

### Session 3

#### SPECIAL CONSIDERATION - THREE YEARS ON FROM CENTRALISATION

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RMIT University centralised Special Consideration applications and assessment of these in 2007. The intention was to provide students with consistent and equitable outcomes and to remove any impact on the teaching relationship between academic staff and students. In 2010 the University introduced an online application process so that students could apply for special consideration via the web. The past three years have seen many challenges and this workshop will share some of the lessons that we have learnt.

- What did we achieve?
- What challenges did we face?
- What did we learn along the way?
- What for the future?

Since the special consideration process has been centralised, we have collected data which is providing some insight into the process and how it is working for students and schools.

The workshop will consider some of the following issues:

- Overcoming pockets of resistance to centralisation
- Identifying repeat applicants – how best to support them?
- Refining documentation requirements
- Fraudulent documentation – how do we deal with it?
- Interactions with medical and health practitioners who provide supporting documentation
- Can school staff learn anything from the number of applications submitted for a particular assessment?

Special consideration policy and procedures at RMIT are under review at the time of preparing this paper, and key issues arising from this review will be discussed.

#### Presenters Biography

**Rosemary Marshall** is the Manager of the Assessment Support Unit at RMIT University. The unit was formed in 2007 and is responsible for special consideration, academic progress, publication of results and HESA remissions on behalf of the University. Since commencing at RMIT in 1997, Rosemary has held various student administration roles in schools, faculties and colleges before the centralisation of student administration in 2005 when she became a member of the Academic Registrar's Group. In 2003 Rosemary was awarded the Francis Ormond Medal by RMIT in recognition of meritorious service to the University. She has a background in general administration, nursing and midwifery.