

Reasonable Adjustment Policy

Kaplan Higher Education Pty Ltd.



Scope

This policy applies to all prospective and current students enrolled in both award and non-award courses and staff of Kaplan Higher Education Pty Ltd trading as Kaplan Professional (“Kaplan”). It also applies to all staff responsible for teaching, assessment, academic support or student administration, ensuring consistent implementation.

Purpose

Kaplan is committed to providing an inclusive learning environment that promotes equitable access to education for students with disability, medical conditions, or specific learning needs. In accordance with the Disability Discrimination Act 1992 (Cth) and the Disability Standards for Education 2005 (Cth), Kaplan will consult with students and make reasonable adjustments to support participation in learning and assessment, unless doing so would impose unjustifiable hardship.

This policy establishes a clear and transparent framework for requesting, assessing, and implementing reasonable adjustments, while maintaining academic integrity and the inherent requirements of each course.

Definitions

Assessment	Task or performance opportunity that closely targets defined learning outcomes, allowing students to demonstrate their knowledge and ability to meet the learning requirements of a course.
Associate	A student who has a relationship with a person with disability, as defined under the <i>Disability Discrimination Act 1992 (Cth)</i> . This may include a spouse, partner, family member, carer, or other relevant individual.
Award course	Courses that are AQF qualifications, specifically diplomas, bachelor's degrees, graduate certificates, graduate diplomas or master's degrees at Kaplan.
Disability	Has the meaning given in the Disability Discrimination Act 1992 (Cth), including physical, intellectual, sensory, neurological, and learning disabilities, as well as physical or mental health conditions.
Disability Liaison Officer (DLO)	A Kaplan staff member responsible for reviewing and approving reasonable adjustments to students with a disability that affects their ability to meet the learning requirements of a course.
Inherent requirements	The essential components of a course or subject that must be met by all students to demonstrate achievement of learning outcomes, regardless of disability or condition. Reasonable adjustments cannot remove or alter these requirements.
On the same basis	A student with disability has opportunities and choices in courses and the use of Kaplan's facilities and services comparable to those of other students without a disability.
Non-award course	Courses that are non-AQF qualifications at Kaplan. Examples of non-award courses at Kaplan include English for Academic Purposes (EAP) courses, Non-



award Single Subject Enrolment, and the Study Abroad Program.

Reasonable Adjustment	Means a modification or support put in place to assist a student with a disability, medical or mental health condition, or specific learning need to participate in learning and assessment on an equitable basis. Adjustments must not compromise academic integrity or inherent requirements.
Special consideration	A separate process that applies to short-term, unforeseen events (such as illness or bereavement) that affect a student's ability to complete an assessment.
Support Services	A service provided by Kaplan that assists a student's ability to participate in the physical or virtual learning environments at Kaplan.
Supporting Documentation	Evidence from a qualified professional outlining the nature, impact, and recommended adjustments for the student's condition. Documentation must be current, relevant, and in English.
Unjustifiable Hardship	A situation where providing a reasonable adjustment would impose a disproportionate burden on Kaplan, having regard to factors such as the benefit to the student, the impact on academic integrity and inherent requirements, and the cost and resources required

Policy Principles

- **Equitable Access** – Students with disabilities or health conditions have the right to study and demonstrate their learning on the same basis as other students.
- **Fairness and Academic Integrity** – Adjustments are designed to remove barriers without lowering standards or altering inherent requirements.
- **Respect and Confidentiality** – Information will be managed sensitively and shared only on a need-to-know basis.
- **Collaboration and Partnership** – Students, Customer Experience staff and academic staff work collaboratively to identify and implement appropriate supports.
- **Transparency and Timeliness** – Applications are assessed fairly and efficiently, with students informed of outcomes within ten working days of a complete application.

