



**LA TROBE**  
College Australia

# Student Handbook 2023

## Foundation & Diploma Students





This Student Handbook is your quick guide as a new Foundation or Diploma student at La Trobe College Australia.

You can use the table of contents to quickly find resources and links within the guide with detailed information and links to video content.

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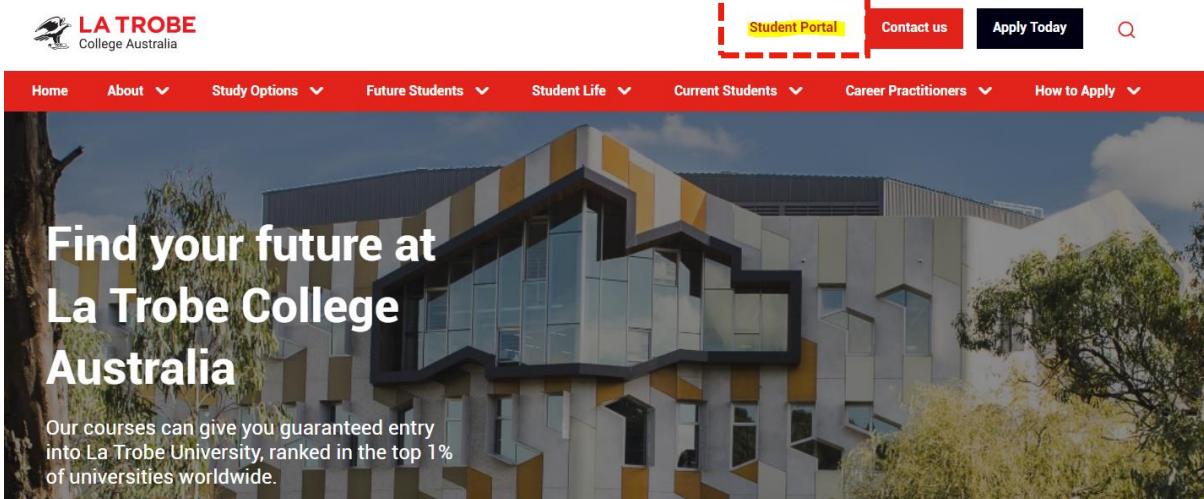
# Accessing the Student Portal

1. Open either **Google Chrome** OR **Mozilla Firefox** by double clicking the icon on your desktop.



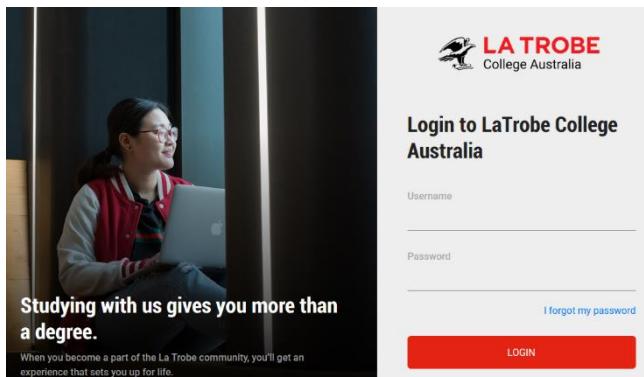
2. Access the La Trobe College Australia Student Portal via the La Trobe College Australia webpage: [latrobecollegeaustralia.edu.au](http://latrobecollegeaustralia.edu.au).

3. Click on 'Student Portal'.



The screenshot shows the La Trobe College Australia homepage. At the top, there is a navigation bar with links for Home, About, Study Options, Future Students, Student Life, Current Students, Career Practitioners, and How to Apply. Below the navigation bar is a large banner image of a modern, multi-story building with a glass facade and yellow and grey panels. Overlaid on the banner is the text 'Find your future at La Trobe College Australia'. A sub-banner below it states: 'Our courses can give you guaranteed entry into La Trobe University, ranked in the top 1% of universities worldwide.' At the top right of the page, there are buttons for 'Student Portal' (highlighted with a red dashed box), 'Contact us', 'Apply Today', and a search icon.

4. Your Student Portal log-in screen will look like this:



The screenshot shows the 'Login to LaTrobe College Australia' page. On the left, there is a photograph of a student sitting at a desk with a laptop, with the text 'Studying with us gives you more than a degree.' and a small note: 'When you become a part of the La Trobe community, you'll get an experience that sets you up for life.' On the right, the La Trobe logo is displayed, followed by the text 'Login to LaTrobe College Australia'. There are two input fields for 'Username' and 'Password', and a 'LOGIN' button below them. A link 'I forgot my password' is also present.



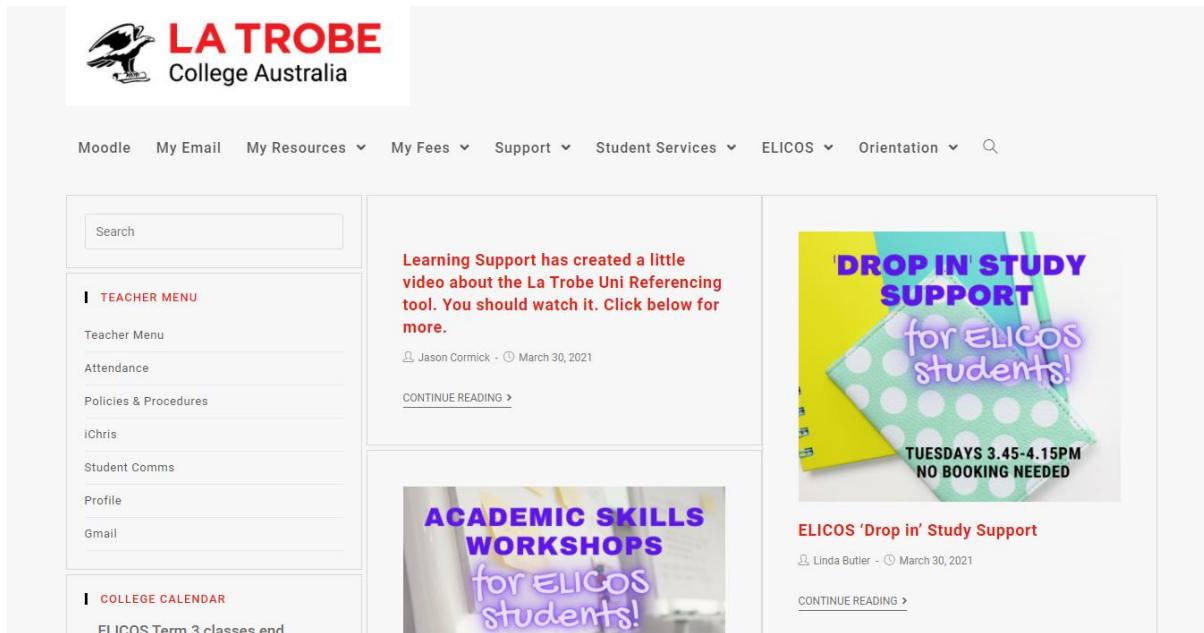
Your **USERNAME** is your La Trobe College Australia student ID.

Your initial **PASSWORD** is your birthday backwards: YYYYMMDD. For example, if you were born on the 6<sup>th</sup> of June 2001 your password would be 20010606.

