Special Consideration Application
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Introduction

Kaplan Professional Education (Kaplan) is dedicated to providing fair and equitable assessment practices for all students. Occasionally, due to serious illness, misadventure or adverse personal circumstances beyond their control, students may be prevented from completing an assessment by the due date or to the best of their ability.

While Kaplan encourages students to complete all assessment tasks within the time frames set, we recognise that due to exceptional circumstances this may not always be possible. 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.

If students are experiencing difficulty completing their studies and believe they may be eligible for Special Consideration, they should contact Kaplan as soon as possible and prior to the assessment due date. This allows the student’s assessment due date to be re-scheduled.

Before applying for Special Consideration, students should read these instructions carefully and complete the application form attached. Applications must be accompanied by a medical practitioner’s certificate or other relevant documentation e.g. police report or other relevant legal documents.

Please note correct completion and submission of all documentation is important to ensure your application is processed, but does not mean the application will automatically be approved. Due consideration is given to every application and students informed of the outcome in a timely manner. The Special Consideration process aims to be equitable, consistent and transparent.

What is covered under Special Consideration?

Students may apply for Special Consideration if they are prevented from completing an assignment or sitting an exam or if they feel their performance has been affected by:

- Serious illness/injury*
- Personal trauma*
- Pregnancy with medical complications*
- Bereavement
- Adverse/unforeseen circumstances

*If citing serious illness/injury, personal trauma or pregnancy with medical complications, a registered medical practitioner or counsellor must complete Section 2: Medical Documentation found on page 7 of this application form.

If you are required to travel overseas for any of the above circumstances, please ensure you also provide a copy of your travel itinerary along with your application.

Students have a responsibility to act honestly and truthfully when applying for Special Consideration. Any student suspected of submitting an application for Special Consideration that is false, misleading or untrue will be investigated in accordance with Kaplan’s Misconduct Policy and appropriate action will be taken.

What is NOT covered under Special Consideration?

- High/increased workloads at your place of work
- Pregnancy without medical complications
- Brief illnesses of less than one week’s duration that occur in the weeks prior to the subject deadline
- Events such as weddings, holidays, conferences etc.
- Applications submitted after the deadline date has passed (unless the student can provide credible evidence that the request for Special Consideration could not be submitted prior to the subject deadline).
- Withdrawal from a subject (e.g. requesting a refund – please refer to the Refunds section below)
Refunds

If you no longer wish to continue your studies and would like to withdraw, please refer to our Refund Policy which can be found on the Kaplan Professional Education website: http://www.kaplanprofessional.edu.au/Study_Information/Policies for further information.

Students with special learning needs or a physical disability

Students with special learning needs or a physical disability may also be eligible for Reasonable Adjustment. It is available for students with a condition or special need existing at the time of their initial enrolment which, if not met, might impact on their ability to study or to complete assessment.

Reasonable adjustment may include (but is not limited to):

- the use of adaptive technology
- educational support
- alternative methods of assessment
- individual conditions of assessment
- enlarged print materials
- scribes or
- Additional time in the examination period.

To request a reasonable adjustment, please complete the Reasonable Adjustment form found on our Kaplan Professional Education website http://www.kaplanprofessional.edu.au/Study_Information/Financial_Services/Forms and email it to enrolments@kaplan.edu.au.

How do I apply for Special Consideration?

1. Complete this Special Consideration Application Form
2. Attach medical practitioners certificate and/or attach any other relevant documentation (see next section for confirmation of requirements)
3. Submit the form to Kaplan as early as possible before the subject deadline. Please note that applications for Special Consideration will not be considered after the deadline date has passed (unless the student can provide credible evidence that the request for Special Consideration could not be submitted prior to the subject deadline).

Whilst students will receive a confirmation email that their application has been received and is completed, a copy of the application and all relevant documentation submitted must be kept.

Required Supporting documentation

In order to keep the Special Consideration policy review procedure fair and equitable for all students, Determinations are made directly in line with supporting documentation. Applications received without supporting documentation will not be reviewed.

What is supporting documentation?

For applications citing illness as the cause, medical documentation must be provided in support of the Application. For all other instances any formal document that can verify your reasoning may be considered – e.g. issued by a lawyer, GP, counsellor, government body, or supply of a related newspaper article.
How is the application processed?

Once the application has been received by Kaplan, it will be forwarded with a recommendation to the Operations Manager, Business Services or their delegated representative for consideration. After timely consideration and determination Kaplan will notify the student in writing of the outcome within 5 working days from receipt of the outcome of their application. Students may use the Appeals Policy and Procedure to formally appeal a decision.

What are the possible outcomes of an Special Consideration application?

