Exam Issues, Special Consideration and Alternate Exam Sittings - What Can I Do?

If something unexpected affects your ability to attend, complete or perform in an exam, CDU has processes that may be able to help.

What should I do if something goes wrong during my exam?

If you become unwell, experience a technical problem, or something else unexpected happens during your exam:

- Tell the exam invigilator or supervising staff as soon as possible.
- If you experience a technical issue, take screenshots or photos where possible.
- Keep any documents or other evidence showing what happened.
- Contact your lecturer, Unit Coordinator, Course Coordinator or Student Advocacy if you are unsure what to do next.
- Apply for support as soon as possible, as strict timeframes may apply.

What is Special Consideration?

Special Consideration is an equity process that may be available when unexpected or short-term circumstances affect your exam or assessment performance.

Circumstances may include:

- short-term illness
- mental health impacts
- accident or injury
- disability-related impacts
- bereavement
- compassionate circumstances
- technical problems affecting an exam
- other serious and unexpected circumstances outside your control.

What if I could not sit or complete my exam?

You may be able to apply for an Alternate Exam Sitting, sometimes referred to as a Special Exam.

An Alternate Exam Sitting may be available if:

- you missed your scheduled exam because of unexpected circumstances;
- you experienced a serious issue during the exam; or
- you became unwell or experienced unforeseen circumstances and left the exam within the first 30 minutes.

What is the 30-minute rule?

If you leave an exam within the first 30 minutes because of illness or unforeseen circumstances, your exam will generally not be marked and you may be able to apply for an Alternate Exam Sitting.

If you remain in the exam for longer than 30 minutes, your exam will usually be graded. However, you may still be able to apply for Special Consideration if your circumstances affected your performance.

How long do I have to apply?

It is important to act quickly.

- **Special Consideration relating to an exam:** generally within 5 calendar days after the scheduled exam.
- **Special Consideration relating to an assessment:** generally within 3 working days after the due date. In exceptional circumstances, applications made within 10 working days may be considered.
- **Alternate Exam Sitting:** generally within 2 weeks of the exam timetable being released, or within 5 calendar days after the scheduled exam, depending on the circumstances.

What evidence should I provide?

Your evidence should help explain what happened, when it happened and how it affected your ability to attend, complete or perform in your exam or assessment.

Depending on your circumstances, evidence may include:

- a medical certificate
- a letter from a doctor or psychologist
- hospital documentation
- a police report
- a statutory declaration
- a letter from an employer
- screenshots or records showing technical problems.

How do I apply for an Alternate Exam Sitting?

1. Log into the CDU Student Portal.
2. Open the eForms tile.
3. Select "Alternate Examination Sitting".
4. Complete the form.
5. Upload your supporting evidence.
6. Submit your application.

What outcomes are possible?

Depending on your circumstances and the process you apply under, possible outcomes may include:

- an extension
- an alternate assessment
- an opportunity to resubmit
- an Alternate Exam Sitting
- another reasonable adjustment.

What if my application is unsuccessful?

If your application is declined, you may be able to lodge a complaint. Student Advocacy can help you understand the decision, consider what options may be available and provide guidance about the next steps.

Student Advocacy Tip:



Don't wait if something goes wrong. If an issue occurs during your exam, tell the invigilator or supervising staff immediately and keep evidence wherever possible.

When applying for Special Consideration or an Alternate Exam Sitting, keep your explanation **short, factual and focused on how the circumstances affected your ability to attend, complete or perform in the exam or assessment.** Include supporting evidence wherever possible and submit your application as soon as you can.

Contact Student Advocacy through the Student Advocacy online form:
Student Advocacy, Student Advocacy

CHARLES DARWIN UNIVERSITY AUSTRALIA

CRICOS Provider No. 00300K | RTO Provider No. 0373 | TEQSA Provider ID PRV12069.
Produced September 2026 | UniPrint 87133