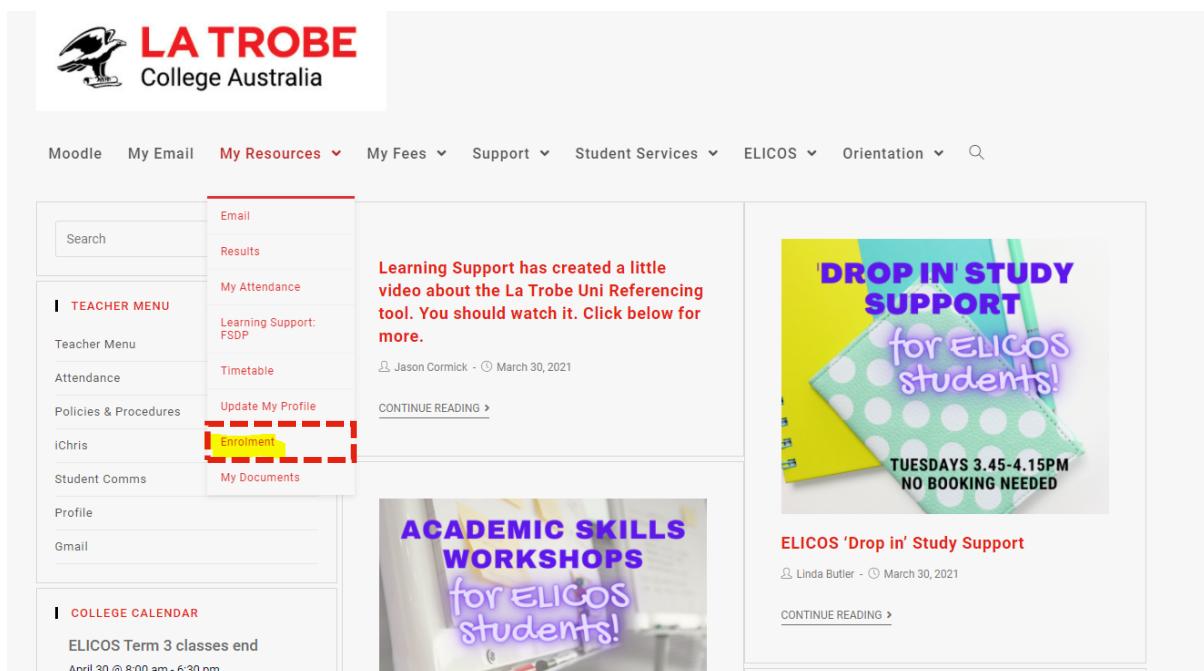
Note for passwords: **If you forget your password**; recovery can be done through the password reset tool (click 'I forgot my password'). It is tempting to have your browser store and auto-fill passwords; if you do this with your password, make sure you also remember it.

# Enrolment and timetables

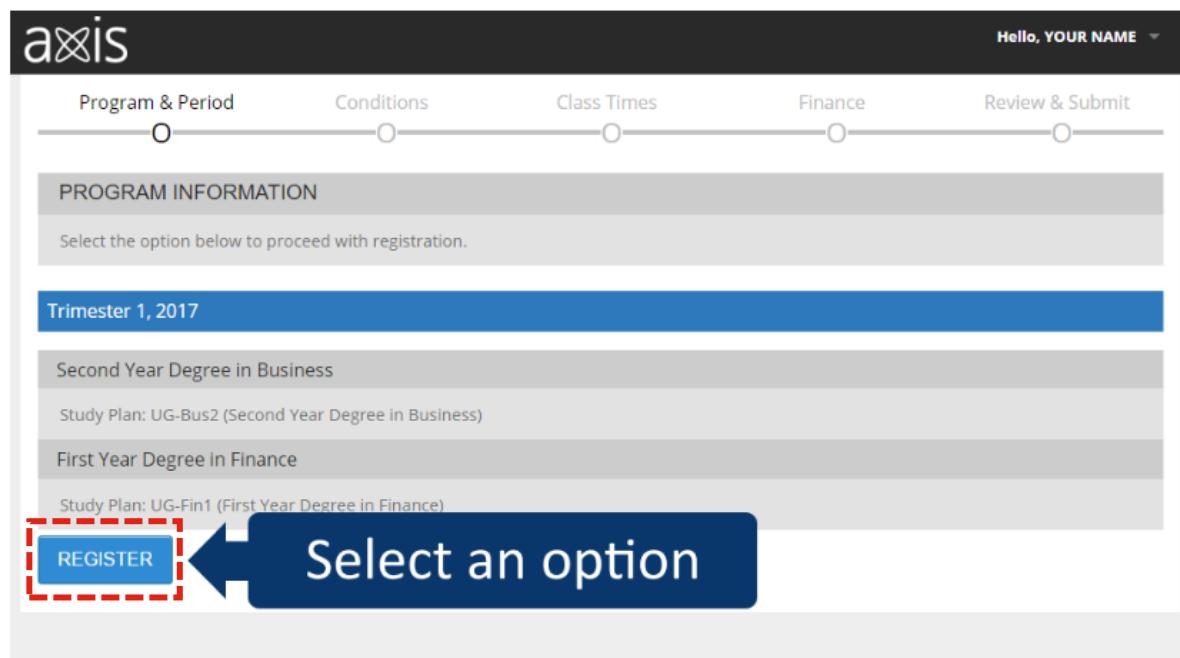
- Once logged in, you'll be greeted with the Student Portal home page.



- To register and create your class timetable, click on 'Enrolment' under the 'My Resources' tab.



3. Select your program on the 'Program and Period' page.



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Hello, YOUR NAME ▾

Program & Period      Conditions      Class Times      Finance      Review & Submit

PROGRAM INFORMATION

Select the option below to proceed with registration.

Trimester 1, 2017

Second Year Degree in Business

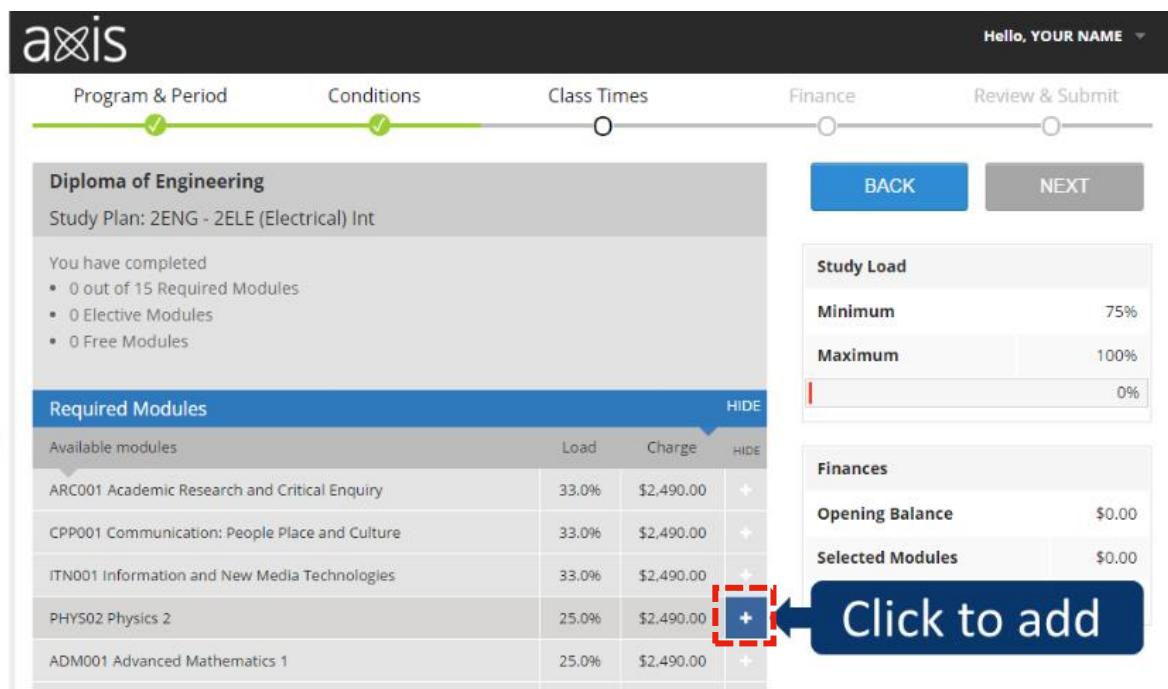
Study Plan: UG-Bus2 (Second Year Degree in Business)

