

WITHDRAWN GRADE GUIDELINES FOR SPECIAL CIRCUMSTANCES

Purpose

The purpose of the guidelines is to provide a process for managing Withdrawn grade (WDN) applications for special circumstances.

Scope

The guidelines apply to:

- all Monash College (the College) staff;
- students involved with the Withdrawn grade application process for special circumstances, including Monash University students undertaking a pathway program at Monash College.

The guidelines also apply to International Partners who are required to comply with the College policies as per the Third-Party Arrangement contracts between the College and Partners.

Guidelines

1. Eligibility Criteria

Ref	Process Steps	Responsibility
1.1	<p>In certain circumstances, students who are prevented from successfully completing a unit or their Monash English program may be awarded a withdrawn (WDN) even after the withdrawn fail date (or academic census date).</p> <p>WDN grades do not count towards the student's Grade Point Average, Weighted Average Mark, or academic progress risk level.</p>	Student
1.2	<p>A student is eligible for a withdrawn (WDN) grade if they:</p> <ul style="list-style-type: none"> • meet the criteria for special circumstances set out in the Student Fees Refunds Procedure; and • apply for special circumstances within the time period set out in section 2.1 below; and • have no findings of academic misconduct against them in the unit or their Monash English program for which they are requesting for a WDN grade. An exception applies to students who have received only a Penalty Level 1 (as defined in the Student Academic Integrity Guidelines). However, even if a student with a Penalty Level 1 is awarded a WDN grade, this does not dismiss or override the academic misconduct decision. 	<p>Student or delegate</p> <p><i>The delegate may include family members or a Monash College staff member.</i></p>

	For the death of the student, the WDN grade application can be made by the student's family or delegate.	
Applicable Circumstances		
1.3	<p>Special circumstances apply if the College is satisfied that circumstances existed which:</p> <ul style="list-style-type: none"> • were beyond the student's control; • did not fully impact the student until on or after the census date for the unit of study or their Monash English program for the teaching period; and • made it impossible for the student to complete the requirements for the unit of study or their Monash English program during the teaching period, or during the year in which the teaching period occurs. <p>The application may be rejected if it was already impossible for the student to meet the requirements of the unit or their Monash English program at the time the special circumstances occurred. For example, a student may have already failed to meet the unit or Monash English program requirements before the special circumstances occurred.</p>	Student
1.3.1	<p>Circumstances are considered beyond the student's control if a situation occurs that:</p> <ul style="list-style-type: none"> • is not due to the student's action or inaction (either direct or indirect), • the student is not responsible for, and • is unusual, uncommon, or abnormal. 	Student
1.3.2	<p>Circumstances are considered not to have made their full impact until on or after the census date if they occur:</p> <ul style="list-style-type: none"> • before the census date, but worsen on or after the day, • before the census date, but the full effect or magnitude is not apparent until on or after that day, or • on or after the census date. 	Student
1.3.3	<p>Circumstances made it impossible for students to successfully complete the unit or Monash English program requirements:</p> <ul style="list-style-type: none"> • Medical circumstances: For example, a student's medical (including mental health) conditions have changed to such an extent that they are unable to continue studying. • Family/personal circumstances: For example, the death or severe medical issues within the student's family, or 	Student

