KAPLAN PROFESSIONAL

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Vocational Education Student Handbook



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Introduction

Welcome

Acknowledgement of Country

Kaplan Professional acknowledges the Traditional Custodians of the lands where we live, work, teach and learn. We celebrate the diversity of Aboriginal peoples and recognise the continuing connection to land, sea and community. We pay our respects to Aboriginal and Torres Strait Islander cultures, and to Elders past and present.

Kaplan Professional CEO

Welcome, and thank you for choosing Kaplan Professional as your education partner.

Kaplan Professional has developed a respected reputation for delivering education and training that is purpose-built, practical and relevant. Standing out from the crowd has never been more important than now for wanting to succeed in Australia's dynamic and increasingly competitive market.
I congratulate you on taking the initiative in making a commitment to furthering yourself.

Kaplan Professional has worked incredibly hard to understand what it takes for students to be successful and build a comprehensive support structure that will enable you to pursue your course full of confidence.

Throughout your studies, you can expect to benefit from:

- complete flexibility to study online 24/7
- contemporary, state-of-the-art learning resources
- ongoing support from a dedicated and diligent team
- practical and relevant learning rather than academic theory.

Remember, studying online does not mean you are on your own. You're joining a supportive community of thousands of online students who are just as passionate as you. Assistance from Kaplan Professional's friendly and supportive Customer Experience team is just a phone call or email away. Feel free to contact the team on 1300 662 203 (option 1) 8.30 am to 5.30 pm, Monday to Friday AEST/AEDT or mail@kaplan.edu.au.

I wish you all the best with your studies, and I look forward to seeing you achieve your education and career goals with Kaplan Professional.



Brian Knight
CEO | Kaplan Professional

About Kaplan Professional

Kaplan Professional is a leading provider of education and training in Australia, providing learning solutions to over 45,000 professionals annually — this includes all of the major banks and leading financial services organisations in the country.

With many long-standing corporate relationships, we're highly respected and renowned for our committed and rigorous approach to industry education standards. This reputation has been forged on:

- industry partnerships
- quality programs
- flexible delivery options
- progressive learning and assessment
- personalised study experiences
- unrivalled student support.

We offer programs in both vocational and higher education, providing seamless pathways from certificate level all the way through to masters degree. Each one of our purpose-built qualifications is designed and developed in consultation with industry experts and combine advanced technical rigour with practical and relevant outcomes. In recent years, we have made a significant investment in learning science, which underlines our emphasis on constantly providing quality student outcomes with a continued focus on performance and results.

Including our predecessors, the Securities Institute and FINSIA, Kaplan Professional has been providing education to working finance professionals for over 30 years. This demonstrates our knowledge, experience, support, and understanding to assist individuals balance demanding careers with their study.

Our mission

At Kaplan Professional, our mission is to help individuals achieve their educational and career goals. We build futures one success story at a time.

Kaplan Professional believe in a global vision by supporting and building an environment of success through our core values of integrity, knowledge, support, opportunity and results.

Our core values define our company culture and provide the framework for what we deliver to our customers and employees each day.



Studying with Kaplan Professional

Kaplan Professional courses

Kaplan Professional has always prided itself on its ability to engage industry experts and leading professionals to curate and deliver our subject content. This ensures you are provided with practical, relevant and performance-focused outcomes, directly applicable to your professional practice.

Vocational Education and Training (VET) nationally recognised qualifications are regulated by the Australian Skills Quality Authority (ASQA). Kaplan Professional's nationally recognised qualifications are developed to meet the requirements of the relevant training package.

Training packages are developed by Jobs and Skills Councils (JSCs). JSCs are independent professional service organisations who facilitate industry engagement in the design of a training package to ensure they meet the needs of a particular industry, for example, financial services.

Training packages specify the skills and knowledge required to perform effectively in the workplace and consist of a qualifications framework which includes units of competency and assessment guidelines. VET enables students to gain qualifications for a particular industry, and specific skills to help them in the workplace.

Many of Kaplan Professional's VET courses are also designed to meet minimum industry standards and/or core workplace requirements. These industries include the financial planning industry, as well as mortgage broking and general insurance.

Current VET courses

Category	Course Code and Title
General Insurance	RG146 Tier 2 Compliance Solution Accreditation Program (General Insurance) FNS41422 Certificate IV in General Insurance
Life Insurance	FNSSS00018 Life Insurance Fundamentals Skill Set FNS41521 Certificate IV in Life Insurance- Claims Stream FNS41521 Certificate IV in Life Insurance- Underwriting Stream
Credit Management	FNS40122 Certificate IV in Credit Management
Mortgage Broking	FNS40821 Certificate IV in Finance and Mortgage Broking FNS50322 Diploma of Finance and Mortgage Broking Management
Insurance Broking	RG146 Tier 1 compliance in Insurance Broking FNS51220 Diploma of Insurance Broking
Financial Planning	FNS60920 Advanced Diploma of Paraplanning

Training

Kaplan Professional's VET courses are designed utilising a competency-based training model, which is defined as the consistent application of knowledge and skill/s to the standard of performance required in the workplace. It embodies the ability to transfer and apply skills and knowledge to new situations and environments.

The characteristics of competency-based training have been summarised by Smith and Keating (1997) as follows:

- based on competency standards
- focused on outcomes not inputs
- involving industry
- taking account of recognition of prior learning (RPL)
- modularised
- self-paced
- assessment based on demonstration of skills rather than knowledge
- assessment criterion-referenced and ungraded
- flexible delivery
- competencies are widely recognised.

Assessment

The Assessment Policy provides detailed information for students on how assessments are designed and delivered at Kaplan Professional. VET training utilises competency-based assessment, which is the process of gathering and judging evidence in order to determine whether a person has achieved a defined standard of competence by demonstrating the required knowledge and/or skills for each qualification.

A full list of all courses offered by Kaplan Professional is available here.

Obligations of Kaplan Professional

In accordance with the **ASQA Standards for RTOs 2025**, Kaplan Professional is committed to meeting all compliance requirements and obligations as a Registered Training Organisation (RTO). These obligations extend across all areas of our operations, from governance and quality assurance to the delivery of training and assessment, and the support and protection of our students.

Kaplan Professional must ensure that:

- ### Pre-enrolment information
  Prior to enrolment or commencement of training and assessment, students are provided with accurate, accessible, and comprehensive information to enable informed decision-making. This includes, but is not limited to:
  - details of the course, including entry requirements, structure, duration, and outcomes
  - the quality and nature of training and assessment arrangements
  - support services available, including for learners with additional needs
  - information on fees, charges, refunds, and issuance of certification documentation.
- ### Student rights and obligations
  Students are made aware of their rights and responsibilities, including:
  - access to and understanding of Kaplan Professional's Grievances, Complaints and Appeals Policy
  - obligations required to successfully complete their chosen course
  - fair and transparent processes regarding assessment, recognition of prior learning (RPL), and credit transfer.
- ### Quality assurance and continuous improvement
  Kaplan Professional maintains a system of governance, monitoring, and evaluation to ensure the ongoing quality of its training and assessment strategies, practices, and resources. This includes compliance with industry standards, trainer and assessor competence, validation and moderation of assessment, and continuous improvement processes.
- ### Student protection and compliance
  Kaplan Professional upholds requirements around data privacy, equal opportunity, workplace health and safety, and protection of student records. We also ensure compliance with legislation relevant to VET provision, including the issuance of qualifications and statements of attainment.

Relevant and up-to-date information is available to students on the Kaplan Professional website, including course webpages, the Vocational Education Student Policies webpage, the Vocational Education Current Students webpage, and within this Student Handbook.

Informed decisions

Kaplan Professional is committed to ensuring that all prospective students are well informed before applying to enrol in a course. Information about our programs, including course content, entry requirements, delivery modes, duration, fees, available support services, and assessment methods is readily available on our website. In addition, students have access to important policies relating to enrolment, progression, complaints, appeals, and course completion requirements.

For further personalised guidance, our Course Advice Team is available on 1300 662 203 (option 2) from 8.30 am to 5.30 pm (AEST/AEDT), Monday to Friday, or via email at courseadvice@kaplan.edu.au.

By providing this support, Kaplan Professional enables prospective students to make well-considered choices about their study options and to fully understand their rights and responsibilities prior to enrolment.

Student policies

It is the responsibility of all students to familiarise themselves with, and adhere, to all relevant Kaplan Professional policies. Relevant policies are located on the Vocational Education 'Student policies' section of the Kaplan Professional website here.

Literacy and language skills

Kaplan Professional courses are delivered and assessed in English and require you to read comprehensive subject notes, complete a range of written assessments, undertake independent research activities, and at times, engage in online forums and discussions. Furthermore, the delivery mode relies on the extensive use of written communication.

Digital skills

In order to complete studies at Kaplan Professional, you will require basic computing skills. This may include:

- saving and editing Microsoft Office documents
- researching, accessing and searching the internet
- downloading and saving documents from websites
- uploading documents through websites
- making an audio recording using a smartphone, tablet or computer
- participating in online discussions.

Technology requirements

In order to complete studies at Kaplan Professional, you must have access to technology that meets minimum requirements, and a certain skill level with that technology.

You will find details about the recommended technology requirements on the Kaplan Professional website here.

Numeracy requirements

Students are expected to have sound practical numeracy before commencing study. This means being confident with numbers, percentages, rates, and ratios, and analysing data presented in tables or spreadsheets.