First Year Degree in Finance

Study Plan: UG-Fin1 (First Year Degree in Finance)

**REGISTER** ← Select an option

4. In the 'Class Times' page, click the plus sign to add a module.



axis

Hello, YOUR NAME ▾

Program & Period      Conditions      Class Times      Finance      Review & Submit

Diploma of Engineering

Study Plan: 2ENG - 2ELE (Electrical) Int

You have completed

- 0 out of 15 Required Modules
- 0 Elective Modules
- 0 Free Modules

**BACK**      **NEXT**

**Required Modules**

Available modules	Load	Charge	HIDE
ARC001 Academic Research and Critical Enquiry	33.0%	\$2,490.00	+
CPP001 Communication: People Place and Culture	33.0%	\$2,490.00	+
ITN001 Information and New Media Technologies	33.0%	\$2,490.00	+
PHYS02 Physics 2	25.0%	\$2,490.00	+
ADM001 Advanced Mathematics 1	25.0%	\$2,490.00	+

**Study Load**

Minimum	75%
Maximum	100%
	0%

**Finances**

Opening Balance	\$0.00
Selected Modules	\$0.00

Click to add

**5.** Choose one of each class type and click on the row to add or change classes.

- You cannot select a class that clashes with any of the ones you have already chosen.
- You may have to change class selection for the clashing module if other options are available.

Register Your Classes  
ARC001 Academic Research and Critical Enquiry  
This unit has one 4 hour class per week, including a one hour computer session.

Practical	Teacher	Room	Times	
Class 2	Dane HORTON	CEBROOKMAN	Wed 5:00pm to 7:00pm	-
Lecture	Teacher	Room	Times	
Class 2	Pearl PANICKAR	CE B5-15, CE B6-17A	Tue 8:30am to 9:30am, Tue 9:30am to 12:30pm	-
Class 3	Kathy GRANT	CE B5-11, CE B6-17A	Wed 8:30am to 9:30am, Wed 9:30am to 12:30pm	+

Close Window

Jun 5 - 11 2016

Sun	Mon	Tue	Wed	Thu	Fri	Sat
all-day						
6am						
7am						
8am						
9am						
10am						
11am						
12pm						
1pm						
2pm						
3pm						
4pm						
5pm						
6pm						
7pm						

Select one of each class type.  
Click to add or change

**6.** Check that your registration is complete. If you have chosen a required class, the relevant module will be highlighted.

Diploma of Engineering  
Study Plan: ZENG - 2ELE (Electrical) Int

BACK      NEXT

You have completed

- 0 out of 15 Required Modules
- 0 Elective Modules
- 0 Free Modules

**Required Modules**

Available modules	Load	Charge	HIDE
ARC001 Academic Research and Critical Enquiry	33.0%	\$2,490.00	
Registration for this module has not been completed			CLOSE
CPP001 Communication: People Place and Culture	33.0%	\$2,490.00	
ITN001 Information and New Media Technologies	33.0%	\$2,490.00	
PHYS02 Physics 2	25.0%	\$2,490.00	
ADM001 Advanced Mathematics 1	25.0%	\$2,490.00	
PHYS01 Physics 1	25.0%	\$2,490.00	
ESS001 Essential Study Skills	25.0%	\$2,490.00	
ENGG1004 Engineering Design and Innovation	25.0%	\$3,600.00	

**Study Load**

Minimum	75%
Maximum	100%
	66%

Incomplete. Click and select all class types

7. When all your modules are selected, click '**Next**'. This button will not be available (greyed out) if your registration is incomplete.

**Diploma of Engineering**  
Study Plan: 2ENG - 2ELE (Electrical) Int

You have completed

- 0 out of 15 Required Modules
- 0 Elective Modules
- 0 Free Modules

**Required Modules**

Available modules	Load	Charges	HIDE
ARC001 Academic Research and Critical Enquiry	33.0%	\$2,490.00	-
CPP001 Communication: People Place and Culture	33.0%	\$2,490.00	-
ITN001 Information and New Media Technologies	33.0%	\$2,490.00	-
PHYS02 Physics 2	25.0%	\$2,490.00	+
ADM001 Advanced Mathematics 1	25.0%	\$2,490.00	+
PHYS01 Physics 1	25.0%	\$2,490.00	+

**Finances**

Opening Balance	\$0.00
Selected Modules	\$7,470.00
Due Now	<b>\$7,470.00</b>

Jun 5 - 11 2016

Sun Mon Tue Wed Thu Fri Sat

If you have fees due now, you must arrange payment before you can continue.

8. You should now review your registration and timetable.

- Click '**Amend**' to change or click '**Exit**' to confirm.

**Registration Confirmation**

Module	Class Type	Class	Teacher	Room
ARC001 - Academic Research and Critical Enquiry	Lecture	2	Pearl PANICKAR	CE B6-17A
ARC001 - Academic Research and Critical Enquiry	Lecture	2	Pearl PANICKAR	CE B5-15
ARC001 - Academic Research and Critical Enquiry	Lecture	2	Pearl PANICKAR	CE B6-17A
ARC001 - Academic Research and Critical Enquiry	Lecture	2	Pearl PANICKAR	CE B5-15
ARC001 - Academic Research and Critical Enquiry	Practical	2	Dane HORTON	CEBROOKMAN
CPP001 - Communication: People Place and Culture	Lecture	3	Robert KITT	CE B5-12D
CPP001 - Communication: People Place and Culture	Lecture	3	Robert KITT	CE B5-15
CPP001 - Communication: People Place and Culture	Lecture	3	Robert KITT	CE B5-12D
CPP001 - Communication: People Place and Culture	Lecture	3	Robert KITT	CE B5-15
ITN001 - Information and New Media Technologies	Lecture	2	Boris FEKLISTOV	CE B5-15

Note: all images are for example purposes only.

# Learning at La Trobe College Australia

Naturally, studying online will be different from studying on campus. Some of the differences include:

- Online lectures via Zoom (see pages 11 to 14 for instructions on how to download Zoom onto your computer). The Zoom link can be found on the Moodle page of each subject.
- Self-guided videos with questions.
- Independent reading, then class discussion over Zoom.
- Weekly online quizzes and tests.

## Student Portal

Below is a screenshot of the Student Portal. Here you can access your student email, timetable, and results. It is important that you become familiar with the contents of this page.

Click on Moodle to access your subjects

Access to your email, results, timetable, and more

Click on each tab to view the dropdown menus. Explore the site to learn more.

This area contains College news

## Learning online

It is expected that students develop strong independent learning and computer skills to assist them during their course. Developing these skills will become an important tool in both university and your career.

### Tips to be an independent learner:

- Be responsible for your learning.
- Complete weekly activities and readings.
- Use a calendar and set deadlines for starting AND completing assignments.
- Create online study groups with your classmates.
- Use Learning Support Services.
- Learn more about studying online by watching [this video](#).

