

Special Consideration Policy

Document Owner	Chief Executive Officer		
Responsible Officer	RTO Manager		
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Related Documents	<i>Student Enrolment Agreement</i> <i>Admissions and Enrolment Policy</i> <i>Cancellation, Withdrawal, and Refund Policy</i> <i>Course Transfer, Extension, and Deferral Policy</i> <i>Course Change Policy</i> <i>Special Consideration Application Form</i> <i>Complaints and Appeals Policy</i> <i>BTS Privacy Policy</i>		
Version	Authorised by	Approved	Effective Date
1.0	Chief Executive Officer	25/07/2025	28/07/2025

1. Context

Barrington Training Services (BTS) understands that students may face serious, unexpected challenges that affect their ability to meet academic and financial commitments.

If a student is dealing with ongoing circumstances beyond their control—such as serious illness, personal trauma, or financial hardship—that prevent them from completing their course within the original timeframe or fulfilling future financial obligations, they may apply for **Special Consideration**.

This Policy outlines:

- Eligibility criteria for special consideration
- Required documentation to support an application
- The application process

This Policy does not affect any rights students may have under the Australian Consumer Law.

2. Definitions

Refer to the [Explanation of Terms](#) document.

3. Scope

This Policy applies to all students enrolled in a course delivered by BTS.

Barrington Training Services Pty Ltd trading as Be Trained by Barringtons.

RTO code: 91397 **ABN:** 66 102 353 622

Address: Suite 1, 4 Columbia Court, NORWEST, NSW 2153, Australia

Phone: 02 9899 0600 **Email:** enquiries@barringtons.com.au **Website:** www.barringtons.com.au

4. Principles

The following principles guide the administration of Special Consideration at BTS, to ensure fair, consistent, and student-focused decision-making:

- **Student-centric approach.** BTS prioritises the wellbeing and success of the students by recognising the impact of unforeseen and ongoing challenges on their ability to study and meet financial obligations.
- **Equity and consistency.** All applications are assessed using consistent criteria to ensure fair treatment across all BTS students, regardless of their background or circumstances.
- **Clarity and transparency.** The process, requirements, and outcomes of special consideration applications are communicated to ensure students understand their options and responsibilities.
- **Evidence-based decision-making.** Applications are evaluated based on relevant, verifiable documentation to support objective and fair outcomes.
- **Confidentiality and respect.** All personal information and supporting documents are handled with sensitivity and in accordance with the **BTS Privacy Policy** and the **Data and Records Management Policy**.
- **Timely and supportive engagement.** BTS is committed to responding to applications promptly and providing students with guidance and support throughout the process.

5. Policy details

5.1. Grounds for Special Consideration

- a) Special Consideration may be granted to BTS students who are affected by exceptional and ongoing circumstances beyond their control. These circumstances must significantly impact the student's ability to:
 - Complete their course within the original duration, or
 - Meet their current or future financial obligations.
- b) Students are expected to:
 - Notify BTS as soon as they become aware of any such circumstances.
 - Disclose any pre-existing conditions at the time of enrolment if they may affect their ability to study, in accordance with the **Admissions and Enrolment Policy**.

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5.1.1. Eligible grounds for Special Consideration

a) *Serious Illness*

This includes:

- A sudden and severe illness or injury that significantly affects a student's health.
- A chronic condition that has worsened unexpectedly, making it difficult for the student to continue their studies.

Note: Pre-existing conditions are only considered if they were disclosed at enrolment and have since deteriorated due to unforeseen changes.

b) *Personal Trauma or Hardship*

Circumstances that may prevent a student from continuing their studies include:

- The death of a close family member.
- Serious illness of a close family member where the student is the primary carer.
- Major disruption to domestic or living arrangements.
- Being affected by a natural disaster.
- Being a victim of crime.

c) *Financial Hardship*

Situations that may qualify include:

- Loss of employment and income.
- Family emergencies requiring unexpected financial support.
- Financial impact resulting from being a victim of crime.

5.2. What is not considered valid grounds for Special Consideration

Special Consideration is intended for serious, unforeseen, and ongoing circumstances. The following situations do not qualify for Special Consideration under the BTS policy:

a) *Voluntary Employment Changes*

This includes changing jobs, adjusting work hours, resigning, or any other employment changes initiated by the student, where the changes are not triggered by WHS, personal trauma, safety and wellbeing reasons, as per Section 5.1.1 of this Policy.

b) *Change of Mind or Course Expectations*

Deciding the course is not suitable, too difficult, more time-consuming, or more stressful than expected is not considered valid grounds.

c) *Relocation*

Moving house, whether locally, interstate, or internationally, does not qualify.

d) *Personal, Social, or Leisure Commitments*

Conflicts with hobbies, social events, or other personal engagements are not eligible.

e) *Planned Holidays or Travel*

Time away due to holidays or extended travel plans is not considered exceptional or unforeseen.

f) *Course Changes*

Impacts resulting from changes to the course structure, delivery, or training package updates are managed under BTS's **Course Change Policy**, not through Special Consideration.

5.3. How to apply for Special Consideration

Students seeking Special Consideration through BTS should follow the steps below:

a) *Initial Contact*

Students must first contact the BTS Training Team on **02 9899 0600** or by emailing training@barringtons.com.au to discuss their situation. This should be done before falling behind in coursework or missing any payment obligations. The Training Team will explain the Special Consideration process and provide the necessary application form.

b) *Submit the Application*

To formally apply, students must complete the **Special Consideration Application Form**, available on the BTS website, and submit it along with the relevant supporting documentation. Details about the required documentation are outlined in **Appendix 1 – Supporting Information** of this Policy. BTS may also request a statutory declaration if needed.

