

Support for Students Policy

**Kaplan Higher Education Pty Ltd.
Kaplan Education Pty Ltd.**

Kaplan Higher Education Pty Ltd. ABN 85 124 217 670, trading as Kaplan Professional.
Registered as a Higher Education Provider PRV12030.

Kaplan Education Pty Ltd. ABN 54 089 002 371, trading as Kaplan Professional.
Registered as a Registered Training Organisation RTO No. 90116





Scope

This policy is applicable to Kaplan Higher Education Pty Ltd and Kaplan Education Pty Ltd trading as Kaplan Professional (“Kaplan”).

Purpose

Kaplan is committed to providing all students with access to the support and resources needed to help them succeed in their studies. This policy:

- Describes how Kaplan identifies students at risk of not successfully completing their course or units of study.
- Outlines the support available to help students achieve successful outcomes.
- Ensures that students are made aware of available support options.

This policy is aligned with:

- The Higher Education Support Act 2003 (Cth).
- The Higher Education Provider Amendment (Support for Students Policy) Guidelines 2023.
- The Outcome Standards for RTOs 2025.

Policy Statement

Kaplan will provide appropriate, timely and proactive support to students throughout their studies. Students will be informed about available support options and encouraged to access these resources as needed. Kaplan’s approach includes early identification, tailored intervention strategies, and continuous monitoring.

Support for Students to Complete Their Studies

Kaplan offers a comprehensive range of academic and personal support services designed to assist both Higher Education (HE) and Vocational Education and Training (VET) students. These may be delivered directly by Kaplan or through third-party arrangements and include:

Ask Your Tutor Forums	Subject-specific Q&A forums available to VET students to raise queries about course content.
Discussion Forums	Online forums facilitating peer interaction and academic engagement in HE courses.
Live Online Sessions	Interactive sessions in selected courses to reinforce key learning and enable student questions.
Feedback on Assessments	Constructive, timely feedback provided across both HE and VET assessments to support continuous improvement.
Language, Literacy and Numeracy and Digital Literacy (LLND) Support	Specifically available to VET students identified as needing LLND assistance.
Library Services	Access to physical and online resources, research guides, and referencing tools for HE students.
Disability Support and Reasonable Adjustments	Tailored arrangements to accommodate individual needs under relevant legislation.
Special Consideration	Measures to assist students experiencing exceptional circumstances.
Wellbeing and Counselling Support:	Personal support and referrals to mental health services.



All support services are clearly outlined to students during orientation, in course guides, and via Kaplan's online learning environments.

Monitoring for 'at risk' students

Kaplan will use systematic monitoring to identify students who may be at risk of not progressing or completing, including but not limited to:

- Inadequate engagement or attendance.
- Poor academic performance or failure of assessments.
- Prolonged inactivity in online environments.
- Reported health, wellbeing, or personal challenges.
- Identified LLN (Language, Literacy and Numeracy) and Digital Literacy support needs (VET-specific).

Risk factors may include:

- First-year or first-time students.
- Adult learners returning to study.
- Students with language or cultural barriers.
- Students with recognised prior learning.
- Students with a disability or significant carer responsibilities.
- Students enrolled in job-seeking or transition programs.

Kaplan will undertake the following to identify students who are at risk of not successfully completing their course:

Intervention Strategies

Where students are identified as being at risk, Kaplan will implement documented intervention strategies. These may include:

- Revising course or training plans, enrolment load, or unit sequence.
- Regular meetings with academic or student support staff.
- LLND assistance.
- Academic skills development (numeracy, literacy, referencing, research).
- Counselling and mental health support.
- Medical and external referrals.
- Establishing a tailored learning plan if required.

These strategies aim to support student success and ensure course completion within expected timeframes.

The more categories a student falls into, the greater the risk of not achieving academic success. Kaplan will put in place preventative actions to address these risks so that all students are nurtured and their chances of successful completion of their courses will be increased. Students will:

- be given clear and accurate information about courses, allowing well informed choices by students.
- be given individual attention and academic progress will be monitored in a timely manner.
- be identified and contacted by student support staff where they are not involved, engaged or committed to their studies.
- be given additional support when they are experiencing difficulties in their studies.
- where necessary, be offered additional instruction, such as one-on-one consultations with a Student Advisor (HE) or a tutor (VE).
- be proactively identified if they are experiencing difficulties in their studies, including poor engagement with learning materials and low academic achievement.
- be informed of relevant course details including, where applicable, withdrawal dates for courses or courses.
- have appropriately qualified and experienced academic staff who are aware that they may have students who may be 'at risk' of making unsatisfactory academic progress.



Kaplan will contact a student identified as potentially not making satisfactory academic progress to discuss the support options available.

Intervention strategies used to support students will be documented and may include:

- revising enrolment patterns, study load or course of enrolment.
- regular meetings with an identified staff member from Kaplan to address key issues.
- identifying individual areas in which students need additional study skills, such as numeracy or research skills, and ensuring students know how to access the relevant support services.
- referral to appropriate medical services and/or other appropriate support
- establishing a learning plan which outlines specific activities that are to be completed by the student.

Kaplan will proactively communicate with students identified to ensure they are aware of support services available to assist them in successfully completing their course.

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 Handling Policy located on Kaplan website.

Review and Reporting

Kaplan will publish this Support for Students policy, as well as more information regarding support for students on its website and any other internal sites as deemed appropriate.

Kaplan will review this Policy annually to ensure it is current. The review will include identifying improvement opportunities for student support as a result of student and staff feedback.

The review will also inform legislative reporting obligations.

Relevant Legislation and Policies

As a registered education provider, Kaplan operates under legislation and regulations. Policies and procedures are in place to ensure compliance with the legislative instruments referenced below.

- Australian Human Rights Commission Act 1986 (Cth)
- Family Law Act 1975 (Cth)
- Work Health and Safety Act 2011 (Cth)
- Privacy Act 1988 (Cth)
- Higher Education Provider Amendment (Support for Students Policy) Guidelines 2023

Related Policies

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

Higher Education

- Assessment Policy
- Diversity, Inclusion and Equity Policy
- Grievances, Complaints and Appeals Handling Policy
- Learning Facilities and Resources Policy
- Progression Policy
- Reasonable Adjustment Policy



- Sexual Misconduct Prevention and Response Policy
- Teaching and Learning Principles

Vocational Education

- Academic Integrity and Misconduct Policy
- Access and Equity Policy
- Assessment Policy
- Child Safe Code of Conduct
- Extension Policy
- Sexual Misconduct Prevention and Response Policy
- Under 18 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	Academic			
Responsible Officers	Academic Dean (HE) and CEO (HE and VE)			
Implementation Officers	Head of Operations, Head of Commercial Operations, Head of Student Experience, , Head of Academic Operations and Engagement			
Review Date	June 2028			
Approved by:				
KHE Academic Board (HE) Policy Committee (VE)				
Version	Authored by	Brief Description of the changes	Date Approved	Effective Date
1.0	Quality, Regulations and Standards Team	New policy.	19.12.2023	01.01.2024
1.1	Quality, Regulations and Standards Team	Minor changes to align to Higher Education Provider Amendment (Support for Students Policy) Guidelines 2023	21.03.2024	25.03.2024
1.2	Quality, Regulations and Standards Team	Expansion to align to RTO Standards 2025 for Vocational Education	13.06.2026	14.07.2025