

Dear Student

You may have been referred here by a staff member to obtain supporting documentation for your application for an extension, or for Special Consideration.

It is an agreed policy between the Academic Colleges and the Counselling Centre that we provide documentation only where we have an established counselling relationship. The policy states:

**We provide letters of support or make direct contact by telephone when it is appropriate for students who have an established contact with the Centre, and where we have knowledge of their ongoing circumstances**

**We do not generally provide letters to students who have no previous contact with the Centre. However, in unusual circumstances it may be appropriate that we do agree to write a letter but these will usually be a restatement of the student's claims and cannot be seen as an independent or objective assessment of the student's circumstances.**

Without the time to get to understand your circumstances and their impact on you, we are unable to give an informed opinion.

You may need to consider whether you have access to any other form of evidence that supports your application and discuss the matter with your lecturer/tutor etc. If you still experience a problem, you could make an appointment to speak to the Head of Department or your Academic Sub-Dean, or Associate Dean or failing that, the Dean of Students.

**Heather McLeod  
Head of ANU Counselling Centre  
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