# Learning support

Foundation and Diploma students can access the following free Learning Support services:

## Student Learning Advisor

The Student Learning Advisor can assist students with writing skills, referencing, and learning strategies. All meetings are held using Zoom. To make a booking, go to: [studentlearningadvisor1.youcanbook.me](http://studentlearningadvisor1.youcanbook.me)

## PAL Mentors

PAL Mentors are students who have studied at the college and now study at La Trobe University. Students can speak to a PAL Mentor about study skills, starting an assignment and research tips and tricks. To make a booking go to: [latrobecollegeaustraliapalm.setmore.com](http://latrobecollegeaustraliapalm.setmore.com)

## Digital Learning Centre

The Digital Learning Centre is for students who prefer independent learning. The Digital Learning Centre can be found on the Student Portal or by clicking [here](#).

## Learning Support on Instagram

Students can follow Learning Support on Instagram for weekly tips at [instagram.com/learning\\_support\\_ltca](https://www.instagram.com/learning_support_ltca)

## Workshops

Learning Support holds workshops throughout each trimester on topics such as how to study online, how to use Google Scholar, and how to reference. News of workshops are sent to students via email, text message and on the Student Portal.

# Student **well-being**

La Trobe College Australia has a free counselling service for all onshore students.

For Health, Wellbeing, and Inclusion services at the University – click [here](#) for more information.

# External support services

## Lifeline Australia (24-hour crisis support)

Phone: **131 114**

Website: [lifeline.org.au](http://lifeline.org.au)

## Sexual assault crisis support line

Phone: **1800 806 292**

Website: [sacl.com.au](http://sacl.com.au)

## LGBTIQA+ support services

Phone: **1800 729 367**

Text: **0480 017 246**

Email: [support@rainbowdoor.org.au](mailto:support@rainbowdoor.org.au)

Website: [switchboard.org.au](http://switchboard.org.au)

## Beyond Blue (mental health support service)

Phone: **1300 22 4636**

Website: [beyondblue.org.au](http://beyondblue.org.au)

## Learn more about: Beyond Blue



## Study Melbourne Student Centre

### Study Melbourne Student Centre

Phone: **1800 056 449** (free call from landline phones)

Email: [info@studymelbourne.vic.gov.au](mailto:info@studymelbourne.vic.gov.au)

Website: <https://www.studymelbourne.vic.gov.au/>

### Legal help at the Study Melbourne Student Centre

If you need help understanding the law or have a legal problem, Study Melbourne Student Centre support staff can refer you to our International Student Employment and Accommodation Legal Service that provides the advice you need.

As an international student, you may have the following questions:

- How many hours can I work?
- What does 'cash-in-hand' mean?
- What is the minimum wage I should be paid?
- How do I pay my accommodation bond?
- What are the minimum standards for a rooming house and its rooms?
- What if there is a problem with where I am staying?

## Victorian legal services

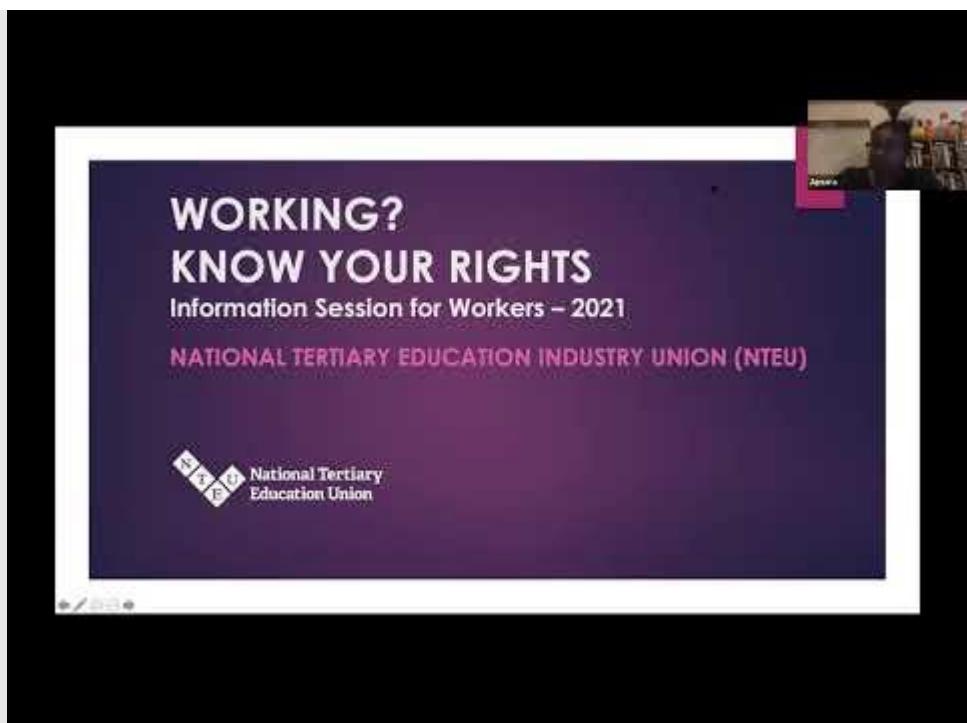
Victoria Legal Aid provides free legal advice and may also be able to help you in your own language. Visit the '**Speak to us in your own language**' page on the Victoria Legal Aid website.

Telephone: **1300 792 387** – Monday to Friday, 8.45am to 5.15 pm.

Website: [legalaid.vic.gov.au](http://legalaid.vic.gov.au)

## Know your work rights

The College has created a video to inform all students of their work rights. This was recorded during T1 2021 orientation and is updated regularly.



## Need more information?

If you require more information on additional support services head to the **Student Portal** or contact Student Services by email at [info@latrobemelbourne.edu.au](mailto:info@latrobemelbourne.edu.au)

Sexual assault crisis support line: **1800 806 292**

Medical Attention: **13 74 25** or visit the **home doctor's website**.  
[In a medical emergency dial 000.](#)

La Trobe University Medical Centre: **03 9473 8885** (Located Corner Plenty Road and Kingsbury Drive, Bundoora)

# Study Toolkit

## Office 365

All students have free access to Office 365. This set of software tools will be your study toolkit at the College and University. Follow the instructions below to download Office 365. If you have difficulties, contact Student Services at: [info@latrobemelbourne.edu.au](mailto:info@latrobemelbourne.edu.au)

To get a copy of Office 365, go to [microsoft.com/en-au/education/products/office](https://microsoft.com/en-au/education/products/office), then follow the instructions below:

**Get started with Office 365 for free**

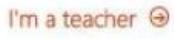
Students and educators at eligible institutions can sign up for Office 365 Education for free, including Word, Excel, PowerPoint, OneNote, and now Microsoft Teams, plus additional classroom tools. Use your valid school email address to get started today.

2. **Enter your college Gmail address and press Get Started**

Enter your school email address:  

**GET STARTED**

3. **Select I'm a student** 

Are you a student or a teacher?  

**Create your account**

First name  Last name

Create password  Confirm password

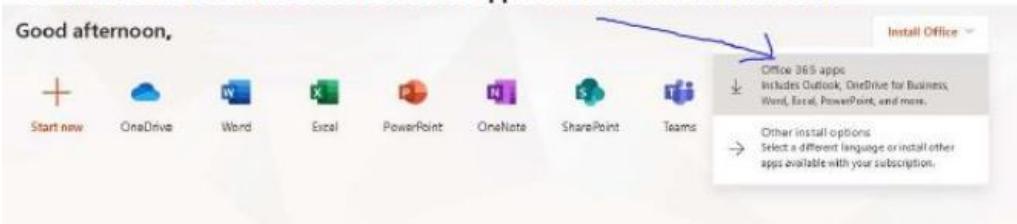
We sent a verification code to testsetup@learning.latrobemelbourne.edu.au. Enter the code to complete sign up.