Students will require a calculator that has, as a minimum, the ability to raise numbers to a power (usually a xy or a ^ button). Some subjects also require processing of numbers to eight (8) decimal places.

A financial calculator is required for some subjects and is likely to meet your long-term requirements in the financial services industry. There are a range of financial calculators available and while Kaplan Professional does not recommend a specific financial calculator, the list below provides a range of popular options for students to consider based on their needs:

- Casio FC-200V
- Hewlett Packard 12C series
- Insystem IN-F16
- Sharp EL-738 series
- Texas Instruments BAII Plus

Please note: calculators or other electronic devices (e.g. hand-held computers/devices, translation devices, MP3 players, and mobile phones) that have the ability to store and display text are not permitted in examinations.

Enrolment

This section explains the enrolment process, support available, and how we assist you to make informed decisions about your learning journey.

Initial screening checks

Kaplan Professional collects student information prior to enrolment to determine the suitability of the selected course for the Prospective Student prior to the approval of their enrolment. Suitability screening may include a review of course prerequisites, prior qualifications, identified learning needs, employer confirmation of training needs support (where applicable), and language, literacy, numeracy and digital skills (LLND).

Suitability assessment

Using the information gathered in the initial screening checks, Kaplan Professional assesses the suitability of the course for the student.

In instances where Kaplan Professional determines that a course is not suitable for the student, all reasonable efforts will be made to offer alternative study options or pathways that align with the student's needs and goals.

Employer responsibility for suitability

In circumstances where enrolment is linked to an individual's employment, Kaplan Professional relies on the employer to identify employees who require training and confirm the suitability of the course in relation to their role. Employer endorsement forms an important part of the suitability assessment and ensures that the course aligns with the employee's job requirements and career development needs.

Approval of enrolment (with support if required)

An enrolment is approved when a student's initial entry information and screening determines that the course is suitable for the student.

Upon approval of the enrolment, an email is sent to the student, which includes further information regarding organisation of payment, provision of Unique Student Identifier (USI), subject materials, support services, relevant policies, and Terms and Conditions.

If for any reason Kaplan Professional is unable to approve the Enrolment, the applicant will be contacted and the reasons for the decision will be explained. Any alternative courses or pathways will be discussed with the applicant.

Enrolment terms and conditions

All students who enrol with Kaplan Professional accept the terms and conditions either electronically or via an enrolment form. A copy of the terms and conditions is emailed to you at the point of enrolment and is also available on the Vocational Education 'Student policies' section of the Kaplan Professional website here.

The National VET Data Privacy Notice is also provided so that students are informed about how their data is used by Government. For more information refer to National VET Data Privacy Notice and Kaplan's Privacy Policy.

Under 18

For students who are under 18 years of age, the approval of the parent/guardian is required for the Enrolment to proceed. For more information see the Under 18 Policy.

Unique Student Identifier (USI)

As a condition of your Kaplan Professional enrolment, you are required to provide a valid Unique Student Identifier (USI).

Due to Federal Government requirements, Kaplan Professional won't be able to issue you a Statement of Attainment and/or qualification for any nationally recognised training completed if you have not provided a valid USI.

What is a USI

A USI is reference number that creates a secure online record of your Australian recognised training and qualifications. This online record can be accessed anytime and anywhere and will provide you access to your training record and transcripts. Here is a short video explaining the USI.

How to create a USI

To create your USI, you need to access the government's USI website here.

***Note*:** You will require identification to create your USI account, so please ensure you have one of the following forms of identification on hand: driver's license, passport or Medicare card.

Submitting your USI to Kaplan Professional

When enrolling for the first time, new students will be asked to provide their USI when creating a new student record. It is important to note that you will not be able to access the subject learning materials and resources in the KapLearn subject room until a valid USI is provided.

Kaplan Professional verifies the USI provided through the Australian government's USI portal. Verification requires the following information:

- the student's USI number

- the student's date of birth
- the student's name exactly as it was provided to obtain the USI.

If the name provided does not exactly match the information in the USI register, the USI system will return an invalid status. If this occurs, Kaplan Professional will contact you and ask you to provide the correct information.

Notification of reasonable adjustment

If you have an existing condition or special learning need that may affect your ability to study or complete assessments, you should let us know by submitting a Reasonable Adjustment Form. A step by step guide on how to apply for reasonable adjustment can be found on our website here.

Please inform Kaplan Professional of your circumstances before you start your course or as soon as possible after enrolment.

All applications are reviewed fairly and confidentially. If your application is approved, we will work with you to agree on and implement appropriate adjustments to support your equal access to training and assessment.

For more assistance contact our Customer Resolutions team on 1300 662 203 (option 1) or studentadviser@kaplan.edu.au. Information regarding reasonable adjustment can also be found in our Equity and Inclusion Policy on the Student Policies page of the website here.

Prerequisites

Some courses/subjects may have prerequisite requirements you must meet prior to commencing study. Please refer to the 'Entry Requirements' tab of the relevant course page for more information on our website: www.kaplanprofessional.edu.au.

If your course/subject has a prerequisite, you are required to provide Kaplan Professional with documents supporting that you meet the requirements for entry. You may provide certified copies of academic records demonstrating completion of the prerequisite requirements to enrolments@kaplan.edu.au.

A certified copy has been verified to be a true copy by a witness after sighting the original.
The person certifying the photocopy must sight the original document and include the following details on all pages that contain information:

- stamp or write, 'This is a true copy of the document sighted by me'
- sign, date and provide contact details (name, address and telephone number.)
- the official stamp or seal of their organisation or their profession and organisation name
- the official ID/Member number of their profession.

Who can certify my documents?

Kaplan Professional will accept photocopies certified by anyone who is currently employed as:

- an accountant (they must be a member of the Chartered Accountants in Australia and New Zealand, or CPA Australia, or the National Institute of Accountants, or the Association of Taxation and Management Accountants, or Registered Tax Agents)
- a bank manager, but not a manager of a bank travel centre
- a barrister, solicitor or patent attorney
- a credit union branch manager
- a commissioner for declarations
- a Justice of the Peace
- a medical practitioner (doctor)
- a police officer in charge of a police station, or of the rank of sergeant and above
- a postal manager
- a pharmacist
- a principal of an Australian secondary college, high school or primary school
- a registered nurse

Credit transfer and Recognition of Prior Learning

Kaplan Professional recognises new or existing students may have undertaken previous training, study or have work experience, that are equivalent to units of competency in a Kaplan Professional subject or qualification.

This section outlines Kaplan Professional's credit transfer (CT) and recognition of prior learning (RPL) process.

Credit transfer (CT)

Credit transfer (CT) is the process of recognising and awarding credit for prior successful completion of an equivalent unit of competency in a Kaplan Professional subject or qualification.

CT evidence requirements

Students are required to provide certified copies of any relevant qualification certificates or statements of attainment listing the units of competency they are seeking credit transfer for.

Recognition of Prior Learning (RPL)

Recognition of prior learning (RPL) is an alternative form of assessment that assesses the competency of an applicant that may have been acquired through formal, non-formal and informal learning. This is an alternative approach to studying an online Kaplan Professional qualification or course.

RPL evidence requirements

Students are required to provide evidence of their skills and knowledge to meet the requirements of the units of competency.

The RPL evidence requirements will vary between subjects and/or courses. Specific evidence requirements for each qualification or course can be found in the RPL Kit. This kit will be made available to the applicant on commencement of the RPL process. Students should note all evidence submitted for a RPL application must be the student's own work. Kaplan Professional may deny any application for RPL that is based on the work of another person.

How to apply

Further details on the application process and relevant fees can be found here.

If you have any questions or would like more information, feel free to call us on 1300 662 203 (option 1) or send an email to rpl@kaplan.edu.au.

Qualification/course completion time frame

All subjects in a qualification/course must be completed in the duration period specified for each qualification/course. This information can be found on the Kaplan Professional website on the relevant qualification/course web page under the 'Duration' section.

Any subject(s) that are not completed within two years will be deemed to have elapsed, and the fees forfeited. A new enrolment will be required if you wish to return and undertake a subject that has been deemed as elapsed.

Subject activation and completion time frame

A subject is activated the same the day your enrolment is approved. You will have access to KapLearn, Kaplan Professional's online learning platform and your study materials from this date. Each subject duration can be found in the KapLearn subject room and on the Kaplan Professional website on the relevant course/subject web page under the 'Duration' section.

If you are enrolled in a qualification/course that has more than one subject, Kaplan Professional will automatically activate a subsequent subject 14 days from successful completion of a previous subject.

If you are enrolled into more than one subject that doesn't form part of a qualification/course, the subjects will be set to activate in the relevant study order. Kaplan Professional will automatically activate a subsequent subject 14 days from successful completion of a previous subject.

Commencing the next subject earlier than 14 days

If you wish to commence your next subject earlier than 14 days, you can activate your subject via the Student Portal or contact Kaplan Professional and request a new activation date.

Commencing the next subject later than 14 days

If you wish to commence the next subject more than 14 days after the previous subject's completion date, you can contact Kaplan Professional and request a new activation date generally up to eight weeks later. This request must be made within 14 days of the original subject activation date.

If you require a new activation date that is more than eight weeks from the previous subject's completion date, you can contact Kaplan Professional and request a new activation date generally up to 16 weeks from the previous subject's completion date. In this case, a non-refundable subject deferral fee will apply.

