POLICY GUIDELINES

Kaplan is dedicated to providing fair, equitable, consistent and transparent assessment practices for all students. Kaplan understands that occasionally, due to illness, misadventure or adverse personal circumstances beyond their control, students may be prevented from:

- completing an assessment task by the due date or attending an exam, or
- completing an assessment task to the best of their ability.

In recognition of this, Kaplan has set in place procedures that allow students to apply for special consideration for those assessments they believe are affected by any of the above circumstances.

Students have a responsibility to act honestly and truthfully when applying for special consideration. Any student suspected of submitting a false or misleading application for Special Consideration will be investigated in accordance with Kaplan’s misconduct policy www.kaplanonline.edu.au.

ELIGIBILITY FOR SPECIAL CONSIDERATION

Students may apply for special consideration if unanticipated events (e.g. illness, bereavement, personal trauma) during the trimester impact the student’s capacity to attempt or complete an assessment item to the best of their ability. Students who are uncertain about their eligibility should contact their Student Adviser.

SPECIAL CONSIDERATION MAY NOT BE CONSIDERED FOR STUDENTS:

- who fail to note correct assessment dates/times/venues
- who take annual leave and/or personal holidays during trimester
- with high workloads/increased hours from employers or other organisations
- who anticipate a change of employment
- who are unable to locate an Independent Supervisor
- who attend events (e.g. conferences, weddings) during trimester
- with computer related problems
- who submit incomplete or inadequate supporting documentation
- who submit requests outside the designated time frames
- who have brief illnesses of less than seven (7) days prior to the assessment
- who wish to reapply to change the outcome of a previously approved application within the same trimester.

While this list is not exhaustive, it outlines common reasons where students will not be granted special consideration. Each application will be assessed on its merit.

HOW DO I APPLY FOR SPECIAL CONSIDERATION?

Students wishing to apply for special consideration should contact a Kaplan student adviser prior to the upcoming assessment event and within 24 hours of the relevant incident occurring. Students must:

- Complete and sign the Application Form for Special Consideration (Appendix 1)
- Attach all relevant documentation to support their circumstances (e.g. death certificate, legal documents, etc.)
- For medical circumstances, a medical practitioner is to complete Appendix 2
- Submit the application form to your student adviser and keep a copy of the application and all relevant documentation submitted.

Applications for special considerations will not be considered after this time frame unless evidence can be provided that the request could not be submitted within the time frame.

HOW IS THIS APPLICATION PROCESSED?

Students will receive a confirmation email from their student adviser that their application has been received and is complete. The application will be forwarded with a recommendation to the Head, Kaplan Online Higher Education, or their delegated authority for consideration. After timely and fair consideration, Kaplan will notify the student in writing of the outcome.

POSSIBLE OUTCOMES OF A SPECIAL CONSIDERATION APPLICATION

An assessment extension may be granted for:

- Examinations — A reschedule of the examination of up to 48 hours from the scheduled exam may be arranged.
- Assignments — An extension of up to one week from the original assignment submission date may be granted.

A deferral may be granted to allow the student to re-enrol in the subject when it is next available or when they are fit to study within a maximum of 12 months.

- The deferred subject will display on the students’ transcript as Withdrawn No Penalty.
- Results from a previous assessment event for a deferred subject may be carried over to the next enrolment if no changes are made to the assessment strategy.

Performance affected will be applied and the overall mark will be adjusted if it changes the student’s grade at the overall level. No action will be taken and the awarded mark will remain unchanged if the matter is deemed to not have affected the student’s performance in the assessment.

Students who wish to appeal the outcome of their special consideration application should refer to the student grievance policy www.kaplanonline.edu.au.
APPENDIX 1: APPLICATION FOR SPECIAL CONSIDERATION

Student ID: 

First Name: Last Name: 

Email: 

Phone (H): (W): (M): 

Subject: Trimester/Study Period: 

Please detail below the circumstances which have affected your studies during this trimester/study period 

__________________________________________

__________________________________________

__________________________________________

__________________________________________

Please indicate below your desired outcome: 

☐ Assessment Extension (original due date) 

☐ Deferral 

☐ Performance Affected (assessment date) 

I have read and understood the policy guidelines on this application and I also understand that the submission of an application for a Special Condition does not automatically mean it will be approved. I give Kaplan the permission to contact medical practitioners or other relevant parties to verify authenticity of the supporting documentation I have provided in my application. 

Signed: Date: 

Please return this form to the Kaplan office via: 

MAIL Kaplan Online Higher Education Special Considerations Application GPO Box 9995, Sydney NSW 2001 

EMAIL info@kaplan.edu.au 

FAX +612 9908 0250 

APPLICATION ASSISTANCE 

Contact your Student Adviser or call 1300 135 798 (+612 8248 7611).
APPENDIX 2: MEDICAL PRACTITIONER’S CERTIFICATE

- This form must be completed in its entirety by the registered medical practitioner or counselor.
- The registered medical practitioner or counselor must not be related to the student.
- Completion of this form must be legible with specific details.

Student’s Name: ____________________________

Date/s of Consultation: ________________________

Please indicate your evaluation of the severity, duration and effect on the student’s ability to attend examinations/submit assignments by the required Kaplan time frames.

<table>
<thead>
<tr>
<th>Severity of condition</th>
<th>From</th>
<th>To</th>
</tr>
</thead>
<tbody>
<tr>
<td>Totally unable to study/complete work</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Able to complete work with very severe impairment</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Able to complete work with moderate impairment</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Unable to assess</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Plain English description of: Nature of illness, symptoms, restrictions on student’s capacity to prepare for/attend exams or submit assignments.

Attach relevant documentation (bearing in mind privacy requirements):

__________________________________________________________________________

__________________________________________________________________________

I authorise Kaplan to contact me or my office to confirm authenticity of this document.

Doctor/Counsellor’s Name: __________________________________________

Practice Name: __________________________________________

Address: __________________________________________

Landline Phone Number: __________________________

Provider Number: __________________________

Signature: __________________________

Your official stamp here: __________________________________________

Date: ______________________