Reasonable Adjustment

Reasonable adjustment refers to modifications or supports provided to remove barriers to learning or assessment for students with a disability, medical condition, or specific learning need

Reasonable adjustments include, but are not limited to:

- alternative methods of assessment (e.g. oral assessment)
- modified assessment conditions (e.g. additional time, scribe, rest or exercise breaks)
- accessible learning materials and formats
- the use of adaptive/assistive technology
- referral to additional support services.

Reasonable adjustments are not automatic and will be assessed on a case-by-case basis having regard to the student's circumstances, supporting evidence, inherent requirements and academic integrity.



Applying for Reasonable Adjustment

Applications are generally made at the time of a student's initial enrolment; however, a student can make an application at any time during their enrolment at Kaplan.

Prospective or current students who believe they require reasonable adjustment are required to disclose the nature of their impairment or medical condition and provide appropriate supporting documentation outlining the possible impact in the context of the learning environment. Applications must be submitted in a timely manner by completing the *Reasonable Adjustment Form* available on the Kaplan website.

Applications must:

- be submitted via the approved Kaplan process (e.g. online form or student portal)
- include relevant supporting documentation

Students are encouraged to engage with Customer Experience or relevant support staff prior to submitting an application.

Evidence Requirements

To support the identification of appropriate reasonable adjustments, students must provide supporting documentation with their application outlining the nature and impact of their disability on their learning.

In assessing an application, Kaplan requires current, relevant and appropriate medical or specialist documentation to substantiate the need for reasonable adjustment.

The evidence supplied must:

- identify and describe the disability
- explain the severity and impact of the disability
- clearly describe how the disability may affect the student's capacity to study and complete assessments, including any impact on work placements
- include recommendations from a qualified health professional regarding appropriate reasonable adjustments
- indicate whether the disability is temporary or permanent.

Kaplan may be unable to assess or determine the reasonable adjustments where supporting evidence is not provided at the time of application. An application is considered complete when all required supporting documentation has been received.

A student who is an Associate of a person with a disability may be entitled to reasonable adjustments. Alternatively, they may be eligible for special consideration. In either case, the student must provide evidence of the relationship and demonstrate how their responsibilities impact their capacity to meet study requirements.

Assessment and Decision-Making

Applications are reviewed by the designated Kaplan staff member or team responsible for student support.

The assessment process may include:

- review of supporting documentation
- consultation with the student
- consultation with academic staff to confirm that adjustments do not compromise inherent course requirements.

Where required, and with student consent, Kaplan may contact the treating professional to clarify documentation.



In determining whether an adjustment is reasonable, Kaplan will consider:

- the student's individual circumstances
- the impact on academic integrity and inherent requirements
- the effectiveness of the adjustment
- the cost and resources required
- whether the adjustment would impose unjustifiable hardship

Students will be notified of the outcome within 10 working days of submitting a complete application. Where delays occur, students will be informed of revised timelines.

Where reasonable adjustments are approved, Kaplan will work with the student to develop a documented support plan. The plan will outline agreed adjustments, the duration, and any applicable review requirements. Students are expected to comply with agreed support plans. Approved adjustments may be subject to periodic review, particularly where the condition is temporary or where course or assessment requirements change.

Where an application is declined (in full or in part), the student will be provided with written reasons and information on the appeals process. Adjustments may not be implemented where they would impose unjustifiable hardship on Kaplan, in accordance with legislative requirements.

Student Responsibilities

Kaplan is committed to supporting students with disabilities; however, effective support requires students to actively engage in the process by identifying their needs and participating in consultation with Kaplan to determine reasonable adjustments

Students must actively engage in the reasonable adjustment process, including timely disclosure, participation in consultation, and ongoing communication regarding their support needs. Reasonable adjustments are not normally applied retrospectively to assessments completed prior to approval, unless exceptional circumstances apply.

Students are responsible for disclosing to Kaplan if the reasonable adjustments provided are ineffective and/or if further adjustments are required to manage the impact of their disability.