	<p>unforeseen family financial difficulties, that make it unreasonable to expect the student to continue their studies.</p> <ul style="list-style-type: none"> ● Employment-related circumstances: For example, a student's employment status or arrangements have changed, making it impossible for them to continue their studies. This change must be beyond the student's control. However, this may not apply to international students on a student visa, as they are required to comply with visa conditions, including studying full-time and adhering to limited work rights. ● Course-related circumstances: For example, the College has changed the unit or Monash English program offered, disadvantaged the student by preventing them from completing the unit or Monash English program, or earning credit towards other units or their course. ● Other special circumstances: For example, a natural disaster, mandatory obligations, or emergency or military service obligations prevented a student from continuing their studies. 	
1.4	<p>Students are not eligible to apply if, at the time of application, they have:</p> <ul style="list-style-type: none"> ● submitted fraudulent evidence to support their application; and/or ● findings of academic misconduct against them in the unit or their Monash English program for which they are requesting for a WDN grade. An exception applies as specified in section 1.2 of the Guidelines. <p>An application may be considered by the Discipline Leader, Program Leader, or Team Leader (or equivalent) or delegate if a medical professional determines that the student is unfit to continue at the assessment venue (or its online equivalent).</p> 	Student
1.5	<p>If the application is for a unit which was previously approved for a deferred final examination (as a result of a special consideration application) and the student is unable to complete the approved deferred final examination, supporting evidence must indicate that the circumstances:</p> <ul style="list-style-type: none"> ● occurred after the deferred final examination was granted; or ● prevented the student from undertaking or completing the examination and that could not have been foreseen at the time the deferred final examination was granted. 	Student

2. Application Process for WDN Grade

Ref	Process Steps	Responsibility
2.1	To be considered for a withdrawn (WDN) grade, students must complete and submit a WDN application form for special circumstances to the Student Administration team (or equivalent) at	Student or delegate

	<p>student.admin@monashcollege.edu.au within 10 working days of the official unit or Monash English program results release date. Late WDN applications may not be accepted and considered.</p> <p>Due to circumstances beyond their control, if a student is:</p> <ul style="list-style-type: none"> ● deemed incapable of completing the WDN grade application due to one of the above special circumstances, the student's emergency contact, a family member, or a Monash College staff member or delegate may be able to complete the application on behalf of the student. <ul style="list-style-type: none"> ○ The Monash College staff member may consult with Academic Administration, Student Administration, and/or Student Welfare to determine if it is in the student's best interest that the staff member completes the form on their behalf. ● unable to apply for WDN grade application within the specified timeframe, they must notify the Student Administration team (or equivalent) as soon as possible. Where appropriate, the relevant Discipline Leader, Program Leader, or Team Leader (or equivalent) or delegate will determine and provide the student with a deadline for submitting their application. ● unable to obtain all supporting evidence by the due date of the application, they must notify the Student Administration (or equivalent) as soon as possible. Where appropriate, the relevant Discipline Leader, Program Leader, or Team Leader (or equivalent) or delegate will determine and provide the student with a deadline for submitting the evidence. <p>Requests for extensions must include evidence of the circumstances and demonstrate that they were beyond the student's control. If approved, the extension to apply will be proportionate to the circumstances.</p>	<p><i>The delegate may include family members or a Monash College staff member.</i></p>
2.1.1	<p>Submit all supporting evidence by the date stated in the College's response.</p> <p>If no request for an extension is granted, the application will be assessed based on the available evidence, and the student will be notified of the outcome accordingly.</p>	Student
2.1.2	<p>For deadlines on fee reversal applications, refer to Student Fees - Refunds Procedure. The application for WDN and a fee reversal will be processed concurrently.</p>	Student
2.2	<p>The Safer Community Unit (or equivalent) can recommend to the relevant Discipline Leader, Program Leader, or Team Leader (or delegate) an extension to the application time period in section 2.1 for a student who is a victim of sexual harm, family or domestic violence.</p>	Safer Community Unit (or equivalent)
2.3	<p>Applications must include evidence that:</p> <ul style="list-style-type: none"> ● details the severity of the situation, 	Student

	<ul style="list-style-type: none"> the circumstances are related to the acceptable grounds as set out in section 1.3, and confirms the timing of the circumstances. 	
2.4	Ensure that all documentation is in English or accompanied by an authorised translation (e.g., NAATI in Australia).	Student
2.5	A student who has an interim result (WH, DEF, NS) at the time of results release, or who has had a correction to their mark, must apply within 10 working days of being notified that their result has been finalised.	Student
Referral Process		
2.6	If the student has been identified as experiencing one of the above special circumstances as set out in section 1.3, refer the student to the Student Administration team (or equivalent) for further assistance.	Academic Administration, Student Welfare, or any relevant Monash College staff members.
2.7	<p>When a student requests consideration for a withdrawn (WDN) grade, the team may have a discussion to understand their situation. Advise the student to complete and submit the WDN application form.</p> <p>Where required, consult with Student Welfare for assistance in evaluating the student's circumstances.</p>	Student Administration (or equivalent)

