

Kaplan Professional Extension Policy

Vocational Education



Scope

This policy is applicable to students of Kaplan Education Pty Ltd trading as Kaplan Professional (referred to as 'Kaplan Professional'). The policy applies to all vocational education students and staff involved in the provision of education and training products and services for learners.

Purpose

The purpose of this policy is to provide guidelines and conditions for granting extensions of study and assessment to students undertaking nationally accredited vocational educating and training (VET) courses with Kaplan Professional.

Policy Statement

Kaplan Professional recognises that students may, on occasion, require additional extra time to complete their study and assessments. This could occur for a range of circumstances and may involve reference to the Access and Equity Policy in determining the extension to be granted.

To meet the varying needs of students, a range of extension options are available. These options may vary depending on the particular course of study and the student's circumstances.

Definitions

Assignment resubmission / exam resit period	is a four-week extension granted automatically if all assessments were attempted during the initial enrolment period but resulted in a 'not yet demonstrated' outcome. No fee applies.
End of initial enrolment period	is the date by which the student is due to complete their assessments in a subject.
Extension	approval for additional time for a student to complete their assessments beyond the initial due date.
Extension schedule	is a list of all the types of extensions for Vocational Education training products including the fee. The Extension schedule is provided on the website for students at: https://www.kaplanprofessional.edu.au/faqs/financial-services-fees/
Formal extension	an extension that is applied for and paid for by the student.
Initial expiry date	is the last date the student can submit their assessments for a subject.
Standards for RTOs 2025	means the standards made under subsection 185(1) of the National Vocational Education and Training Regulator Act 2011 (Cth). From 1 July 2025 the following three parts will be required by all VET providers: <ul style="list-style-type: none">• Outcome Standards for RTOs 2025• Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements 2025• Credential Policy.

**Subject
reenrolment**

when the subject expires and all applicable extensions are exhausted and there are still assessments deemed to be 'not yet demonstrated', the student will need to re-enrol in the subject and a fee is charged for the re-enrolment.

Guiding procedures

Extension type

Assignment resubmission / exam resit period

If a student reaches the end of their initial enrolment period and has been deemed 'not yet demonstrated' in one or more assessment tasks, then an additional 4 weeks is granted provided all assessment tasks were attempted during the initial enrolment period. This is referred to as the Assignment resubmission and/or exam resit period.

This additional 4 week time period starts from the End of the initial enrolment period.

Students do not need to contact Kaplan for this extension to be applied.

If one or more assessment tasks were not attempted within the enrolment period, the student is not eligible for an additional 4 weeks at no charge. Should more time be required a Formal extension must be sought and a fee will apply.

Formal extension

- Students can purchase a Formal Extension if additional time beyond the enrolment period is required.
- Students may pay for either four or eight weeks, with a maximum of eight weeks allowed per subject.
- Requests for a Formal extension must be submitted within one week of the initial expiry date or the assignment resubmission/exam resit period.
- Reduced subject enrolment fees may apply if requested within one week. After one week, standard fees apply as published on the Vocational Education Fees page <https://www.kaplanprofessional.edu.au/faqs/financial-services-fees/> will apply.
- Should a student not successfully complete after the extension period and a second re-enrolment is required, the full enrolment fee applies.
- The extension begins from the initial expiry date.
- If approved and payment is received, students will be notified of the new expiry date within 24 hours.

Notification requirements for a formal extension

Students must apply for a Formal extension by completing the [Study Options form-enrolments@kaplan.edu.au](mailto:enrolments@kaplan.edu.au) or by phoning Student Services on 1300 662 203.

Prior to contacting Kaplan, students should:

- refer to their course outline to familiarise themselves with enrolment timeframe and assessment requirements.
- familiarise themselves with the Extension schedule and the Extension type details in this policy
- familiarise themselves with the extension fee schedule to find out whether a fee applies.



When students exhaust all assessment attempts within their initial enrolment period, the student will be required to re-enrol. If the subject then expires, then the student can purchase a 4 or 8 week extension and complete the).

Awarding an extension

- Only one extension type can be applied at any time.
- When an extension type is applied, the extension time period will always commence from the most recent end date of the relevant subject.
- Students are notified in writing once an extension has been applied.
- For Formal extension requests, the extension fee is required to be paid prior to the extension being applied. Kaplan's extension fees are published on the website at <http://www.kaplanprofessional.edu.au/faqs/financial-services-fees>.

Extensions resulting from Reasonable Adjustment and Special Consideration are addressed by the Assessment Policy. No fees apply for these categories of extension.

Complaints and Appeals

Any grievance, complaint or appeal in relation to the implementation of this policy will be managed in accordance with the Grievances, Complaints and Appeals Policy located on the Kaplan website.

Relevant legislation

As a registered training organisation, Kaplan operates under various laws and regulations. Policies and procedures are in place to ensure compliance with such laws. Below, please find the most relevant legislation which applies to this policy:

Outcome Standards for RTOs 2.3 to 2.6

Related policies

This policy should be read in conjunction with the following Kaplan policies and documents:

- Assessment Policy
- Access and Equity Policy.
- Support for Students Policy.



Version control and accountable officers

It is the joint responsibility of the Implementation Officer and Responsible Officer to ensure compliance with this Policy.

Policy Category	Operational			
Responsible Officers	Head of Operations, Head of B2C Sales, Service and Continuing Education			
Implementation Officers	Admissions Manager, Enrolment Administrator, Student Record Administrator, Student Service Adviser			
Review Date	June 2028			
Approved by				
Policy Committee				
			Date Approved	Effective Date
2.0	Head of Operations	Updated procedures	27.8.2018	3.9.2018
3.0	Quality Regulations and Standards team	Change to new template	14.03.2023	21.03.2023
4.0	Quality Regulations and Standards team	Update with Standards for RTOs 2025	13.06.2025	14.07.2025