity to study. A dated letter from a service provider stating the date and time of service cancellation A letter of support from your employer outlining the nature of the employment obligation, including any dates that may impact your ability to attempt or complete the assessment task. 	<ul style="list-style-type: none"> Family members outside of the listed groups and non-family/friends without further substantiation Death of pets (family or otherwise) Planned personal obligations: <ul style="list-style-type: none"> weddings family events, e.g. birthdays moving house holidays concerts or similar events. Personal activities occurring outside (before or after) the evidenced acceptable reason Natural disasters with no direct impact. Personal transport issues Non-essential training or travel and general/predictable work responsibility/ies Planned events: <ul style="list-style-type: none"> commencement of holiday employment shift work clash conference attendance 	<p>Yes, if substantiated by evidence explaining the late submission is provided with the special consideration application</p>

¹ In some circumstances later applications for special consideration may be accepted as indicated in Table A. Where later applications are accepted these should normally be submitted within five business days past the assessment due date. Where later applications are accepted but submitted after this timeframe and/or after results release their consideration will be at the discretion of the General Manager, CA Program (or their authorised delegate). CA ANZ will not consider an application for special consideration if doing so will result in the candidate receiving an unfair advantage over other candidates.

Case type	Examples of acceptable reasons	Examples of acceptable supporting documents ⁱ	Examples of unacceptable reasons	Later applications considered? ¹
			– school/education events.	
Significant difficulties with technology (that could not be anticipated or prevented) during an online exam	<p>Based on degree of severity/impact:</p> <ul style="list-style-type: none"> – Substantiated significant lost time due to technology failure(s)/issue(s) that impacted exam performance despite having successfully completed all online exam onboarding processes (Janison Onboarding and CA ANZ onboarding that comprises the Academic Integrity Module, Academic Integrity Test, and Privacy Consent Collection) in the required timeframe. – Substantiated inability to commence exam due to technology failure despite having successfully completed all online exam onboarding processes (Janison Onboarding and CA ANZ onboarding that comprises the Academic Integrity Module, Academic Integrity Test, and Privacy Consent Collection) in the required timeframe – Substantiated inability to complete or submit the exam paper due to technology failure despite having successfully completed all online exam onboarding processes (Janison Onboarding and CA ANZ onboarding that comprises the Academic Integrity Module, Academic Integrity Test, and Privacy Consent Collection) in the required timeframe 	<ul style="list-style-type: none"> – CA ANZ IT issues: IT ticket number. – Technology problem at the location you sat the exam: <ul style="list-style-type: none"> – Statutory Declaration setting out the nature or the problem, how it impacted you during the exam, actions you took to try to resolve the issue; – available supporting documentation, e.g. internet service provider outage report, screen captures. 	<p>Based on degree of severity/impact:</p> <ul style="list-style-type: none"> – Failure to complete Janison online exam onboarding processes in the required timeframe – Any problems due to changes to the conditions / technology / identification provided between the time of the online exam onboarding processes and the exam without a substantiated reason. 	No
Military, jury, emergency service, or Elite Athlete obligations	<ul style="list-style-type: none"> – Required attendance at elite athlete event – Required attendance at jury service where sitting an exam is not a permitted exemption – Military or emergency service training – Military or emergency service deployment – Call to service including disaster relief – Travel obligations related to any of the above 	<ul style="list-style-type: none"> – Statement from sporting club or sport governing body including (a) the dates that you are required to be available; and (b) that your attendance is essential, as well as relevant supporting documents (e.g. travel itinerary) if applicable. – Statement from military, justice or other government or statutory authority including (a) the dates that you are required to be available; and (b) that your attendance is essential, as well as relevant supporting documents (e.g. travel itinerary) if applicable. 	<ul style="list-style-type: none"> – A jury summons would not normally be accepted where sitting your exam is grounds to be exempted from jury service – Non-essential elite athlete training or events – Non-elite athlete sporting obligations – Non-essential military, jury or emergency service obligations. 	No
Obligatory religious or faith-based commitments	<p>For religions/faiths/denominations recognised by the Australian and/or New Zealand governments.</p> <ul style="list-style-type: none"> – obligatory religious or faith based events – obligatory days of worship <p>Refer to the “Recognised religious denominations” page of the Australian Attorney General’s Department website (www.ag.gov.au)ⁱⁱ</p>	<p>A personal letter of support from a cultural or faith leader outlining their relationship with you and including the dates of the commitment and the extent of the commitment that indicates how the obligation will prevent you from attempting or completing the assessment task.</p>	<p>Planned obligations:</p> <ul style="list-style-type: none"> – weddings – bar mitzvahs – christenings – family events – festivals – holidays. <p>Ramadan: Fasting and prayer during Ramadan – breaking fast can be accommodated and prayer can</p>	No

Case type	Examples of acceptable reasons	Examples of acceptable supporting documents ⁱ	Examples of unacceptable reasons	Later applications considered? ¹
			be commuted to a later time for high stakes assessments, e.g. exams.	
Obligatory cultural commitments of Aboriginal, Torres Strait Islander or Māori peoples	<p>Sorry Business/Sad Business:</p> <ul style="list-style-type: none"> – the loss of an immediate or extended family or community member and/or disruption to kinship system <p>Other:</p> <ul style="list-style-type: none"> – caring for immediate and extended family or community members – caring for country responsibilities, e.g. cultural ceremony, celebratory occasions or healing obligations – family support and/or advocacy – meetings and events related to cultural responsibilities – unexpected or unplanned community service, e.g. involving representation, interpretation, advocacy or facilitation – unexpected caring for children or elders 	A personal letter of support from a cultural leader or elder outlining their relationship with you and including the dates of the commitment and the extent of the commitment that indicates how the obligation will prevent you from attempting or completing the assessment task.	<p>Planned obligations:</p> <ul style="list-style-type: none"> – weddings – family events, e.g. birthdays – personal travel – holidays. 	No

i Supporting documentation requirements

Supporting documentation (letters, statutory declarations and medical certificates) must:

- be on official letterhead (where applicable), signed and dated
- indicate whether the situation was unexpected and unavoidable, e.g. out of your control
- summarise the nature and duration of the condition/circumstances
- clearly state the severity/impact on your ability to attempt or complete the relevant assessment task (applications may not be approved without this)
- be in English. Documents that are not in English must be translated by an accredited translation service.

Contact [CA ANZ Member Services](#) if you need advice about the other types of supporting documentation you can provide.

Making a false statement or supply of false supporting documentation is a breach of the [CAP Code of Conduct Policy](#). Making a false statutory declaration is an act of perjury. Perjury is a criminal offence and the penalties can be severe.

Disclosure of special consideration application information:

Under certain circumstances, where information provided on a special consideration application indicates a potential risk of harm, a request for support may be passed on by staff to an appropriate CA Program support service, e.g. Counselling, Accessibility) on your behalf.

- ii New Zealand candidates. No known consolidated list is available for New Zealand at time of publication. Please refer to the list at ww.ag.gov.au. If religion/faith/denomination is not listed and is known to be recognised by the New Zealand government, please provide details with supporting evidence.

Acknowledgement: The examples of acceptable reasons, acceptable evidence and unacceptable reasons have in part been informed in part by [CA ANZ's foundation program](#) delivery partner, Deakin University's, web published advice to students on special consideration as at March 2021.