Verification code  [resend signup code](#)

4. **Fill in your details and press start (the verification code will be in your college gmail account)**

5. **Click Install Office and select Office 365 apps. The download will then start**

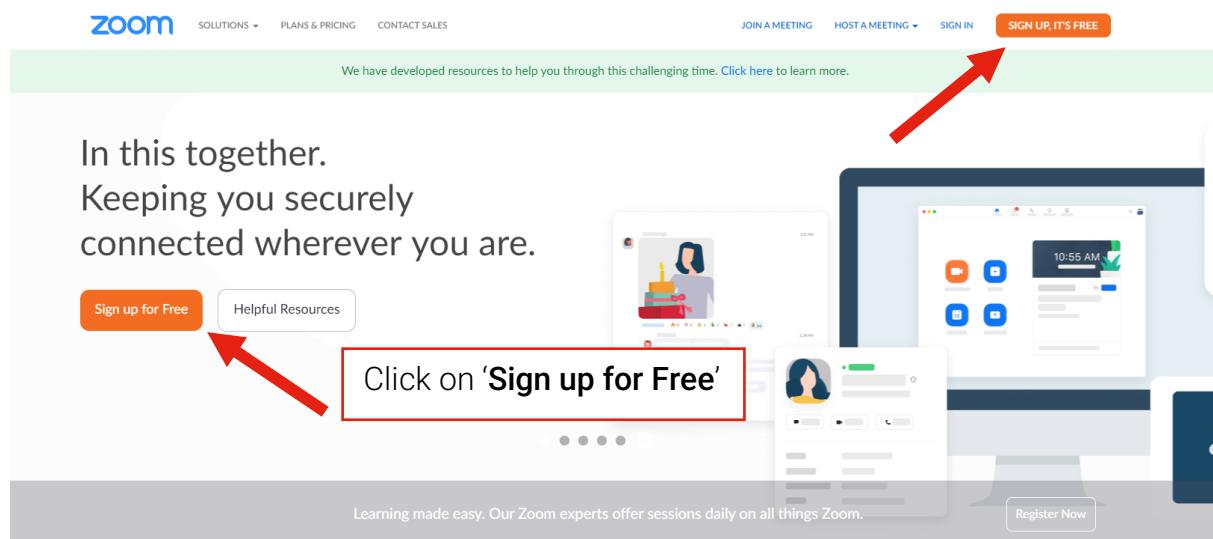
Good afternoon,



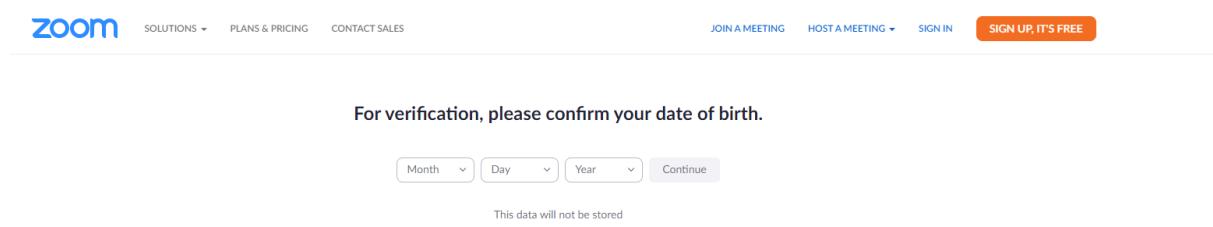
## Zoom

Zoom is the video conferencing platform the College uses to deliver lectures and tutorials. Students are required to sign up for free at **zoom.us** using your LTCA email address.

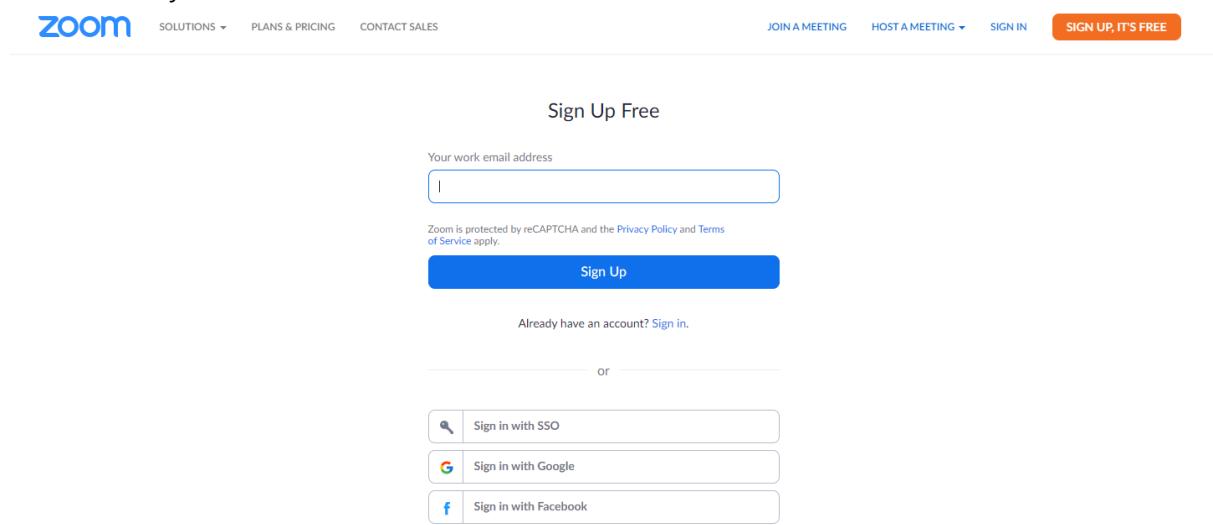
Follow the instructions below to register.



Next, enter your date of birth.



Then enter your student email address.



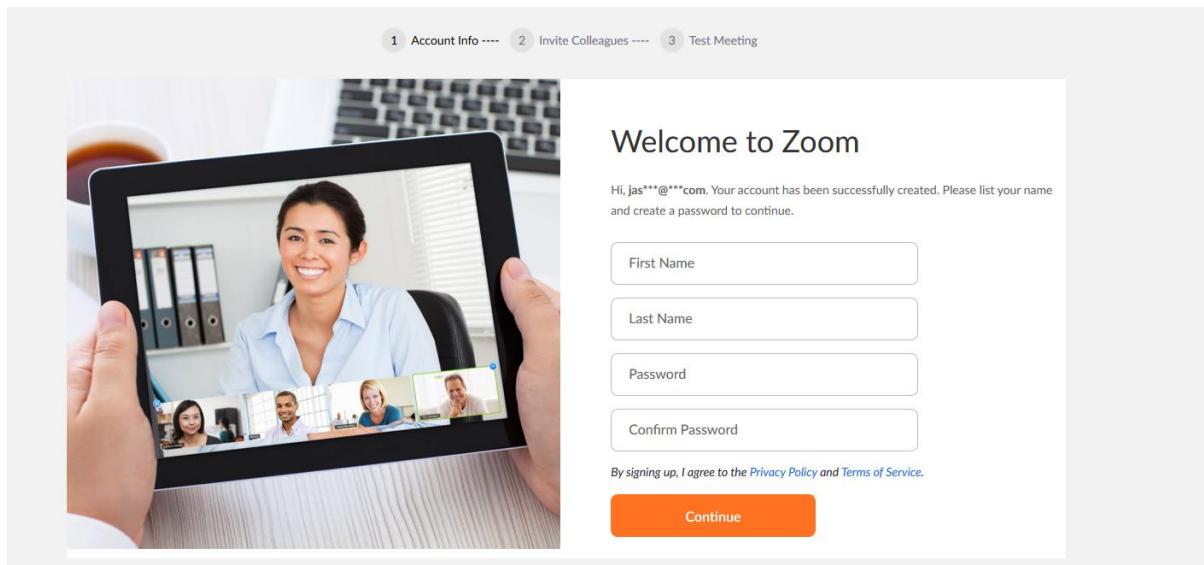
A confirmation email will be sent to your student email with a click. Open the email and click on the button to activate your account.