Ongoing Strategies and Measures

To support access to appropriate learning and facilities for students and staff, Kaplan implements a range of strategies and measures. These include:

- the appointment and training of Disability Liaison Officers (DLO) to work with current and future students with disabilities to provide assistance, reasonable adjustments and support.
- reviewing services provided to students and staff with disabilities.
- reviewing learning facilities (including physical and non-physical learning environments) to support accessible and inclusive education for students with disabilities.
- promoting awareness of disability amongst teaching staff and student administrative staff via a range of educational material.



Special Consideration

Special Consideration applies to short-term, unforeseen events that affect a student's ability to complete or attend an assessment. Reasonable Adjustment addresses ongoing or chronic conditions requiring sustained support.

Students with temporary or unforeseen circumstances should apply under the Special Consideration process, while ongoing or chronic conditions should be managed through the Reasonable Adjustment process.

Serious and unavoidable circumstances are typically personal, social or domestic in nature and may include illness (either physical or psychological), accident or injury, bereavement, family breakdown, jury service or unexpected changes in employment. Students affected by such circumstances may apply for Special Consideration where these events have impacted their ability to complete an assessment. Special Consideration is not intended to be used as a mechanism to appeal an assessment outcome.

Further information regarding the Special Consideration process is available in the Assessment Policy.

Students may access both Special Consideration and Reasonable Adjustment processes where required; however, each application will be assessed independently in accordance with the relevant criteria and evidence requirements.

Confidentiality and Recordkeeping

All information provided in support of a reasonable adjustment request is treated as confidential and stored securely in accordance with the Privacy Act 1988 (Cth). Records are maintained in the Student Management System (SMS) and confidential information accessed only by authorised staff or those with student consent, unless required by law. Only information necessary to implement adjustments will be shared with relevant staff. Records are retained in accordance with the *Student Record Management Policy*.

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 education provider, Kaplan operates under strict laws and regulations. Policies and procedures are in place to maintain compliance with the legislative instruments referenced below: Disability Discrimination Act 1992 (Commonwealth)
- Disability Standards for Education 2005
- Higher Education Standards Framework (Threshold Standards) 2021
- Privacy Act 1988 (Cth)
- Tertiary Education Quality and Standards Agency Act 2011 (TEQSA Act)



Related Policies

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

- Academic Success Policy
- Admissions Policy
- Assessment Policy
- Diversity, Inclusion and Equity Policy
- Grievances, Complaints and Appeals Policy
- Privacy Policy
- Student Record Management Policy
- Support for Students Policy

Version Control and Accountable Officers

The accountable officers for the implementation and relevant training of this policy are listed below.

Policy Category		Academic		
Responsible Officer		Vice President, Academic		
Implementation Officer		Head of Customer Experience, Head of Operations		
Review Date		April 2029		
Approved by				
Academic Board				
Version	Authored by	Brief description of the changes	Date Approved:	Effective Date:
1.3	Academic Quality and Governance Team	Policy reviewed for currency as per policy review cycle. Changes include: • Inclusion of information regarding the role of a Disability Liaison Officer. • Timelines for determination and communication of Reasonable Adjustment outcome increased from 5 days to 10 working days. • Introduction of policy Implementation Officers.	02.03.2017	16.03.2017
2.0	Quality, Regulations and Standards Team	Full policy review • Inclusion of 'Definitions' section • Inclusion of 'Student Responsibilities' section • Inclusion of 'Evidence requirements' section • Inclusion of 'Complaints and Appeals' section • Inclusion of 'Related legislation' section • Removal of 'Process for applying for Reasonable Adjustment' section	02.12.2020	15.02.2021
2.1	Quality, Regulations and Standards Team	Updated provider category to Institute of Higher Education.	N/A	13.07.2021
2.2	Quality, Regulations and Standards Team	• Improved clarity and alignment with legislation. • Enhanced definitions, decision-making criteria, application requirements, and support plan processes. • Clearer distinction between Reasonable Adjustment and Special Consideration.	10.06.2026	02.07.2026