You must contact Kaplan Professional with this request within 14 days of the subject activation date. Kaplan Professional's fee schedule can be found on the Kaplan Professional website here.

Further extensions of a subject's activation date are only permissible via an application for special consideration.

If you fail to activate a subject for a period of 12 months, and this subject hasn't been purchased as part of a qualification/course, the enrolment may be deemed to have lapsed and the fees forfeited.

Assessment completion time frames

All assessments associated with a subject must be submitted by the assessment due date. A subject's assessment due date is the same as the subject end date unless specified otherwise in the relevant course/subject outline and course web page.

You will be notified of your assessment due date on subject activation and can also find this information at any time in your KapLearn subject room. You must complete all forms of assessment to successfully complete the relevant subject and or qualification/course requirements.

Extensions

If further time is required past the subject end date, several extension options are available to you.

Assignment resubmission/exam resit period

If you reach the end of your initial enrolment period and you have been deemed 'not yet demonstrated' in one or more assessment tasks, then an additional four (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 four (4) week time period starts from the end of the initial enrolment period. You do not need to contact Kaplan for this extension to be applied. If one or more assessment tasks were not attempted within the initial enrolment period, you will not be eligible for an additional 4 weeks at no charge, however a formal extension can be purchased.

Formal extension

You can purchase either four or eight weeks extension, with a maximum of eight weeks allowed per subject. You will need to submit a request for formal extension within one week of your initial expiry date or the assignment resubmission and/or exam resit period. Formal extension fees apply and are published on the Fees page of the Kaplan Professional website.

Further details can be found in the Extension Policy on the Kaplan Professional website under the Vocational Education 'Student policies' section here.

If you experience unforeseen or extenuating circumstances which prevent you from completing your assessments within your initial enrolment period, please refer to the Special Consideration information in the Student Support section of this handbook and the Kaplan Professional website here for information on how to apply for special consideration.

Subject re-enrolment

You are required to re-enrol into a subject if you did not successfully complete an assessment item within that subject or the assessment completion time frame(s) wasn't met.

If you re-enrol into a subject that has the same subject version, the result for any assessment task that was deemed competent in the original enrolment will be carried over into the re-enrolment. If you re-enrol into a subject that has a later subject version than your previous enrolment version, then you will be advised if your assessment result may be carried over into your re-enrolment. Re-enrolment fees apply.

Fees

All subject/course fees are listed under the 'Fees' section of the relevant course web page of the Kaplan Professional website. Additional fees that may be incurred during your studies are available here.

Refunds

Information regarding refunds and how they are assessed can be found in the Kaplan Professional Refund Policy on the Kaplan Professional website under the Vocational Education 'Student policies' section here. Students should note administration fees may apply to refunds and these are outlined in the Refund Policy.

Cancellation of enrolment

To cancel your enrolment or withdraw from a subject, you must notify Kaplan Professional in writing, including your full name, student ID, course details, and reason for withdrawal. The cancellation will take effect from the date your notice is received.

Kaplan Professional may also cancel enrolment due to non-compliance, such as unpaid fees, misconduct, or lack of engagement. You will be notified in writing and given an opportunity to respond before cancellation is finalised. If cancelled, you'll receive written confirmation outlining any impact on your records or refunds. Students will have the opportunity to appeal cancellation decisions under the Grievances, Complaints and Appeals Policy.

Workshops

Kaplan Professional may offer public and corporate workshops to supplement a student's learning. Kaplan Professional will advertise all workshop, dates, locations and fees on the Kaplan Professional website. A minimum number of enrolments are required for workshops to proceed, and Kaplan Professional may cancel workshops should the minimum numbers not be achieved. Minimum numbers vary between states and subjects and students should check the Kaplan Professional website for the most up to date information. Students are required to have read their subject notes prior to attending the workshop.



Student Support

Student support

We understand studying isn't always easy, you may not have studied for some time or perhaps you have not studied online previously. Juggling study, work and family commitments and trying to find the balance can be demanding. Our support teams are here to assist you when you encounter these challenges and work with you to overcome any difficulties so you can achieve your study goals.

Customer Experience team

Our Customer Support Representatives are your first point of contact and can help you with a range of questions relating to:

- assistance with enrolment or activation of subjects
- system requirements and navigation of the online subject rooms
- login and password queries
- explaining the processes related to your assessment tasks; how to book exams and upload assignments in your KapLearn subject room
- assistance with queries regarding your subject deadlines, including extensions.

It is important to know our Customer Support Representatives are here to assist you with non-academic questions, so there are some questions that they won't be able to answer for you. If they can't assist, they will direct you to the appropriate team who will be able to help you. You can contact the Customer Experience team on 1300 662 203 (option 1) 8.30 am to 5.30 pm, Monday to Friday AEST/AEDT or mail@kaplan.edu.au.

Customer Support Representatives are not tutors or subject matter experts, so they can't answer questions about subject content. The 'Ask Your Tutor' forum in your KapLearn subject room is the place to go for this advice. Please refer to the 'Ask Your Tutor' section on the following page for information on how to use the forum.

Customer Resolutions team

Our dedicated Customer Resolutions team is available to provide assistance in resolving more complex matters that may arise during the course of your studies, including:

- applications for Special Consideration
- Reasonable Adjustment applications
- exam incidents
- grievances, complaints and appeals.

The team is also responsible for facilitating queries between you and your assessor that can't be posted in the 'Ask Your Tutor' forum. These questions can be emailed to studentadviser@kaplan.edu.au such as:

- requests for clarification of assessment feedback
- assessment re-mark requests.

Online 'Ask Your Tutor'

Ask Your Tutor is your online subject support for academic advice located in KapLearn. Your tutor is a dedicated industry professional and subject matter expert, available to answer your queries regarding your subject notes and assignment preparation via the forum.

Ask Your Tutor is an open forum for communication between you and your subject tutor. It allows all enrolled students to benefit from the guidance provided by your tutor in response to questions posed by individual students. Your posts are anonymous, only revealing your student number to others on the forum.

You can post 'technical' queries, i.e. questions about concepts you do not understand from your subject notes and clarification about the intent of an assignment question.

Some vocational education subjects and courses have live tutor sessions on scheduled dates to drop in and ask questions on the course, topic or subject content and assessments.

It is important to note learning support is limited to the learning content of your subject only and does not extend to providing assignment or exam answers. Your online tutor will not assist you with 'vetting' (previewing) your assignment answers. Queries about assignment grading, assessor comments or exam questions should not be posted on the forum. Those queries are addressed by our Customer Resolutions team as outlined above.

How to access Ask Your Tutor

Your tutor will provide responses online via the forum located in your KapLearn subject room. The tutor isn't contactable by telephone or email. You can log into KapLearn here.

Should you require additional support from a trainer, tutor or assessor you may make a request by contacting the Customer Experience team on 1300 662 203 (option 1) or mail@kaplan.edu.au

Language, literacy, numeracy and digital (LLND) skills support

If you have any doubts about whether you have the language, literacy, numeracy and digital (LLND) skills to undertake a course, we recommend you speak with our Customer Resolutions team on 1300 662 203 (option 1). You can find more information by visiting the 'Course Suitablility' section of our website here.

If you need additional support, there are a number of organisations who provide English language and literacy services. Some suggestions are listed below:

- The Reading Writing Hotline
- Adult Migrant English Program (AMEP)

Please note fees and charges for these services may apply and will be the responsibility of the student.

Wellbeing

Your wellbeing and safety is paramount to Kaplan Professional, so we understand there can be a number of factors that may impact your studies.

Kaplan Professional promotes holistic wellbeing through access to:

- Free counselling services offered by TELUS Health
- Community support contacts
- Online resources including health, stress, addiction, discrimination and more.

More information can be found on the Wellbeing page of the Kaplan Professional website here including a range of relevant resources for students with disabilities, students aged under 18, LGBTQIA+ students and Aboriginal and Torres Strait Islander student wellbeing support.

Support for Aboriginal and Torres Strait Islander students

Kaplan Professional is committed to supporting Aboriginal and Torres Strait Islander students in their learning journey. We provide culturally safe training in our online learning environment that respects and is inclusive of Aboriginal and Torres Strait Islander perspectives.

For more information on the support services available to Aboriginal and Torres Strait Islander students, please visit our website here.

Special consideration for unforeseen and extenuating circumstances

We understand that sometimes extenuating circumstances may prevent you from completing an assessment task by the due date or to the best of your ability.

If you are experiencing difficulties, we'd encourage you to contact our Customer Experience team on 1300 662 203 (option 1) or mail@kaplan.edu.au prior to the assessment due date to discuss your options.

You may be eligible to apply for Special Consideration if you're prevented from completing an assignment or sitting an exam, or if you feel your performance has been affected by:

- serious illness/injury
- personal trauma
- bereavement
- natural disaster
- adverse/unforeseen circumstances.

What is not covered under Special Consideration?

- events such as weddings, holidays, conferences, etc.
- applications submitted after the enrolment period has ended (unless you can provide credible evidence that the request for Special Consideration couldn't be submitted prior to the enrolment period end date).

Your application will only be considered if comprehensive, relevant supporting documentation is included. The Special Consideration application form is available in the 'Forms' section of our website here.

Further information regarding special consideration can also be found in our Support for Students Policy on the Vocational Education 'Student policies' section of the Kaplan Professional website here.