The image shows a sequence of two screenshots. The top screenshot is an email from Zoom (no-reply@zoom.us) to a user. It contains a message: 'We've sent an email to [REDACTED]@gmail.com. Click the confirmation link in that email to begin using Zoom.' Below this, there is a link 'Resend another email' and a note 'if you did not receive the email,'. The bottom screenshot is a screenshot of the Zoom activation page. It shows the 'Activate Account' button, which is highlighted with a red dashed box. The URL for the activation link is also visible: <https://us04web.zoom.us/activate?code=ktVa0YY6uSJ1ywXENMeP7Ce0tdZzY2jjrlvoNICtavU.BQgAAAFzdNd0MwAnjQAfamFzb24uY29ybWljay5kb2NrZXJ5QGdtYWlsLmNvbQEZAFAJg5MTRJNXFqUIYydEVJTFIFMmE4VmcaAAAAAAA&fr=signup>.

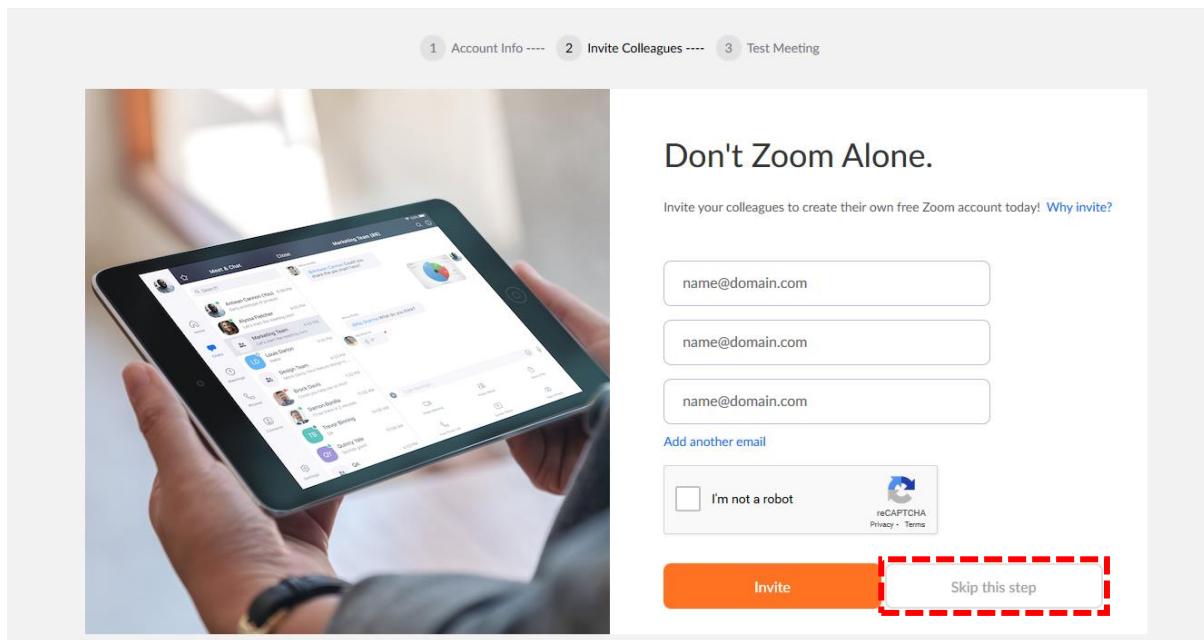
Click 'No', then click on 'Continue'.

The image shows a confirmation page with the question 'Are you signing up on behalf of a school?'. There are two radio buttons: 'Yes' (unchecked) and 'No' (checked). Below the radio buttons is a 'Continue' button.

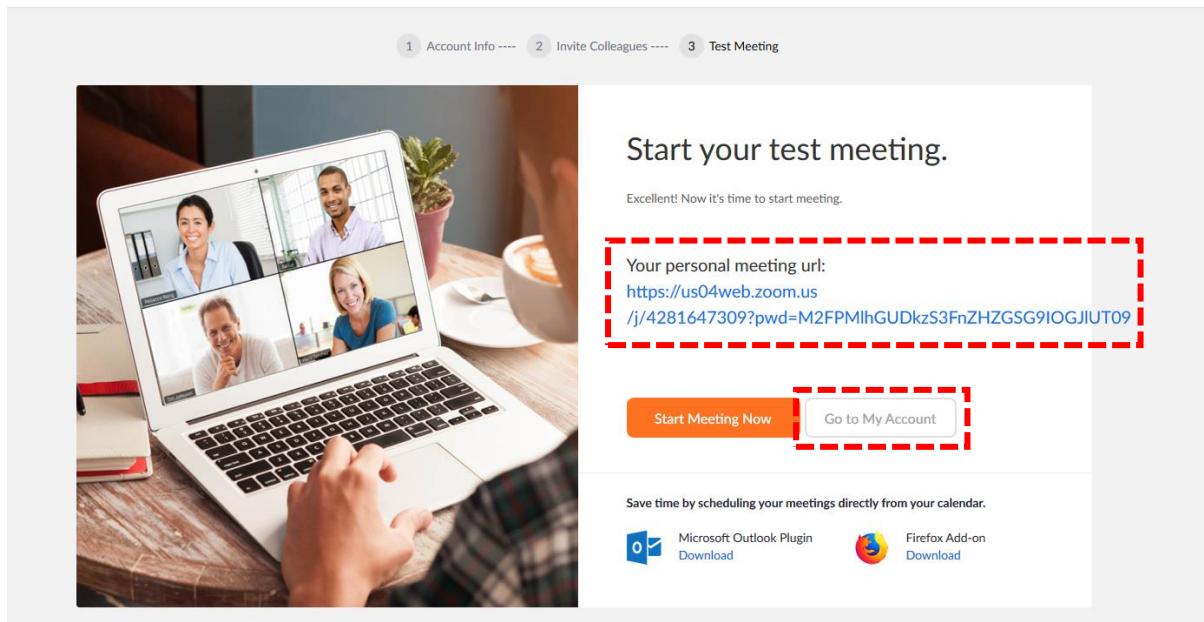
Next, enter your name and create a password.