3. Application Review and Assessment

Ref	Process Steps	Responsibility
3.1	<p>The College can request further details or evidence from the student to support their application.</p> <p>The College is entitled to verify the authenticity of any supporting evidence directly with the person or authority who has prepared the document, without giving notice to the student.</p> <p>Further detail may be sought directly from the student to gain a better understanding of the student's future capacity to complete an assessment, and where possible, to provide guidance and support.</p>	<p>Student Administration (or equivalent); and/or</p> <p>Discipline Leader, Program Leader, or Team Leader (or equivalent) or delegate where required</p>
3.1.1	<p>Validating certificates in support of a medical condition:</p> <p>If the Student Administration (or equivalent) is uncertain about the authenticity of a medical certificate, medical letter of support, or practitioner certificate, an investigation must be conducted. This may include contacting the health provider where appropriate.</p>	Student Administration (or equivalent)

3.2	<p>Report Fraudulent Evidence:</p> <p>If the Student Administration (or equivalent) identifies the submitted evidence as fraudulent, they must report the student to the Responsible Officer for General Misconduct for review and determination of potential general misconduct. The fraudulent evidence may also be related to the fee reversal request.</p>	Student Administration (or equivalent)
3.3	<p>Report the case where there is a suspicion that a professional practitioner has acted improperly in providing supporting documentation to Academic Governance.</p>	Student Administration (or equivalent)
3.4	<p>Consult with the Student Academic Integrity team to determine if there are any allegations of academic misconduct or confirmed academic misconduct against the student in the unit or Monash English program for which they are requesting for a WDN grade.</p>	Student Administration (or equivalent)
3.6	<p>Forward the completed WDN application form and supporting evidence to the relevant Discipline Leader, Program Leader, or Team Leader (or equivalent) or delegate.</p> <p>Inform the Academic Administration team that a WDN grade application has been forwarded to the relevant Discipline Leader, Program Leader, or Team Leader for consideration to ensure appropriate measures are in place to support the application.</p>	Student Administration (or equivalent)
3.6.1	<p>The Student Administration (or equivalent) can reject applications based on the following criteria, without forwarding the applications to the relevant Discipline Leader, Program Leader, or Team Leader (or equivalent) or delegate (see section 1.4). The criteria include circumstances at the time of application where students have:</p> <ul style="list-style-type: none"> ● submitted fraudulent evidence to support their application; and/or ● findings of academic misconduct against them in the unit or their Monash English program for which they are requesting for a WDN grade. An exception applies as specified in section 1.2 of the Guidelines. 	Student Administration (or equivalent)
3.7	<p>Where applicable, refer the student to the relevant support services for further assistance, as outlined in the Support Services Referral Process.</p>	Student Administration (or equivalent)
3.8	<p>Consider the WDN grade application and any evidence provided which may include but is not limited to:</p> <ul style="list-style-type: none"> ● information provided in the WDN grade application including evidence of special circumstances, ● any evidence from the student's record, ● details of special consideration applications made by the student to date, ● any academic progress and/or academic integrity communication. 	Discipline Leader, Program Leader, or Team Leader (or equivalent) or delegate