Reasonable adjustment

Reasonable adjustment is available if you have a specific learning need or a disability, due to an existing condition, which if not addressed, might impact your ability to study or to complete your assessment requirements.

Reasonable adjustment may include (but isn't limited to): the use of adaptive technology, educational support, alternative methods of assessment, individual conditions of assessment, use of an approved scribe, or additional time to complete assessments.

If you believe your special learning need or disability disadvantages you in the completion of an assessment event, you should apply for Reasonable Adjustment. The Reasonable Adjustment form is available in the 'Forms' section of our website here.

Further information regarding reasonable adjustment can also be found in our Equity and Inclusion Policy on the Vocational Education 'Student policies' section of the Kaplan Professional website here.

Grievances, complaints and appeals

Complaints about any matter are taken seriously. Kaplan Professional will investigate all complaints and act on any complaint found to be substantiated.

If you are dissatisfied with any matter, whether academic or non-academic, you may contact our Customer Experience team. Kaplan Professional has a four-step process to assist in the resolution of a student complaint:

Step 1: Informal resolution

Contact the Customer Experience team on 1300 662 203 (option 1) to discuss your concerns with a Customer Support Representative or email mail@kaplan.edu.au. Your grievance may be able to be resolved informally by a member of our Customer Experience or Customer Resolutions team.

Step 2: Formal complaint

If you are not satisfied with the resolution offered, you may lodge a formal complaint by completing the Student Complaint form located in the 'Forms' section of our website here. The form must be lodged within 10 business days of the incident occurring.

Investigation of the complaint may take up to 10 business days. Once a decision is reached, written notification will be sent to you.

Step 3: Appeals

If the outcome of the formal complaint is not to your satisfaction, you may elect to appeal the determination made. A Notice of Appeal Form must be submitted within 10 business days of the determination being made. The Notice of Appeal form is available in the 'Forms' section of our website here.

Further information on the steps involved, can be found in the 'Grievances, Complaints and Appeals' section of our website here and in our Grievances, Complaints and Appeals Policy on the Vocational Education 'Student policies' section of the website here.

Student feedback

We love to hear from you and welcome your feedback. As part of our continuous improvement process, we use your feedback to inform enhancements to the student experience.

On completion of each subject, we will send you a short survey to complete. Please take a few minutes to tell us about all aspects of your experience with Kaplan Professional.

You can also contact us at any time to provide feedback on 1300 662 203 (option 1) or mail@kaplan.edu.au.

Privacy policy

Kaplan Professional appreciates privacy is important to you. Kaplan Professional is committed to handling personal information in accordance with the Australian Privacy Principles set out in the *Privacy Act 1988* (Cth).

For details on what information Kaplan Professional collects and holds about you, please refer to the Privacy Policy.



The Online Environment

The student portal

You will receive your login details via email on enrolment. As soon as your subject is activated, your study period commences.

The log in process is passwordless, allowing you to sign in using your email or an authenticator app. If you need support you can find step-by-step videos and FAQs here to guide you through the login process.

Log in here where you will first be directed to the Student Portal. The portal provides you access to your KapLearn subject room and is also your online administration platform. It contains all the relevant information relating to your studies with Kaplan Professional.

The home page of the student portal has helpful links to frequently asked questions, student policies, study dates, forms and other student essentials. Additionally, there are a number of other features described in more detail below.

1. Search Courses

When you are ready to commence an enrolment in a new course, you can view and search our course catalogue and then enrol in your chosen course on this page.

2. My Invoices

The 'My Invoices' page allows you to access invoices and finalise outstanding payments.

3. Contact

This page contains the contact details for Kaplan's Customer Experience team who are available to answer any questions you may have.

From this page, you can also submit a support enquiry for queries of an administrative nature e.g. exam booking, subject extension, replacement certificate request etc. Responses to your enquiry from Kaplan staff will be visible on this page.

4. Account

From your account profile in the top right corner, you can find your personal details, as they are recorded on Kaplan Professional's student database.

You can update important information in this tab, such as your contact phone numbers and address details. You can also manage your login options, including setting up or changing your preferred authentication method.

Your USI can be entered here for validation.

5. My Enrolments

A list of courses you are currently enrolled in, or have completed, will be displayed here. You can also enrol in your next subject. If you have purchased multiple subjects, this is where you can activate your next subject.

Importantly, all information regarding your completion deadlines and results are also displayed here.

6. Pending Applications

Any pending enrolments can be viewed and finalised from this page.

Accessing KapLearn

Kaplan Professional courses are delivered online via our online learning platform, KapLearn.
To access KapLearn from the Student Portal, click on the 'Access KapLearn' tile in the middle section of the page.

This will take you to the KapLearn home page. Once there, select your current subject/course from 'My Subjects' in the centre of the page.

The resources available in KapLearn will vary depending on the subject/course you're enrolled in. The below information is designed as a general guide to the types of resources and tools you may have access to during your studies with us.

If you need help navigating KapLearn at any time, please contact Customer Experience on 1300 662 203 (option 1) or mail@kaplan.edu.au.

Getting started

1. Watch or read the subject overview

A subject overview provides a snapshot of what you will learn. You will also be reminded about your timeframe to complete all subject requirements, including the assessments. The overview may be presented in video or written format.

2. Review the study plan

Planning ahead and sticking to your plan is the number one tip to successfully complete the subject. We recommend you use the study plan to help you manage the workload for each subject. Regular study will increase your chances of passing the assessment on your first attempt.

3. Access the subject material

Download your subject material, including topics and other learning resources.

4. View the assessment requirements

Check the assessments you're required to complete for the subject. If an assignment is required for your subject, download it now.

5. Familiarise yourself with the 'Ask Your Tutor' forum, engage with your peers and tutor

'Ask Your Tutor' is your online subject support. It's an open forum for communication between you, other students and your subject tutor, a leading industry practitioner.

This forum is where you can post queries regarding your subject notes and assessment requirements.

The learning support provided is for the learning content of the subject. Please don't ask for answers to assessment questions, or for the online tutor to vet your answer to an assessment question.

6. Take note of your subject completion deadline

All assessments associated with a subject must be submitted by the assessment due date. You're notified of your subject deadline via email on activation of the subject. The deadline is also displayed in your KapLearn subject room on the home page under 'Enrolment Expiration'.

Learning materials in KapLearn

In KapLearn, you will find a range of learning materials to assist you in preparing for your assessments, which may include:

- subject notes
- video lectures
- review questions
- activities
- webinars
- practice exam
- technical updates
- topical industry information.

Technical updates

Kaplan Professional welcomes your feedback and will issue a correction of any genuine errors.

Technical update notifications are posted in the '**Announcements**' section in KapLearn.

If you believe your learning materials contain an error, please also check the Ask Your Tutor forum and Announcements page in KapLearn to ensure your query hasn't previously been addressed.

Please email your feedback to mail@kaplan.edu.au specifying the version number, section reference and a description of the problem.

Using 'Ask Your Tutor'

Your online tutor, a qualified industry practitioner, is available via the Ask Your Tutor forum in KapLearn. The tutor is eager to hear from you if you need help with a concept or you are not quite sure what you need to do to meet assignment requirements. The tutor will be happy to share their expertise. Everyone enrolled in your subject will benefit from the guidance provided by your tutor in response to questions posed by you and other students.

It's important to note learning support is limited to the learning content of your subject only and does not extend to providing assignment or exam answers. Your online tutor won't assist you with 'vetting' (previewing) your assignment answers.

Queries about assignment grading, assessor comments or exam questions shouldn't be posted on the forum. If you do, the post will be deleted. Exam questions and answers are also not discussed in the forum. Those types of queries should be forwarded via email to studentadviser@kaplan.edu.au.

Please be aware the tutor is only contactable in the Ask Your Tutor Forum. Tutors can't be contacted by telephone or email.

When you access the forum, please consider that your question may have been posted before. You can use the search functionality within the forum to see if a similar question to yours has been previously been posted and answered. Type a single key word into the 'Search forums' that you'd like to 'match' in your query, e.g. calculations. If you have a more specific query that requires more than one word, e.g. topic 2, use double quotation marks within the field, i.e. 'topic 2'.

Secondly, if there are no matches to your search criteria, click on 'Add a new discussion topic'. You will need to enter subject information; this lets your tutor know the subject of your query, e.g. assignment — SOA appendix 2 projections.

When posting your question, include topic, section, page number and description in the subject field to ensure a quick response. Example: T4, S1.2, P8 Calculating future value using Excel spreadsheets.

Then type your question in the 'message' field.

Never post personal information such as telephone numbers or addresses.

A webinar on how to use the 'Ask Your Tutor' forum is also available in KapLearn.

Netiquette

In the same way that you'd expect to be treated with courtesy and respect, please be mindful of cultural differences and don't make comments that could be seen as racist, sexist or offensive.

Derogatory or inappropriate comments are unacceptable and will be subject to disciplinary action. Please refer to the Integrity and Misconduct Policy on the Vocational Education 'Student policies' section of the Kaplan Professional website here for further information.

Your comments and questions posted are a matter of record and may be used as such for investigative purposes, should this be required.

As with all public forums, please be mindful of your language and conduct. Shouting (use of ALL CAPS) won't be tolerated; neither will swearing or offensive language. If you wish to emphasise a part of your posting, we suggest you italicise that part of your query.

