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Introduction

The Kaplan Professional Education (Kaplan) Code of Practice establishes our commitment to the maintenance of high professional standards in the provision of education and training. The Code of Practice is embedded throughout Kaplan Professional Education's policies and procedures and it is a requirement of employment that all staff abide by it.

The Code of Practice should be read in conjunction with the following Kaplan policies:

- Access and Equity policy
- Assessment policy
- Progression policy
- Recognition policy
- Refund policy
- Student Grievance policy
- Student Misconduct policy
1 **Access and Equity**

Kaplan strives to provide reasonable accommodation within the learning environment for its current and future students with conditions of access to and participation in education that enables them to have an equal opportunity to succeed.

Australian federal and state legislation makes it unlawful for educational authorities to discriminate against people in certain ways because of, among other things, their age, gender, race, marital status, sexuality, or physical or intellectual disability.

Staff are informed of their responsibilities and any activities they are required to perform with regard to the Access and Equity policy.

2 **Marketing**

Kaplan Professional Education advertises its products and services in an ethical and accurate manner and seeks to avoid vague and ambiguous statements. Kaplan ensures that there are no false or misleading comparisons drawn with other education providers and uses any approved logos appropriately.

3 **Entry requirements**

Kaplan follows an admission process that is bias-free and non-discriminatory and promotes equal opportunity, diversity and inclusive practices and processes for all students. Kaplan provides students with accurate and sufficient information to make an informed choice at all stages of the enrolment process. This information is communicated online through the Study Information on the website and through advice provided by Student Services Representatives.

Where entry requirements for courses or programs are required, students who meet the requirements will be accepted directly into the respective course/program. If an individual does not meet the entry requirements, all attempts are made to assist them to identify alternative courses or pathways to entry.

As some workshop programs have a limited number of vacancies, these are filled chronologically as enrolments are received by students who meet any necessary requirements.

Students enrolling in Kaplan courses are encouraged to seek exemptions through a range of processes outlined in the Recognition Policy. The processes used to determine Recognition are fair to all parties and Kaplan ensures that it provides adequate support to all potential applicants.
4 Learning materials and resources

Kaplan is committed to ensuring that students have appropriate and adequate resources to undertake their program of study. Kaplan ensures that all learning materials and resources are developed to the highest professional standard and reviewed and updated as part of the continuous improvement cycle.

Kaplan’s programs are delivered primarily by distance education in a blended mode that involves paper-based study materials supported by online learning activities and resources. These combined resources provide students with the necessary study material and information sources they require to successfully meet the course outcomes. Students may be required to research content beyond the study materials provided to complete assessment tasks.

For selected subjects, students may also have the option of attending face to face sessions and/or downloading recorded lectures that are delivered by expert industry practitioners. Students also have access to a range of support services to assist them in their studies. These support services ensure students have access to relevant Kaplan staff or Kaplan practitioners to assist them in their study.

All education and training programs are monitored to ensure that the specified learning outcomes or standards are achieved. Kaplan learning materials, resources and assessment tools do not require students to have language, literacy or numeracy skills at a higher level than those used in the workplace for the competencies/learning outcomes being delivered.

5 Language, Literacy and Numeracy

Students who require learning support for basic literacy, numeracy, English or other identified areas of learning difficulty may be referred to specialists in a particular area for assistance. Applicants whose entry qualification was not completed in English or whose work in the finance industry was not carried out in English must demonstrate English proficiency equivalent to the overall band score of 6.5 in the IELTS Test. Students with specific learning needs must inform Kaplan of the nature of their need at the time of enrolment so that suitable referrals or adjustments may be made.

6 Assessment

Kaplan’s assessment strategies are underpinned by a set of assessment standards that outline the requirements placed on Registered Training Organisations under the Australian Quality Training Framework (AQTF) and approved higher education providers under the Australian Qualifications Framework (AQF).

Assessments are based on the principles of validity, reliability, flexibility, fairness, authenticity and sufficiency and are conducted for the purposes of national recognition leading to a full qualification or Statement of Attainment under the Australian Qualifications Framework.
Details of the assessment requirements for each qualification and assessment method(s) for each subject are outlined in the course outlines, course materials and assessment informationkits.