3.9	In the event that a student has applied for special circumstances and there is an allegation of academic misconduct that has not yet been determined, the student's application will be assessed after the misconduct investigation has concluded.	Student Administration (or equivalent) Discipline Leader, Program Leader, or Team Leader (or equivalent) or delegate
Possible outcomes and outcome notification		
3.10	<p>After considering the evidence, determine and notify the Student Administration team (or equivalent) of the application outcome within 10 working days of receiving the complete application, including all required evidence, being submitted. Outcomes may include:</p> <ul style="list-style-type: none"> • approving a withdrawn (WDN) grade; or • denying the application, providing reasons for the decision. 	Discipline Leader, Program Leader, or Team Leader (or equivalent) or delegate
3.11	Notify the Academic Administration team of the outcome.	Student Administration (or equivalent)
3.12	<p>If a WDN is awarded and the result has not yet been released, apply the WDN code in the Student Management System and the BOE Exception code in the Resulting System.</p> <p>If a WDN is awarded and the result has already been released, but is within the result amendment period, initiate the Post-BOE Result Amendment Process and obtain approval from the Chair of the BoE and either the Program Leader, Discipline Leader, or Team Leader. Once approved, apply the WDN code in the Student Management System. No amendments to the Resulting System are required, as the result has already been released.</p> <p>Liaise with Student Administration to confirm the consistent application of the unit attempt status as they manage the fee reversal application component.</p>	Academic Administration
3.13	<p>If the Academic Administration team is unable to apply the WDN code in the Student Management System as the amendment period has passed, initiate the Post-BOE Result Amendment Process and obtain approval from the Chair of the BoE and either the Program Leader, Discipline Leader, or Team Leader. Once approved, lodge a request with the relevant University team (via https://www.monash.edu/Enrolment-Amendment-Request) to apply the WDN code.</p> <p>Liaise with Student Administration to confirm the consistent application of the unit attempt status and the request to be lodged with the University Student and Education Business Services (SEBS), as Student Administration manages the fee reversal application component.</p>	Academic Administration

3.14	Notify the student of the WDN grade application outcome within 10 working days of receiving the completion application. Where a student is deceased, inform the student's family of the outcome.	Student Administration (or equivalent)
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4. Appeals

Ref	Process Steps	Responsibility
4.1	Students who have received a withdrawn grade application outcome may appeal that decision.	Students
4.2	<p>Any student who is dissatisfied with the outcome of the Withdrawn Grade applications may lodge an appeal under any of the following circumstances (refer to the Student Complaint Policy and Procedure):</p> <ul style="list-style-type: none"> new or additional relevant information or evidence not previously available or considered at the time of the decision making; and/or procedural irregularity. <p>The appeal must be submitted within 20 working days from the date of the outcome letter.</p>	Students

Definitions

Withdrawn fail date	The period of time after academic census which can result in a withdrawn fail grade, if a student withdraws from their unit/s or Monash English program.
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Related Documents

Legislation and Standards	Education Services for Overseas Students Act 2000 (Cth) Higher Education Standards Framework (Threshold Standards) 2021 National Code of Practice for Providers of Education and Training to Overseas Students 2018 Foundation Program Standards 2021 University Student Ombudsman Commonwealth Ombudsman
Reference Policies, Procedures and Supporting Documentation	Assessment Policy Assessment Procedure

Version control and accountability table

Accountable Area	Education
Responsible Officer	Executive Director, Education
Review Date	September 2026

Approved by					
Executive Director, Education DATE 01/11/2023					
Endorsed by					
Head of Student Services (via circulation) DATE 12/12/2024					
Version	Authored by	Brief Description of the changes	Approved by	Date Approved	Effective Date
1.3	Senior Consultant Education - Policy and Procedures	<ul style="list-style-type: none"> Minor amendments to clarify the application of WDN within the relevant student management system. 	Acting Executive Director, Education	17/06/2026	26/06/2026
1.2	Senior Consultant Education - Policy and Procedures	<ul style="list-style-type: none"> Minor amendment to clause 1.4 to clarify common reasons for rejecting the application. 	Executive Director, Education	11/02/2026	12/02/2026
1.1	Senior Consultant Education - Policy and Procedures	<ul style="list-style-type: none"> New WDN Grade Guidelines applicable across all programs. Removal of WI grade, replaced by WDN. 	Executive Director, Education	28/04/2025	09/06/2025 <i>(For any new programs commencing on or after this date)</i>
1.0	Senior Consultant Education - Policy and Procedures	New WI grade Guidelines applicable across all programs	Executive Director, Education	01/11/2023	08/01/2024