There are consequences for breaching online etiquette that will result in:

- the comment being retracted and/or an apology provided to the party/ies involved
- removal of the offending comment from the forum
- disciplinary action under Kaplan Professional's Integrity and Misconduct Policy.

Kaplan Professional staff also monitor postings at Ask Your Tutor to ensure these guidelines are adhered to.

How to keep your identity private in the Ask Your Tutor forum and unsubscribe from forum notifications

From your enrolment date, you are considered to be subscribed to KapLearn. This means you will receive email notifications from the Ask Your Tutor forum.

You may unsubscribe from KapLearn Ask Your Tutor email notifications at any time. Unsubscribing from a forum means you won't receive email notifications of postings in the forum.

To unsubscribe from a forum, you must be logged into the appropriate subject room.

1. Select the 'Ask Your Tutor' tile.
2. Scroll down and on the left-hand side of the screen under 'Administration', select 'Unsubscribe' from this forum.

You will need to do this for every subject you are enrolled in. A step-by-step guide on how to manage your privacy and forum preferences can be found via the link provided on the 'Ask Your Tutor' page.

Live tutor sessions

Your KapLearn subject room will indicate if live tutor sessions are available for your subject. Sessions are hosted via Zoom (video conferencing technology) and are run as per the session schedule listed in each of the relevant subject rooms.

Key concepts from your subject will be reinforced by:

- participating in real-time subject-specific discussions
- practical workplace examples (where applicable).

It is highly recommended that you attend the sessions to complement your studies. Prepare by:

- reviewing your topic notes and assessment
- actively participate in the sessions, by preparing questions to share.

Please note that session durations will vary depending on the content covered and questions asked.

Read only access

On completion of your subject/course you will have 'read only' access to materials in KapLearn for 12 months. We encourage you to download any material as you may find it helpful for a subject in the future.



Assessment

Assessments

The assessment information in this handbook is a summary only and should be read in conjunction with Kaplan Professional's Assessment Policy, along with the assessment details specific to your subject/course provided in KapLearn.

You must attempt all assessments for your subject/course within your initial enrolment period. Your due date for your assessments is published in your subject room. This date is your personalised due date and does not pertain to any other student in your subject. You must attempt all assessments before this date.

If you can't attempt your assessments within the initial enrolment period, please refer to the extension information in the Studying with Kaplan Professional section of this handbook and our Extension Policy for information on your options.

The Assessment Policy and Extension Policy can be found on the Vocational Education 'Student policies' section of the Kaplan Professional website here.

Assessment results

Vocational training is competency-based training, which differs from higher education where assessments are graded e.g. high distinction, distinction, credit, pass and fail.

A unit of competency is the smallest component in which competency can be assessed and determined. Depending on how a course is structured, a subject may contain one or more units of competency. A whole qualification is made up of many units, with the exact number varying depending on the particular qualification. There will usually be multiple assessments for one or more units of competency.

Assessment results are recorded as below:

Result	**Definition**
Demonstrated	A 'Demonstrated' result indicates that an associated assessment required for the unit of competency has been met.
Not Yet Demonstrated	A 'Not Yet Demonstrated' result indicates that the student needs to make another attempt for the assessment to meet the required performance.

A unit of competency is recorded and reported when you have a 'Demonstrated' result for each of the assessments required to achieve the unit.

Result	**Definition**
Competent	A 'Competent' result indicates that all of the assessment requirements for the unit of competency have been met.
Not Yet Competent	A 'Not Yet Competent' result indicates that all of the assessment requirements for the unit of competency have not yet been met.

What is in a unit of competency?

A unit of competency is a description of what somebody must be able to do to be assessed as competent (i.e. capable) in that task. The unit sets out the steps (the elements) in a task and the level to which they must be performed (the performance criteria).

Types of assessment

Assessment at Kaplan Professional occurs within the Australian vocational education and training framework and meets and exceeds national training and assessment standards.

Assessments are used to determine your 'competence' in demonstrating the required knowledge and/or skills for each course.

Kaplan Professional utilises a number of different types of assessment. Depending on the subject you are enrolled in, you may be presented with a combination of the assessment items listed below:

- online supervised examination: multiple choice, scenarios or short-answer questions
- randomised multiple-choice quiz
- written assignment
- oral assignment
- workplace validation report.

Exams

Exams have been designed to collect evidence of your knowledge of the subject material. Questions will be testing both your understanding of information and its application to a theoretical client scenario.

Your exam is delivered via KapLearn and is presented in segments relating to each topic within the subject notes.

The exams are open book, unless otherwise specified in the relevant subject outline on the Kaplan Professional website, and each section contains a number of questions. All exam answers can be sourced from your subject notes.

Your exam is timed and your exam will 'time out' once the overall time for your exam has elapsed. You have the option to navigate freely between the exam questions during your allocated time.

A webinar on exams is also available in KapLearn.

Multiple-choice exams

Multiple-choice questions assess a student's ability to recall information, and to interpret and analyse concepts and data.

Multiple-choice tests require students to select the correct answer from at least four possible answers.

There is only one correct answer for each question. Questions may be randomly sequenced i.e. not in the same order as they're presented in the learning materials.

Short-answer and scenario exam questions

Short-answer and scenario exam questions require careful analysis of the question. Responses could range from one word to a phrase, sentence or paragraph(s). Where a longer response is required, a word limit is usually indicated. They may be used to assess your ability to:

- discuss and explain the subject content
- develop and present ideas in an organised way
- apply content to a workplace example or scenario
- demonstrate ability to solve problems and make recommendations
- perform calculations to attain the answer.

Multiple-choice quiz

Quizzes are delivered via KapLearn under open book conditions and consist of randomised multiple choice questions.

Frequently asked questions — Exams

How are the exams delivered?

Kaplan Professional's exams are delivered online via your KapLearn subject room.

Are the exams open book?

Yes, our exams are open book, supervised online exams unless otherwise specified in the relevant subject outline on the Kaplan Professional website.

You are allowed to use the following materials during an open-book exam:

- soft (digital) copy subject notes in KapLearn
- your own printed or handwritten notes
- a financial calculator, if required
- a foreign language dictionary, if your first language is not English.

What is not allowed in the exam?

- internet access, other than the 'Assessment' page in KapLearn and soft (digital) copy subject notes
- the use of email
- digital devices (including mobile phones, tablets and smart watches)

If your exam is closed book, no external sources of information may be accessed during the exam.

Why are the exams supervised?

To ensure the integrity of the exam, we need to safeguard our, and your, reputation by ensuring it's you sitting the exam and no one else. To do this, we ask that you nominate an exam supervisor at your workplace or via Zoom.

Your exam supervisor will log you into your exam and will be in attendance while you attempt it. Your supervisor will ensure you observe exam rules, i.e. no cheating or talking.

Your supervisor can't assist you with answering exam questions or help you determine what an exam question is asking.

Where can I sit my exam?

To offer you as much flexibility as possible, you can sit your vocational education exams in one of the following two ways:

- face-to-face with a supervisor at your place of work or public venue e.g. library, community centre etc. The exam venue must be a quiet room at your workplace/public venue.
- supervised online via Zoom. The location must be a suitable venue where you won't be disturbed or have access to other people. Private dwellings are acceptable, but please choose a suitable room/space.

Who can supervise my exam?

The nominated Independent Supervisor must:

- not be related to you or a personal friend
- not reside at the same address as you
- not be a student currently enrolled in the same subject
- be available to supervise your exam on the set date at the specified time
- not leave you unsupervised during the exam.

Requirements to book a supervised face-to-face exam

It is important to note you will be required to organise an Independent Supervisor under the conditions prescribed in this Student Handbook. Therefore, both you and your Independent Supervisor must meet the requirements before making your exam booking for face-to-face supervision.

Book a vocational exam face-to-face

To book your supervised face-to-face exam:

Log into your Student Portal and book your exam in the 'My Enrolments' tab, then select 'View Subjects/Book Exam' under the relevant subject.

Once your exam has been booked, you will receive an email confirming your exam booking with instructions. The email will also be sent to your nominated supervisor.

Requirements to book a vocational exam with online supervision

It is important to note you will still be required to organise an Independent Supervisor under the conditions prescribed in this Student Handbook. Therefore, both you and your Independent Supervisor must meet the requirements before making your exam booking for online supervision.

Both you and your Independent Supervisor must meet the following technical requirements:

- **hardware requirements:**
  - a computer running Windows 10 or Mac OS X, with the operating system's minimum requirements for processor, memory and hard drive (see the Microsoft or Apple website for minimum requirements)
  - 1024 × 768 monitor with a 16-bit or greater video card (24-bit preferred)
  - headset and/or sound card with speakers and microphone
  - webcam
- **software requirements:**
  - Microsoft Windows Operating System (Windows 10) or Mac OS X
  - Microsoft Office 2003 or later
  - Zoom
  - a current antivirus and antispyware application that's updated regularly
  - Internet Explorer 8.0 or later, Google Chrome 32.0.1700.107m, Firefox 27, or Safari 5
  - Adobe Reader 10.0 or later.

How to book a vocational exam online with online supervision

To book your online supervised exam:

1. Log into your Student Portal and book your exam in the 'My Enrolments' tab, then select 'View Subjects/Book Exam' under the relevant subject.
2. Send your supervisor a Zoom meeting (Zoom Support).

The role of a supervisor

When you have booked your exam, your nominated supervisor will receive an email containing the exam password and supervisor instructions.