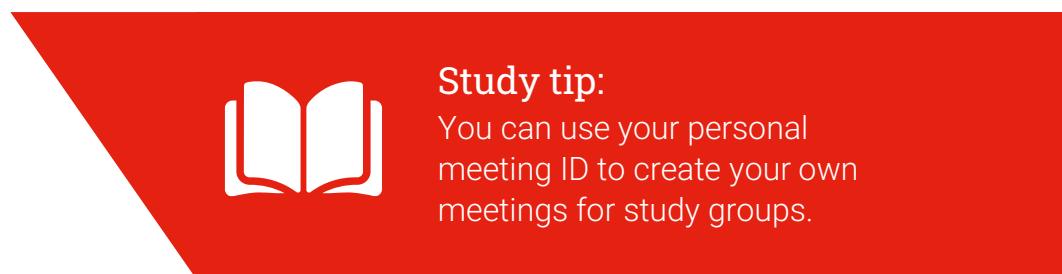
On the next page, click on 'Skip this step'.



You can now use your personal meeting URL to test a meeting, or you can continue to your account page.

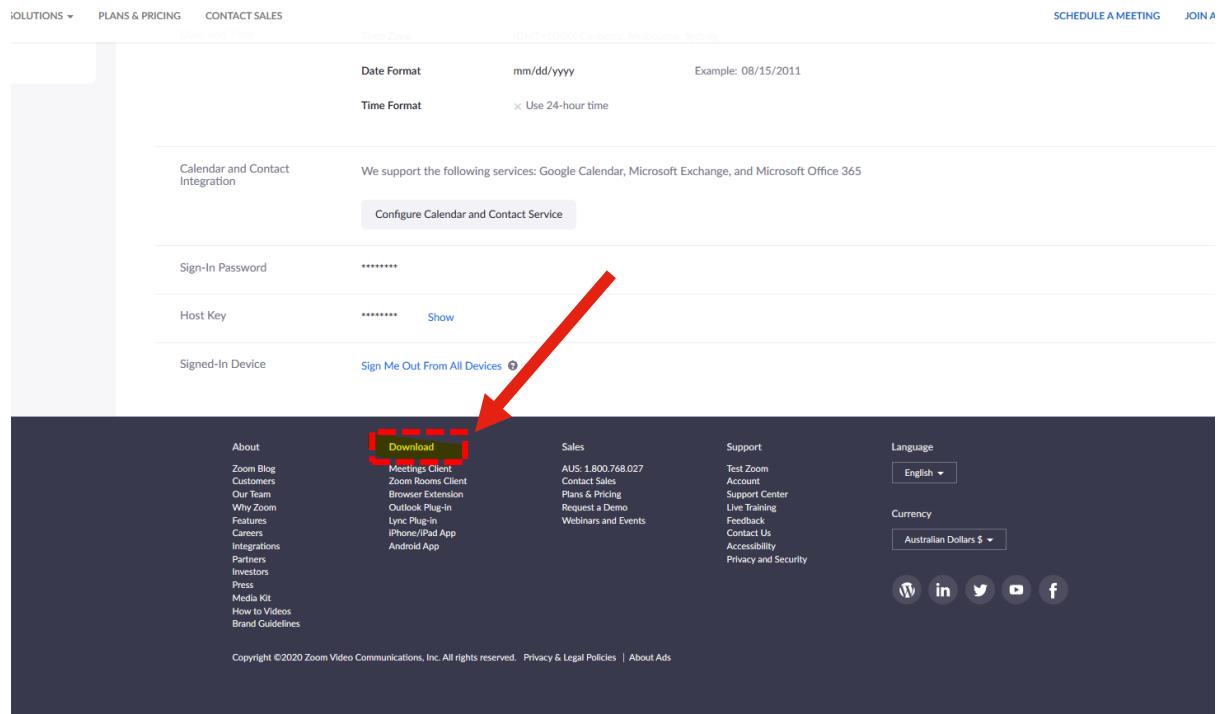


The screenshot shows the Zoom account page. At the top, there are three tabs: 1. Account Info ----, 2. Invite Colleagues ----, and 3. Test Meeting. The 'Test Meeting' tab is active. Below the tabs, there is a large image of a person using a laptop for a video call with four participants. To the right of the image, the text 'Start your test meeting.' is displayed. Below this, a message says 'Excellent! Now it's time to start meeting.' A red dashed box highlights the 'Your personal meeting url:' section, which contains the URL <https://us04web.zoom.us/j/4281647309?pwd=M2FPMlhGUDkzS3FnZHGS9IOGJIUT09>. Below the URL are two buttons: 'Start Meeting Now' (orange) and 'Go to My Account' (grey). At the bottom, there is a section for scheduling meetings directly from a calendar, with links for Microsoft Outlook Plugin Download and Firefox Add-on Download.



**Study tip:**  
You can use your personal meeting ID to create your own meetings for study groups.

On your account page, scroll to the bottom and download Zoom to your computer.



The screenshot shows the bottom of the Zoom account page. It includes fields for Date Format (mm/dd/yyyy) and Time Format (24-hour time). Below these are sections for Calendar and Contact Integration, Sign-In Password, Host Key, and Signed-In Device. A red arrow points to the 'Download' button in the 'Meetings Client' section of the footer. The footer also contains links for Sales, Support, Language, and Currency. At the very bottom, there are copyright and legal links.

# Navigating Moodle



Moodle is where all your subjects are located. You will need to log in to Moodle daily to attend online class, complete quizzes and tests, find information about assignments, and to connect with academic staff and other students.

We recommend that you spend some time in your first week getting familiar with Moodle. This will help build your IT skills and confidence in navigating around Moodle.

Below is a screenshot of what a subject may look like in Moodle:

The screenshot shows the Moodle subject page for 'Introduction to Strategic Communication - MSTC1ISC'. The top navigation bar includes 'Class Announcements', 'Class Calendar', 'Class Home', and 'Class Discussion'. The 'Class connection' section features a 'Welcome to your Class' message, a 'Class connection Padlet' with various pinned items, and a 'Reminder: The Media Release' due on Friday 20th. Below this is a 'TIME TO DO THE SURVEYS' section with links for 'Click HERE to take the subject survey' and 'Click HERE to take the teacher survey - Alyse Hogg'. The 'Zoom class link' section contains a large 'zoom' button and a link to 'Week 1: Introduction'. The 'Weekly readings & lecture materials' section displays a grid of 12 weeks, each with a title and a small image, such as 'Week 1: Introduction', 'Week 2: Strategic Communication Theory', and 'Week 12: Media Relations'.

# Staff at La Trobe College Australia

## Dr David Bower

Academic Director (Acting)

E: [David.Bower@latrobemelbourne.edu.au](mailto:David.Bower@latrobemelbourne.edu.au)



## Academic Coordinators

For questions related to your course please contact the relevant coordinator.



