

The Special Considerations Policy of Lumify Learn ensures that all requests for course pauses, extensions and withdrawals under special considerations are evaluated within a constructive and timely manner.

Before lodging special considerations form, you are requested to carefully read our **Special Considerations Policy**.

Please complete all sections on the form and attach the relevant supporting documents to support your Special Consideration Application.

All documents that support your request must be provided with this application or within 10-working days of submitting this application. If supporting documentation is not received within 10-working days of submitting this application, the application will be rejected and closed.

Once you have completed this form, please email studentsupport@lumifylearn.com.au

This form and supporting documentation will be directed to the Registered Training Organisation (RTO) Manager for evaluation.

Your Details			
Personal Details:			
First Name		Surname	
Student ID		Date of Birth	
Course			
Submission Date of This Form			
Mailing Address:			
Street Address			
Suburb		State	
Country		Postcode	
Email address:			
Phone		Mobile	
Please specify your circumstances and provide a summary:			
Please tick your desired outcome for this application:			
<input type="checkbox"/> 3-month pause of course and payments (no access to StudySpot during pause) <input type="checkbox"/> Course pause of 6 months (no access to StudySpot during pause) <input type="checkbox"/> Free of charge 3-month course extension (only available one month prior to course end date) <input type="checkbox"/> Free of charge 3-month course extension despite request being submitted after Course End Date <input type="checkbox"/> Withdrawal from the course with no refund and consideration for outstanding fees to be partially waived or waived in full <input type="checkbox"/> Withdrawal from the course with no refund <input type="checkbox"/> Other, please specify:			

Important Information:

- Attach any relevant supporting documentation to this application form.
- This form will only be deemed as received and assessed once all required/ requested supporting documentation has been received.
- Additional documentation may be requested if required.
- Insufficient supporting documents may result in a refusal of the application.
- This request will not be accepted if a student has been reported to debt collectors due to overdue/ outstanding fees.
- Applications are usually processed within ten (10) business days from the date all supporting evidence is received for this application.

Declaration:

- I confirm that I have read and understand the Lumify Learn Special Considerations Policy.
- I agree that all information provided in this form is true and correct.
- I hereby give permission for the persons identified above to act on my behalf or be included in any contact regarding this application for special consideration.
- All supporting documentation has either been provided with this application or will be provided within 10-working days.
- If required, I agree that Lumify Learn may contact third parties identified in the documentation to confirm the information provided.
- I understand that lodging this application does not guarantee the desired outcome.

Name

Signature

Date

Next Steps

- You will be notified in writing acknowledging receipt of the application for special considerations.
- The RTO Manager is appointed as the Special Considerations Resolution Officer but may delegate where appropriate.
- The RTO Manager or delegate will investigate the Special Considerations Application and supporting documentation.
- The principles of natural justice and procedural fairness will be adopted at every stage of the special considerations evaluation and it will be a transparent, participative process.
- Application for special consideration where possible are to be resolved within 10-working days of the initial application, dependant on the submission of all relevant supporting documentation.
- You will be advised in writing of the outcome of your application for special considerations.
- Where Lumify Learn considers that the matter may take longer than 60 days, you will be notified in writing and we will keep you informed of the progress of your special consideration application.

Office Use Only

Staff member receiving application for special consideration

Received by (name)

Position

Additional Notes

Actions required by staff member	
I have sent acknowledgement that the application for special considerations has been received	
I have completed the declaration below and provided a copy of this form to be retained on the student record.	
I understand that this application for special considerations must be kept confidential and be sent to the RTO Manager.	
Actioned by:	
Position:	
Signature:	
Date:	

Special Considerations Resolution Section	
<ul style="list-style-type: none"> This section should be completed by the RTO Manager or delegated authority. The applicant for special considerations should be provided a written response including outcomes/resolution to this application within 10-working days of submission, dependent on all supporting documentation having been provided. Where this is not possible, progress updates must be provided to the applicant for special consideration communicating any barriers to completion of the evaluation of the special considerations or to request additional supporting information. Should initial supporting evidence documents not be submitted within 10-working days of receiving the completed application form, the request is to be closed. 	
RTO Manager or delegated authority (Name)	
Position:	
Investigation Notes	
Details of Outcome/Resolution	
Please include any partial refund calculation determination in this section, if applicable.	
I will/have advise/d the Applicant for Special Considerations of this outcome in writing	
I will/have advise/d the Applicant for Special Considerations of the appeal process if they are not satisfied with this outcome/resolution.	
I have securely stored all files and correspondence, including this form for audit purposes	
RTO Manager or Special Considerations Resolution Delegate Officer (Name)	
RTO Manager or Special Considerations Resolution Delegate Officer (Signature)	
Date:	