Prior to your exam date, your supervisor will need to familiarise themselves with the contents of the *Supervisor Instructions* document.

On the day of the exam, your supervisor will need to ensure:

1. You have your login details for KapLearn.
2. Don't have access to unauthorised materials.
3. Check your photo identification.

Once you have logged into KapLearn, your supervisor will need to enter the exam password they have been issued in order for you to commence the exam.

Supervisors should be present throughout the entire exam period. Under no circumstances should student(s) be left unsupervised at any time during the exam.

What's the duration of the exam?

Your total exam duration is generally calculated at approximately two-and-a-half minutes per question. Your exam will 'time out' once the overall time has elapsed.

The 'Assessment' tab in your KapLearn subject room provides specific time allocation for your exam for the subject/course you're enrolled in.

How do I get my exam results?

You will receive your results immediately after completing your multiple-choice exam. Results for short-answer exams will be available within three to five business days. Your results will indicate if you have been assessed as either competent or not yet competent in your exam.

How many exam sits will I get?*

Students are entitled to four (4) exam sits. This includes one (1) initial attempt and three (3) resits.

If you reach the end of your initial enrolment period and have been deemed 'not yet competent' in one or more assessment items, then an additional four (4) weeks assignment resubmission and/or exam resit period extension will be granted, provided you attempted all assessment tasks during the initial enrolment period. If one or more assessment tasks were not attempted within the initial enrolment period, you will not be eligible for an additional four (4) weeks at no charge, however a formal extension can be purchased. For further information on extensions, please refer to the Studying with Kaplan Professional section of this handbook and the Extension Policy on the Kaplan Professional website under the Vocational Education 'Student policies' section here.

* If you are enrolled in *Tax for Financial Advising* or *Commercial Law*, please refer to the 'Assessment' section of your KapLearn subject room for specific details relating to the number of attempts allowed.

Why do I have to be competent in all exam/quiz questions?*

Within your course's training package, there are a number of units of competency that you are required to be deemed competent in. To meet the requirements of your course and be awarded the qualification, you will need to be deemed competent in all exam questions.

* If you are enrolled in *Tax for Financial Advising* or *Commercial Law*, please refer to the 'Assessment' section of your KapLearn subject room for specific details relating to your exam, including duration, number of attempts allowed, resits and requirements to be deemed competent.

If I attempt my exam and I am 'not yet competent', will I know which questions I got wrong?

For each exam question you were unable to answer correctly, you will be provided with a reference to the specific section in your subject notes that was the source for that question. This information is found in the exam diagnostic tool* in KapLearn. You will need to refer to that material to ensure you have sufficient knowledge to correctly answer the question in your next attempt.

To protect the integrity of the exams and to ensure exams are fair for all students, Kaplan Professional is unable to release exam answers or provide you with any more feedback than what is provided to you when you complete your exam.

If I attempt my exam and I am deemed 'not yet competent', will I have to attempt all the questions again?

No, you will only have to resit the questions with a 'not yet competent' result.

What happens if I am 'not yet competent' in all exam attempts?

If your exam result is 'not yet competent' after all your available attempts have been exhausted, re-enrolment will be required.

Assignments

Written assignments

Assignments have been designed to collect evidence of your knowledge and skills of the subject. Assignment questions will be testing your knowledge of the information and its application to theoretical client scenarios. Written assignments will normally include case studies, questions and projects.

If your subject/course has an assignment, download the written assignment template from your KapLearn subject room and read through the detailed instructions at the commencement of your studies.

Save the document to your desktop, type your answers in the spaces provided, and save your work regularly. Ensure you answer all questions in your assignment template. Incomplete assignments won't be accepted for assessment.

- Use the template provided, as other formats won't be accepted for assignments (don't save your completed assignment as a PDF).
- Name your file as follows: Studentnumber_SubjectCode_Assignment_versionnumber_Submissionnumber (e.g. 12345678_CFMB_AS_v4_Submission1).
- Include your student ID on the first page of the assignment.

A webinar on how to best answer assignment questions is also available in KapLearn.

Frequently asked questions — written assignments

How do I submit my written assignment?

When you have completed your written assignment submission, you will need to follow the steps in the submission instructions in KapLearn, under the 'Assessment' tab to upload your submission for marking.

Once you have successfully submitted your written assignment, you will see the status change to *Submitted for Grading*.

Note: Where a subject has a Written assignment and an Oral assignment submitted together (i.e. using a single 'Written and oral assignment' submission page), both components must be submitted together, including the written assignment Word document, oral assignment Word document and any audio recordings (if required). If there are separate submission pages, then you may submit your Written assignment and Oral assignment separately. Please refer to your study plan for any further instructions on the timing of your submissions.

How long will it take to mark my written assignment?

Written assignment results can be expected within three (3) to five (5) business days of receipt of the assignment. Written assignments will be graded as 'competent' or 'not yet competent'. An assignment won't be graded as 'competent' unless all key competencies have been demonstrated.

Your assessor will mark your written assignment and return it to you in your KapLearn subject room under the 'Assessment' tab where you originally uploaded it.

You must answer all the questions in your written assignment. If you submit your assignment blank or with any questions incomplete, it will still count as a submission.

Written assignments graded as 'not yet competent' will be returned to the student with feedback advising the necessary sections that need to be resubmitted.

How do I resubmit my written assignment?

If you reach the end of your initial enrolment period and have been deemed 'not yet competent' in one or more assessment items, then an additional four (4) weeks assignment resubmission and/or exam resit period extension will be granted, provided you attempted all assessment tasks during the initial enrolment period. If one or more assessment tasks were not attempted within the initial enrolment period, you will not be eligible for an additional four (4) weeks at no charge, however a formal extension can be purchased. For further information on extensions, please refer to the Studying with Kaplan Professional section of this handbook and the Extension Policy on the Kaplan Professional website under the Vocational Education 'Student policies' section here.

One (1) written assignment resubmission is allowed per enrolment. Should sections of your written assignment be marked as 'not yet competent', you will be given the opportunity to amend your responses so you can demonstrate your competency to the required level.

You must address the assessor's feedback in your amended responses. You only need amend those sections where the assessor has determined you are 'not yet competent'.

Make changes to your original submission and use a different text colour for your resubmission. Your assessor will then be in a better position to gauge the quality and nature of your amendments. Please ensure you leave your first assessor's comments in your written assignment, so your second assessor can see the instructions that were originally provided for you. Don't change any comments made by a Kaplan Professional assessor under any circumstance.

If you require clarification of your assessor's comments or have any queries about your written assignment grading, please contact our Customer Resolutions team at studentadviser@kaplan.edu.au.

When you have completed your assignment resubmission, you will need to follow the steps in the 'assignment submission instructions' in KapLearn to upload your resubmission for assessment.

Oral assignments

The oral assignment is the way that students demonstrate and apply their communication skills.

An oral assessment is important in vocational education and training, because oral (or verbal) assessment measures a student's performance against oral communication skills prescribed within the units of competency. This is industry best practice.

For example:

- A financial planning student needs to demonstrate they can use questioning to find out what the client's needs and adjust accordingly.
- A life insurance student needs to demonstrate they can pronounce and explain medical terminology relevant to their job role.

Frequently asked questions — oral assignments

What types of oral assessments are there?

Type of oral assessment	Definition
Responses to oral questions	You're provided a list of questions that you'll need to verbally complete to have your skills and knowledge assessed against
Role play	You're provided with a case study that you'll need to verbally complete with another person to have your skills and knowledge assessed against
Presentations	You're provided with a case study that you'll need to verbally complete to have your skills and knowledge against

You are provided with further details within your assignments and checklists to best prepare you for the oral assessment.

A webinar on how to best prepare for an oral assignment is also available in KapLearn.

How do I submit my oral assignment?

When you have completed your oral assignment submission, you will need to follow the steps in the submission instructions in KapLearn, under the 'Assessment' tab to upload your submission for assessment.

Once you have successfully submitted your oral assignment, you will see the status change to '*Submitted for Grading*'.

Note: Where a subject has a Written assignment and an Oral assignment submitted together (i.e. using a single 'Written and oral assignment' submission page), both components must be submitted together, including the written assignment Word document, oral assignment Word document and any audio recordings (if required). If there are separate submission pages, then you may submit your Written assignment and Oral assignment separately. Please refer to your study plan for any further instructions on the timing of your submissions.

How long will it take to mark my oral assignment?

Oral assignment results can be expected within three (3) to five (5) business days of receipt of the assignment. Oral assignments will be graded as 'competent' or 'not yet competent'. An assignment won't be graded as 'competent' unless all key competencies have been demonstrated.

Your assessor will mark your oral assignment and return it to you in your KapLearn subject room under the 'Assessment' tab where you originally uploaded it.

You must answer all the questions in your oral assignment. If you submit your assignment blank or incomplete, it will still count as a submission.

Oral assignments graded as 'not yet competent' will be returned to the student with feedback advising the necessary sections that need to be resubmitted.

When do I need a volunteer?

You will need to use a volunteer if a role play is part of the oral assignment with an audio recording. It is your responsibility to select an appropriate person to be your volunteer. The 'Volunteer Guide' for each subject is customised to explain what the volunteer needs to do. We recommend you give this to the volunteer at least one (1) day before the assessment.

To find out if your course includes an oral assignment with an audio recording, please refer to the relevant subject outline.