5.4. Possible Outcomes of a Special Consideration Application

Depending on the nature and severity of the circumstances, BTS may, at its sole discretion, grant one or more of the following outcomes, in line with the **Course Transfer, Extension, and Deferral Policy**:

a) *Extension of Course Duration (with fee waiver)*

Students may be granted an extension without the usual extension fee, subject to the following conditions:

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- The maximum course duration has not been reached.
- The student has not exceeded the allowable number of extensions.
- No significant changes have occurred to the course's training package.
- The course is not in a teach-out phase.
- All outstanding course fees have been paid or brought up to date before applying.

b) Deferral of Studies

The student may be allowed to temporarily pause their studies.

c) Additional Academic or Student Support

BTS may offer tailored support to help the student continue their studies, including extended assessment submission due dates and a re-assessment fee waiver

d) Alternative Payment Plan

For students paying by instalments, BTS may agree to a revised payment schedule for a fixed period.

e) Payment Deferral

For students paying by instalments, BTS may defer payments for a fixed period.

5.4.1. Exceptional circumstances

a) In rare and exceptional cases, BTS may also consider cancelling a student's enrolment. If this occurs, BTS will consider:

- The portion of the course completed.
- Time since enrolment.
- Costs incurred in delivering the course.

b) Based on this assessment, BTS may:

- Release the student (partially or fully) from future instalment payments, or
- Provide a pro-rata **refund** if the student paid upfront, in accordance with the **Cancellation, Withdrawal, and Refund Policy**.

Note: A refund of course fees paid will **not** be granted as a result of a Special Consideration application based on financial hardship, since the Special Consideration process pertains **only** to future financial obligations to BTS.

5.5. Application timeframes and payment obligations

a) BTS will provide a decision **within 20 business days** from the date a completed application—including all required documentation—is received.

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- b) Once the application is reviewed, BTS will communicate a proposed resolution to the student. The student must confirm acceptance of the resolution. If **no response** is received **within 10 business days**, BTS will consider the resolution **accepted**.
- c) If the student is **not satisfied** with the proposed outcome, they have the right to appeal. Please refer to the **BTS Complaints and Appeals Policy** for guidance on how to proceed.
- d) If a refund is determined to be part of the outcome, students may be asked to provide additional information in line with the **Cancellation, Withdrawal, and Refund Policy**.
- e) Unless the application is based on **financial hardship**, students or authorised third parties must continue to meet their **ongoing payment obligations** while their Special Consideration application is being reviewed. This helps prevent accounts from falling into arrears.
- f) If a student's account is already in the **debt collection process**, BTS will temporarily pause collection activity while the application is under review. Please note that there may be a short delay in applying this hold, and students or authorised third parties may still receive contact during this time.
- g) If the outcome of the application includes changes to the **payment schedule** (e.g. amount or frequency), the student or authorised third parties must resume payments according to the new arrangement on the agreed date. Failure to do so may affect the student's ability to continue or complete their studies.

6. Breaches

If a staff member or student is found to be in breach of this Policy, she or he may be subject to disciplinary action in accordance with the relevant Code of Conduct and Misconduct Procedure.

7. Appeals

Appeals concerning any decision taken in relation to this Policy should be made under the relevant Complaints and Appeals Policy, which can be accessed from the BTS website.

Document History:

Version	Date	Author	Reason	Sections
0.1	25/07/2025	Ivan Negro	Document Creation	All
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Appendix 1 – Supporting Information

Special Consideration applications must be supported by relevant and credible documentation. The type of evidence required depends on the grounds for the application.

Medical Grounds

Required Documentation:

Students must provide a letter or report (on official letterhead) from a registered treating medical or health practitioner or medical specialist. This document must:

- Confirm that the condition is a serious illness, with basic details included.
- Provide a prognosis for recovery.
- Specify the date the illness began.
- State that, in the practitioner's opinion, the illness will prevent the student from completing the course within the original duration, and that options such as extension or deferral will not sufficiently resolve the issue.
- Be dated **within 30 days** of the application.
- Include a statement that the practitioner is aware that the report is being submitted to BTS as part of a Special Consideration application.

Additional Documentation (if applicable):

- Insurance claim documents (e.g. total and permanent disability).
- Workers' compensation documentation.

Not Accepted:

- Standard medical certificates are **not** sufficient evidence of a serious illness.

Personal Trauma or Hardship

Required Documentation:

Evidence will vary depending on the nature of the trauma or hardship, but may include:

- Death certificate of a close family member.
- Medical report (as described above) for a family member where the student has primary caregiving responsibilities.
- Legal documents such as separation or divorce papers, or other court proceedings.
- Details of natural disasters and their impact on the student.
- A statement from a doctor, counsellor, or independent community member (e.g. Justice of the Peace, Minister of Religion) outlining:
 - i. The change in personal circumstances,
 - ii. The date the change occurred,
 - iii. How the situation affects the student's ability to study,

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- iv. The expected duration of the impact.
- Police reports or court documents related to incidents of crime.

Financial Hardship

Required Documentation:

For applications based on financial hardship, students must provide documentation that demonstrates their current financial situation. The type of evidence required will vary depending on individual circumstances, but may include (and is not limited to):

- Recent payslips showing reduced or ceased income
- Current and recent bank statements reflecting financial strain
- Default notices from creditors or lenders
- Overdue notices for essential utilities (e.g. electricity, water, gas)
- Centrelink statements or other government support documentation

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