## Dragan Kale

Academic Coordinator  
Diploma of Information Technology  
Diploma of Cyber Security

E: [Dragan.Kale@latrobemelbourne.edu.au](mailto:Dragan.Kale@latrobemelbourne.edu.au)

## Tina Belokozovski

Academic Coordinator  
Diploma of Business  
Diploma of Data Analytics

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## Dr. Sapha Shibeeb

Academic Coordinator  
Diploma of Health Sciences

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## Miranda McKellar



Academic Coordinator  
Foundation Studies  
Diploma of Media and Communication

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## Dr. Noni Frankenburg

Academic Coordinator (Acting)  
Diploma of Psychology  
Diploma of Bioscience

E: [Noni.Frankenburg@latrobemelbourne.edu.au](mailto:Noni.Frankenburg@latrobemelbourne.edu.au)



# Student Learning Advisors

## Jason Cormick-Dockery

Student Learning Advisor

E: [Jason.Cormick@latrobemelbourne.edu.au](mailto:Jason.Cormick@latrobemelbourne.edu.au)  
T: (+61 3) 9479 5345



Booking : <https://studentlearningadvisor1.youcanbook.me/>



## Dr. Noni Frankenburg

Student Learning Advisor

E: [Noni.Frankenburg@latrobemelbourne.edu.au](mailto:Noni.Frankenburg@latrobemelbourne.edu.au)

Booking : <https://studentlearningadvisor2.youcanbook.me/>

# Student Services



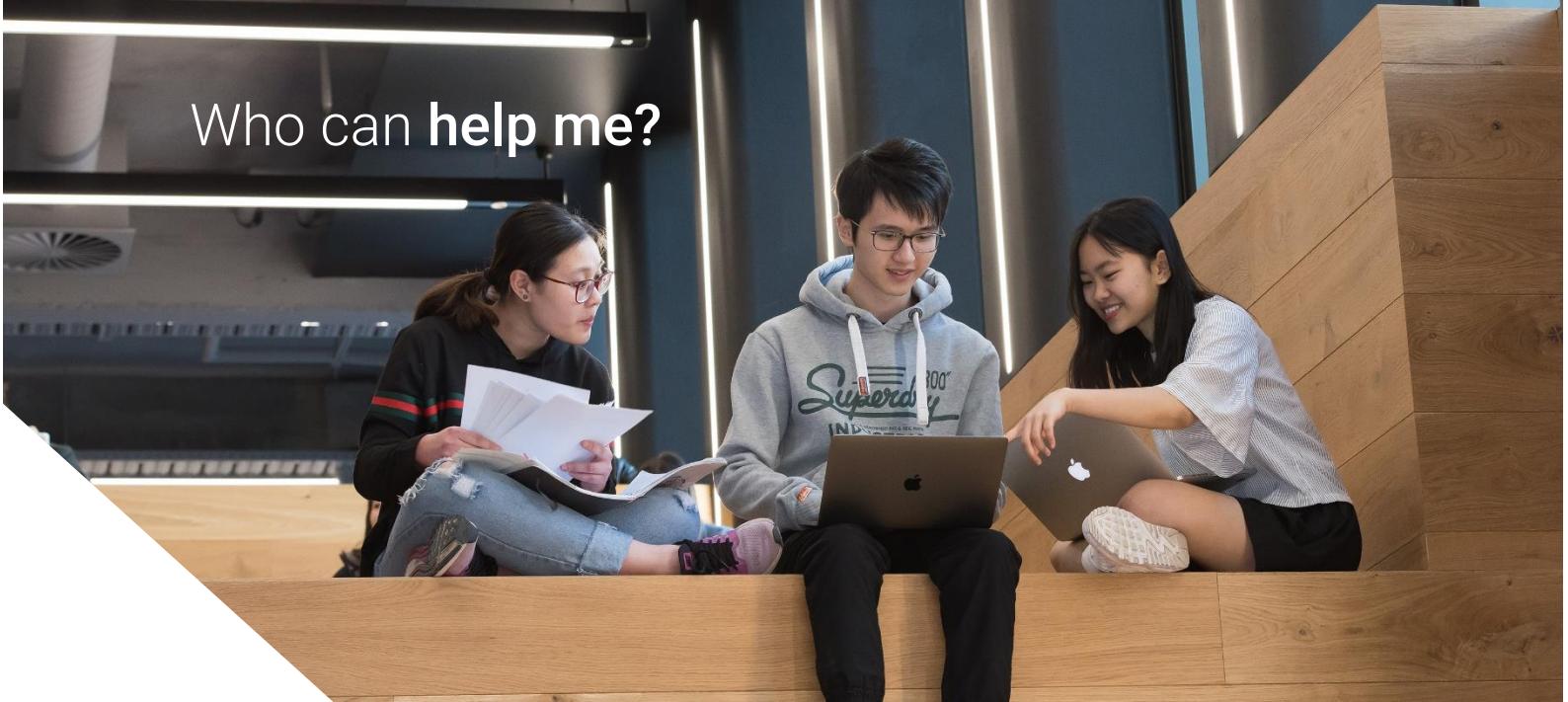
Have an issue? Please come and see us at Student Wellbeing Hub ( Level 5, Sylvia Walton Building) Or you can send your questions to [Enquiry](#) or call us at **+61 (03) 9479 2417**.

Student Services can assist you with the following:

- Password resets
- Accommodation
- Student hardship
- Fee payments
- Well-being services



# Who can **help me?**



## Your teacher (class-level questions)

**Helps you with:** understanding your studies within the subject. Most of your questions should be directed to your teacher first.

### Example questions to ask:

- What does [this] mean?
- How can I best learn [this]?
- Where is [this] resource?
- Can you suggest another resource to help me understand [this]?
- Can you please sit with me and help me understand [this]?
- May I reschedule a minor assessment?

## Subject Coordinator (subject-level questions)

**Helps you with:** requirements and organising your subject programme. Your teacher may redirect you to your subject coordinator, if necessary.

### Example questions to ask:

- May I change from [this] class number to [this] class number which is on at the same time? *[Some subjects will need changes to be requested to the Academic Coordinator, even if the classes run at the same time.]*
- I have been told I breached academic integrity; what have I done and how may I learn from it?
- I was sick/absent during an assessment; May I have special consideration for/reschedule an assessment piece worth <20% of my overall mark? *[Email completed digital special consideration form and supporting documentation (e.g. medical certificates) covering absences for assessment. Completed applications must be in within 72hrs of assessment. Please note: digital forms should not be printed; please complete digitally and not change file format.]*

## Academic Coordinator (Diploma programme-level questions)

**Helps you with:** organising your studies over all of your subjects and over the duration of your diploma studies, pathway advice, academic well-being & support.

### Example questions to ask:

- May I change from [this] class number to [this] class number which is on at the different time?
- How will [this change] affect my study plan and progression to my 2<sup>nd</sup> year bachelor course?
- Can you please tell me more about my chosen pathway degree?
- What employment options are available with an [this] degree?
- How may I defer my diploma studies to another trimester?
- May I drop [this] class this trimester?
- May I reschedule a major assessment?
- May I have special consideration for/reschedule an assessment piece worth >20% of my overall mark?

*[Email completed [digital special consideration](#) form and supporting documentation (e.g. medical certificates) covering absences for assessment. Completed applications must be in within 72hrs of assessment. Please note: digital forms should not be printed; please complete digitally and not change file format.]*

## Student Services (general inquiries)

**Helps you with:** Any additional questions or finding where/who to ask the questions you have.

### Example questions to ask:

- I have issues with my enrolment, who should I speak with?  
*(Please provide appropriate details so they may direct you appropriately)*
- My Axis portal account is not letting me in and I have tried the reset tool, what should I do next?
- Help! I am lost, how do I get to [this room/building]?  
*(Many of the key buildings are indicated on the Campus maps tile in your Orientation Moodle page. Google maps or the University Bundoora/Melbourne campus map is very useful, too)*
- Where is my class, please?  
*(After triple-checking your timetable, please)*
- May I please have [this] form?  
*(Please check Documents and Forms on your Axis portal first)*
- May I please have my academic transcript?  
*(A fee and waiting period may apply)*
- I have arrived at the organised time for an appointment with my teacher/subject/academic coordinator, can you please page them?
- I have missed my final exams for my subjects; may I apply for special consideration for my final exam(s)?

*[Email completed [digital exam special consideration](#) form and supporting documentation (e.g. medical certificates) covering absences for all missed exams.*

*Completed applications must be in within 72hrs of assessment. Please note: digital forms should not be printed.; please complete digitally and not change file format.]*