Note: If your oral assignment is by live interaction, you will be interacting directly with your assessor and will not require a volunteer.

Who can be a volunteer?

The volunteer isn't required to be an actor or have any specific industry knowledge. Their role is to assist you to meet the criteria in the checklist for the role play.

A volunteer needs to be:

- willing to participate in the audio recording of a role play
- able to meet at the date, time and location agreed with the student

Volunteers may include the following:

- suitable person from your workplace such as a supervisor, manager or training officer
- suitable person from your local community
- suitable colleague who hasn't completed or enrolled into the course
- friend or relative.

If you are working within the industry, you should discuss the requirements for a volunteer with your manager. You are responsible for any costs incurred in conducting an oral recording of role play with a volunteer. Volunteers are not limited to the above. If you need further clarification on who can be a volunteer in a role play, please contact the Customer Experience team on 1300 662 203 (option 1) or mail@kaplan.edu.au.

What if I can't find a volunteer for an oral assignment by audio recording?

If you are enrolled in a subject with oral assessment by audio recording, it is an expectation that you should find an appropriate person to be your volunteer.

If you are having difficulty finding a suitable volunteer, please contact the Customer Experience team on the above contact details to discuss your options further.

How does the audio recording get submitted?

Oral submission method	Description
Standard audio submissions	When you conduct your oral assignment, you can use your smart phone (or other appropriate recording device) to capture an audio recording. You will then be required to upload the audio recording from your device using email or cloud storage (e.g. iCloud, Google Docs, DropBox) and then upload it to your subject room in KapLearn as part of the oral assignment.
Kaltura audio submissions	Some subjects use Kaltura for oral assignment submissions. In these subjects, when completing your oral assignment, all audio recordings must be submitted directly in KapLearn using the inbuilt Kaltura tool available on the submission page. You can use your smart phone, computer, or other recording device to create your recording and then upload the file through the Kaltura upload option in KapLearn as part of your oral assignment submission.

Kaplan Professional provides support resources on how to submit your oral assignment for both submission methods.

What if I don't have access to the right technology to complete the oral assignment by audio recording?

Part of the entry requirements for studying with Kaplan Professional include minimum technology requirements. These are specified in the entry requirements tab for each course listed on the website.

What happens if I am 'not yet competent' for the oral assignment?

If you reach the end of your initial enrolment period and have been deemed 'not yet competent' in one or more assessment items, then an additional four (4) weeks assignment resubmission and/or exam resit period extension will be granted, provided you attempted all assessment tasks during the initial enrolment period. If one or more assessment tasks were not attempted within the initial enrolment period, you will not be eligible for an additional four (4) weeks at no charge, however a formal extension can be purchased. For further information on extensions, please refer to the Studying with Kaplan Professional section of this handbook and the Extension Policy on the Kaplan Professional website under the Vocational Education 'Student policies' section here.

If the oral assignment is 'not yet competent', you will only need to revise the questions or checklist items with a 'not yet competent' result in your oral assignment. For resubmissions, you only need to resubmit the document(s) with a 'not yet competent' result. To assist students with this process, there are instructions detailing how to upload a resubmission of an oral assignment in KapLearn.

If I'm 'not yet competent' in my oral assignment, can I choose a different format to resubmit?

No, if your oral assignment result is 'not yet competent', you will be required to resubmit in the same format. Your assessor will provide feedback to assist you with your resubmission.

How many oral assignment attempts do I get?

You have two (2) submission attempts for the oral assignment. You only need to revise the questions and/or checklist items with a 'not yet competent' result.

What support is available for the students completing their oral assessments?

Kaplan Professional offer a range of support resources in KapLearn for students preparing for an oral assessment, including:

- preparing for an oral assessment
- equipment set up and trouble shooting
- volunteer guide
- tutor through your 'Ask Your Tutor' functionality.

Am I able to speak to the assessor on the phone?

Any questions regarding your subject notes and assessment preparation will still be required to be communicated through the 'Ask Your Tutor' forum within your subject room as normal.

Academic misconduct

The major purpose of assessment is to certify to the public that the person with the qualification they earned from Kaplan Professional has demonstrated the skills and knowledge required to competently practice the profession they're entering or working in.

This means the person who's awarded the qualification must be the person who did the work to earn the qualification. The work a person does to earn a qualification is manifest in the completion of assessment tasks.

The implications of this are many, including:

- the need to have an assessment management system that safeguards the integrity of the assessments
- being able to ensure the person sitting the assessment did all the work in the assessment.

Kaplan Professional takes its responsibilities in this area extremely seriously; not to do so is the difference between a meaningful qualification and a throw-away piece of paper. Just as Kaplan Professional has its responsibilities when it comes to assessments, so do you as a student.

Simply, everything you present in your assessment tasks needs to have been calculated by you and/or written in your own words.

We encourage you to conduct research and discuss your work with your peers, colleagues and your online tutor. However, any of these processes must be used by you to gather information to refine **your** responses. If you use content from any other source in a response, then you must acknowledge the source by utilising correct referencing protocols.

Failure to acknowledge any other source is understood to be plagiarism and/or collusion, and where an alleged case of academic misconduct is found to be proven, then penalties will be applied. Prior to submission, you will be required to acknowledge that the assignment is **not** the result of plagiarism or collusion. Penalties may be imposed where these conditions are breached.

You are strongly encouraged to familiarise yourself with the Assessment Policy and Integrity and Misconduct Policy to avoid unintentional breaches. The policies can be found on the Vocational Education 'Student policies' section of the Kaplan Professional website here.

In accordance with the Integrity and Misconduct Policy, Kaplan Professional may cancel your enrolment due to a proven case(s) of misconduct. The policy can be found on the Vocational Education 'Student policies' section of the Kaplan Professional website here.

Collaboration versus collusion

'Collaboration' is working together in sharing ideas of how to approach a task.

'Collusion', on the other hand, is secret co-operation in order to deceive.

Kaplan Professional supports and encourages a collaborative approach to assignment preparation. This means general discussion between students relating to an assignment is allowed. However, answers must sufficiently demonstrate to an assessor and Kaplan Professional the answer is in a student's own words and can therefore be considered as one's own work.

Students who quote text directly from subject notes or any other source in their assignment answers without appropriate acknowledgement have colluded and/or plagiarised. Therefore, haven't demonstrated it's their own work.

Prior to submission, each student will be required to acknowledge that the assignment response is **not** the result of plagiarism or collusion. It is assumed students are aware of the difference between the two and understand the implications of collusion and/or plagiarism.

If students are working in a group and are using the same workplace template or table, they must ensure their responses to the assessments reflect their own individual work.

Note: Cases where students have presented the same words in assignment answers but claim to have collaborated, have committed an act of academic misconduct.

Plagiarism

Plagiarism refers to:

- Any use of, or attempt to use, the work, words or ideas of others without attribution of the author, or any attempt to pass off the work, words or ideas of others as the writer's own.

- In the context of assessment, when a student presents any phrase or extracts verbatim from any source, including Kaplan Professional subject or lecture notes, books, articles, reports or other written documents (published or unpublished), drawings, computer programs or software, websites, or other electronic sources, without appropriate use of quotation marks or reference to the author or source.
- Copying or paraphrasing material quoted from other sources including Kaplan Professional subject notes or lecture materials. Even though the source may be acknowledged in the Kaplan Professional material, without appropriate use of quotation marks or reference to the author.
- Copying, or paraphrasing all or part of another person's work, or otherwise presenting another person's work as one's own; or copying or paraphrasing another person's work with very minor changes, keeping the meaning, form and/or progression of ideas of the original.
- Piecing together sections of work of others into a new whole without acknowledgement.
- Presenting an assessment event as one's own work when it has been produced, in whole or part with other people. For example, with other students, practitioners or work colleagues.
- Claiming credit for a proportion of work contributed to a group assessment event that is greater than what was actually contributed.
- Presenting all or part of an assessment event, which has previously been submitted by another student (past or present), in one's assessment. Such acts are considered to be plagiarism whether they occur intentionally or mistakenly.

Contract cheating

Contract cheating, otherwise known as ghost writing, occurs when a student engages (or attempts to engage) the services of another individual to author an assignment on the student's behalf. This extends to the unauthorised use of artificial intelligence software or any other text-generating instrument. A student can be guilty of contract cheating irrespective of whether payment is made, or the services are received. A student may be investigated for contract cheating where:

- The student posts an advertisement seeking a ghost-writer.
- A ghost writer forwards correspondence to Kaplan regarding a student's enquiry.
- A student submits work that is significantly different in style and calibre when contrasted with the student's prior work, in-class interactions and/or online exchanges.
- A student submits work that has been reproduced from a contract cheating website.
- A student engages the services of another individual to take their place in an exam, work placement or internship.

Challenging an assessment result

You are welcome to challenge an exam or assignment question, particularly where you believe a question:

- is incorrect
- is ambiguously written
- has more than one or no correct answer; or
- tests knowledge not provided in the subject notes.

Any challenges must be escalated to Kaplan's Professional Customer Resolutions team via email: studentadviser@kaplan.edu.au. You are required to provide a justification for your challenge and include as much detail as possible. However, please note that under no circumstances should duplication of the exam questions be made and/or screen shots of the exam questions be taken.



Certificates

Certificates

Unique Student Identifier (USI)

As an RTO, Kaplan Professional isn't permitted to issue a Qualification Certificate or Statement of Attainment unless you have provided a Unique Student Identifier (USI). Please refer to the 'Enrolments' section of this Handbook for information on how to obtain a USI.