Examinations

- No action will be taken if the matter for Special Consideration is deemed not to have affected the student’s performance in the examination. The student will be awarded the result/s for the examination they sat.

- If the student completes their exam and Kaplan is of the opinion that the event/s listed for Special Consideration may have reduced the student’s capacity to perform to the best of their ability, the student may be offered the opportunity to re-sit the exam at an agreed date.

- If due to the event/s listed for Special Consideration the student is unable to attend their exam, the student can re-schedule another exam date.

Assignments

- No action will be taken if the matter for Special Consideration is deemed not to have affected the student’s performance in the assignment. The student will be awarded the result/s for the assignment they submitted.

- If Kaplan is of the opinion that the event/s listed for Special Consideration may prevent the student from completing the assignment by the due date, or reduce their capacity to perform to the best of their ability:
  
  o An extension to the due date may be granted at no charge. The length of the extension will be determined with reference to the student's supporting documentation.
  
  o If the student completes their assignment and Kaplan is of the opinion that the event/s listed for Special Consideration may have reduced the student’s capacity to perform to the best of their ability, the student may be offered the opportunity to re-submit the assignment at an agreed date.
  
  o A re-submission date may be negotiated with reference to the student’s supporting documentation.

Workshops

- No action will be taken if the matter for Special Consideration is deemed not to have affected the student’s ability to attend the scheduled workshop.

- If Kaplan is of the opinion that the event/s listed for Special Consideration may prevent the student from attending the scheduled workshop, then a transfer to the next scheduled workshop for the same subject will be granted at no charge. The length of the extension will be determined with reference to the student’s supporting documentation.
## Section 1: Special Consideration Application

### Personal Information

<table>
<thead>
<tr>
<th>Student ID</th>
<th>Name:</th>
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<td>Address:</td>
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<td>E-mail:</td>
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<td>Phone (Work):</td>
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<td>Phone (Mobile):</td>
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<td>Course:</td>
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<td>Subject:</td>
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### Assessment for which Special Consideration is being sought:

- [ ] Assignment
- [ ] Exam

### Special Consideration is being sought on the grounds of:

- [ ] Illness/Injury
- [ ] Adverse personal circumstances

If citing illness as a cause, you must complete Section 2: Medical Documentation on page 7 of this application form. Extensions will only apply for the period outlined by your medical practitioner in your supporting medical documentation.

### Please specify reason for application

<table>
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<th>Signed (Student):</th>
<th>Date:</th>
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Special Consideration Application_V10 March 2014
Section 2: Medical Documentation

This form must be completed by the **registered medical practitioner or counsellor** of the student who is applying for Special Consideration for an assessment with Kaplan.

Your help in providing information about the student’s condition is much appreciated, as it will assist Kaplan in determining the outcome of the student’s application for Special Consideration.

Please complete the details below and ensure that the student is provided with appropriately detailed documentation that is **legible**. Please note that your comments about the student’s condition should be specific and clear and not ‘general’ in nature.

### Personal Information

<table>
<thead>
<tr>
<th><strong>Student’s name:</strong></th>
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<th><strong>Date/s of consultation:</strong></th>
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### Duration

Please indicate the duration and effect on the student’s ability to attend examinations/submit assignments by the required deadline.

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**Plain English description of: nature of illness, symptoms, restrictions on capacity to work etc.**

*Attach relevant documentation (bearing in mind privacy requirements):*

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

<table>
<thead>
<tr>
<th><strong>Doctor/Counsellor Name:</strong></th>
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<tr>
<th><strong>Phone number:</strong></th>
<th><strong>Provider Number:</strong></th>
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<th><strong>Signature:</strong></th>
<th><strong>Date:</strong></th>
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email to enrolments@kaplan.edu.au  
mail to GPO Box 9995, Sydney NSW 2001  
fax to 1300 137 802
### Office use only

<table>
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<tr>
<th>Date received:</th>
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<tbody>
<tr>
<td>Date applicant notified of outcome:</td>
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<tr>
<td>Date student record updated:</td>
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<tr>
<td>Date student’s application filed:</td>
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**Outcome recommendation – to be completed by Special Consideration Officer**

- [ ] Approved
- [ ] Declined

**Reason for recommendation**

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**Outcome Verification – to be completed by Delegated department Management**

- [ ] Agreed as recommended above
- [ ] Not approved – Specify reason below

**Name (Please print)**

**Signature:**

**Date:**

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**Name (Please print)**

**Job title:**

**Signature:**

**Date:**

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**email to** enrolments@kaplan.edu.au  **mail to** GPO Box 9995, Sydney NSW 2001  **fax to** 1300 137 802