Assessment methods are selected to meet the published learning outcomes of subjects or the relevant competencies and the needs of client and student groups.

Kaplan ensures that marking of assessment items is undertaken by appropriately qualified assessors who have met any specified accreditation requirements. Kaplan Professional Education strives to support the professional development of its assessors through a range of collaborative activities and formal training sessions such as seminars, workshops, briefings and individual coaching.

Kaplan has a reasonable adjustment process and special consideration procedure to ensure that no student will be disadvantaged by the assessment method. Reasonable adjustment is provided to ensure that students are not presented with artificial barriers to demonstrating achievement in their studies. Reasonable adjustment may include the use of adaptive technology, educational support, alternative methods of assessment such as oral assessment, and individual conditions of assessment such as enlarged print materials, scribes or additional time in the examination period. For more information on the assessment process refer to the Assessment policy on the Kaplan Professional Education website.

7 Grievances and Appeals

Students have access to a grievance and appeals process. The Student Grievance policy provides a formal process for handling grievances for students who have a complaint about any aspect of their experience with Kaplan. The guidelines provide an avenue for the student to submit a formal written complaint which is investigated by an appointed manager. If the student believes their grievance has not been adequately resolved they have the right of appeal through the appropriate mechanisms outlined in the grievance policy. The appeals process allows for assessment of the situation by an independent committee.

8 Student Misconduct

Under its Student Misconduct policy Kaplan has procedures in place to investigate and resolve alleged and confirmed incidents of misconduct, both academic and non-academic, by students enrolled in award courses.
9 Fees and Refunds

Students of Kaplan pay an agreed fee on enrolment to an education and training program. These fees are treated in accordance with our Fees and Refund procedure outlined in the Study Information on the Kaplan website.

Kaplan Professional Education reserves the right to change program fees and to cancel, postpone or reschedule programs.

10 Student Welfare, Guidance and Support Services

All students of Kaplan are offered advice and support services which assist students in achieving their identified outcomes.

Kaplan staff and practitioner-faculty support students with advice and guidance on matters related to their program of study, their subject content, and their academic progress. Trained Student Service Advisers provide support on study skills and assessment preparation. More complex issues are referred to the relevant National Manager.

Students who require counselling on matters of personal health/welfare are referred to external professional sources for assistance. Kaplan Professional Education has no formal relationship with individual professionals and refers students to qualified medical doctors and financial advisors and counsellors who are members of relevant professional bodies.
11 Health and Safety in the Workplace

With regard to Health and Safety in the Workplace Kaplan is obliged to ensure:

- the health and safety of their workers, students, visitors and guests
- that people can come to work or a training venue with a minimum of risk of injury or illness
- that any equipment used by staff or students is safe when properly used
- notice boards are posted in common areas outlining procedures specific to that location relating to building evacuation, first aid and fire warden information.

Students are obligated to:

- obey instructions regarding their health and safety and the health and safety of others.
- not deliberately interfere with or misuse anything that has been provided for occupational health and safety.
- not deliberately endanger the health and safety of others, or deliberately injure themselves.

Kaplan Professional Education staff are obligated to:

- comply with relevant policies published in the Human Resources section of the Kaplan Professional Education intranet.

12 Privacy and Student Records

Kaplan complies with the Privacy Act 1988 (and its amendments) and is committed to preserving the privacy of all student information and records. Kaplan Professional ensures that the personal details of students are maintained securely and that access is restricted to authorised persons. Students can access their assessment results either online using their personal ID number and Password or on request for the prescribed period of time.

Student records are maintained for a minimum of 30 years as required by the Australian Qualifications Training Framework.
13 Induction for Kaplan Professional Education staff

Kaplan Professional Education conducts an induction program for all staff. This program reviews the Code of Practice and also includes:

- Relevant legislative requirements
- Kaplan Professional Education policies and procedures
- Learning and assessment strategies
- Student support, for any special needs
- Recognition arrangements.

14 Contact information

See the ‘Contact Us’ page of the Kaplan Professional Education website www.kaplanprofessional.edu.au for Kaplan contact numbers and email addresses.