Certificate of Completion

When you have successfully passed all assessment tasks for a subject, you will be able to print your own Certificate of Completion from KapLearn. Although not a formal record, it serves as a bookmark of your progress.

Statement of Attainment

A Statement of Attainment will list the units of competency you have attained by successfully completing a subject. The Statement of Attainment is a formal certificate issued electronically to your supplied email address. A hard copy may be issued upon request.

Academic Record

An Academic Record is a formal record of achievement for a qualification. The Academic Record lists all the units of competencies in your qualification, as well as the code and name of your qualification. It is a unique record and is issued without erasure and will be issued electronically to the email address you supplied. A hard copy may be issued upon request.

Qualification Certificate

When you have completed a qualification, you will be awarded a Qualification Certificate.
This certificate is printed on embossed paper and will be issued electronically to the email address you supplied. A hard copy may be issued upon request.

Replacement documentation

Kaplan Professional will issue replacement certificates; records of results or statements of attainment provided a written request is made by you.

You must provide sufficient identification to allow Kaplan Professional to verify your identity, and the qualification or course documentation required.

Replacement certification documentation will be issued under the signature of the appropriately authorised Kaplan Professional delegate. Requests for replacement documentation made by third parties will not be met, unless specifically authorised by you. A fee will be charged for the replacement documentation. Please refer to the Kaplan Professional schedule of fees for more information.



Study Tips

Study tips

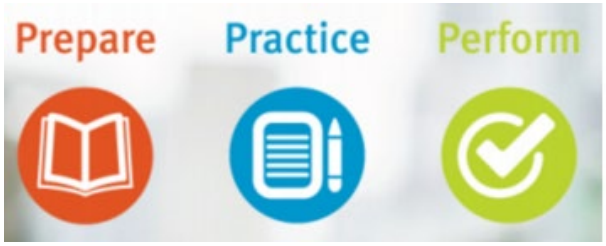
It is never too early — or too late — to develop good study habits. The sooner you get into a good study groove, the easier it becomes to balance your studies with your professional and personal commitments. In addition, it is likely the chances of you receiving good marks will significantly improve.

We understand studying is a challenge. Managing the study workload, coming to terms with new concepts and applications, and juggling other priorities can make it seem all too much at times. Without sugar coating it too much, it is possible to feel less overwhelmed if you structure your time and commit to undertaking the work for each week, on that week.

Here are our top tips for getting the most out of study. We have also incorporated genuine tips from real students based on their experiences as an online student with Kaplan Professional, which you can read here.

The three Ps of The Kaplan Way

The three P's of the Kaplan Way provide you with a framework you can use to organise yourself and your time.



The Kaplan Way

The Kaplan Way is a three-phased learning strategy: **Prepare > Practice > Perform™**, which is designed to help you successfully demonstrate your achievement in all of a subject's learning outcomes.

Prepare

Timetable your study

When it comes to creating a study schedule, Kaplan Professional has already done some of the work for you. Each subject has a high-level study plan broken down week-by-week to assist you plan and manage your workload. With clear objectives and topics, your learning can be focused in an efficient and targeted manner. You can use your study plan as a base for your own schedule, adapting it for any events, annual leave or busy work periods you have coming up.

Timetable your study schedule:

- select realistic times for reading subject material, seeking help with understanding subject materials, and preparing for assessment tasks
- stick to those times
- don't procrastinate.

Publicise your study timetable:

- affix your study timetable above your desk at work
- on the fridge at home
- plug it into your computer or phone's calendar and set ample reminders.

Claim a dedicated study space to create an environment that suits you:

- choose a place where you can study without distractions
- furnish it with a well-lit desk with room for all your study materials and computer/laptop
- treat yourself to a comfortable, ergonomic chair.

Attitude matters

Research has shown your attitude towards study matters almost as much as how often you study.

- recognise your achievements — everything from studying as planned for a week to receiving positive feedback on an assessment needs to be acknowledged
- remind yourself regularly of your goals, your skills and your abilities
- keep negative thoughts and catastrophic thinking at bay.

Familiarise yourself with assessment requirements

Find out what you need to do to pass the subject. If an assignment answer template or guide is provided, download or bookmark it, and promptly read through.

It makes a big difference in your ability to focus if you understand from the start what you'll be required to do in the assessment(s).

- Will you be required to conduct additional research?
- Will you be required to understand a theme well enough to explain it?
- Are you going to be asked to create something — a plan, a strategy, a report, or a workplace product?

Factor this analysis into your study timetable. Give yourself plenty of time to do the task if you are not familiar with the format of the assessment.

Ask questions of your online tutor — it's never too early to start clarifying the requirements of an assessment task.

Practice

How to practice

Whether you are reading and re-reading, taking notes, creating mind-maps or using other diagrammatic tools to represent the information, then you are learning by practising.

Do the sample assessments provided. Find sample questions to answer in your study materials or textbook and online.

Sit a practice exam as if it were a real one and repeat where necessary.

Get feedback

Can you explain a concept to someone else, so they understand what you are talking about?

Can you demonstrate the value of a cash flow table to a relative or friend?

If you can do these tasks, and others like them, then this is great feedback about your progress

You will receive feedback on your assessments; take note of your strengths and weaknesses.

Acknowledge your strengths and practise those skills where you are not as strong.

Feedback clarification

You are welcome to request clarification of feedback given on your assignment.

To request feedback, send an email to studentadviser@kaplan.edu.au with a copy of your assignment and the feedback attached. Our Customer Resolutions team will arrange for feedback clarification to be provided to you.

Practice

While experts differ on the amount of time 'mastery' takes, most agree:

> *Practice isn't the thing you do once you're good. It's the thing you do that makes you good.*
>
> **(Gladwell 2008, p. 42)**

Perform

Demonstrating your new-found knowledge and skills

The point of all your practice is to be able to demonstrate to your assessor that you have learned how to do the work in the assessment task, to the required standards.

The assessment tasks have been constructed to align with the learning outcomes.

Successfully completing the assessments means you have met the subject's learning outcomes.

Performance anxiety is normal

A little bit of apprehension is usually understood as being a good thing; too much can be a barrier. To help minimise your anxiety you can:

- prepare for the assessment as if you were an athlete: eat well, sleep well, do some exercise, and visualise crossing the finishing line with a personal best time
- ask for help before the assessment is due or the exam date
- inhibit irrational thinking ('If I fail this exam, I will never get the job I want'; 'I'll fail no matter what I do — there's no point') and keep things in perspective
- do your best; you don't need to be perfect
- back yourself — give yourself the same encouragement you would give your friends and colleagues.

Preparing for the exam

The following is a suggested preparation model for students who are seeking guidance about how to approach an exam and/or use the feedback that has been provided in KapLearn. This guidance may help with successful completion of your exam.

If you have your own preferred proven approach to exams, please continue to use that approach. You may find some extra tips here that will help you.

Step 1: Study materials — preparation

When you are preparing for an 'open-book' exam, a good knowledge of the materials is needed in preparation for this. It's expected that you will have an understanding of the concepts in each topic prior to attempting the exam.

When reading your subject notes, be sure to work through any examples and *Apply Your Knowledge* provided — they will be key to answering exam questions.

A practice exam has been provided in your KapLearn subject room. Attempt this practice exam as many times as you like. If you are unsure of how any answers are derived, please post your question in the 'Ask Your Tutor' forum.

Step 2: Ask Your Tutor

As you work through your materials, and you come across concepts that you don't understand, you can ask questions from your tutor in the 'Ask Your Tutor' forum.

Tutors are industry practitioners with years of experience, so they are the ideal person to assist with your queries.

The subject materials and subject room contain all the worked examples and calculations, and practice exam questions, that have been prepared for a particular subject.

If there are concepts within your topics that you need explained further, e.g. *Topic 3, Section 3.4 imputation credits*, you can post a question in the Ask Your Tutor forum (or search to see if another has previously been posted), so the concept can be explained to you.

This is a crucial element to your learning — especially for knowledge areas and concepts you may need assistance with.

Step 3: Preparation before your first exam sit

Prior to your first exam sit, set yourself a 'time plan' for the attempt. Your KapLearn subject room contains a summary of the number of questions in each exam, as well as the nominated pass mark and the time allocation for the exam.

Creating a time plan will ensure you move through your exam 'on pace', ensuring you have the opportunity to answer all questions

Having prepared a time plan, some common-sense steps to take are:

- make sure you know what you can and can't take into the exam
- ensure you know where and when the exam is going to be held
- get to the exam venue early to orient yourself and be seated at the specified time.

Step 4: The first sit exam

If you get nervous when attempting an exam — take a deep breath and exhale quietly. Do this a couple of times and repeat the cycle if you feel yourself getting flustered during the exam. This will help you to remain calm.

Complete a first 'sweep' of the exam — answering those questions where you are confident you don't need to reference your materials. You can use the flagging system in KapLearn to identify questions you may need to come back to.

Continue through the exam until you have answered all questions. Click the 'submit' button. Your results will show immediately if you're sitting a multiple-choice exam. Short-answer exam results will be available within three to five business days.

Step 5: Results and feedback

If you have achieved a 'competent' result for your exam — congratulations, you have successfully completed this assessment task!

If you receive a result of 'not yet competent', you will be required to resit the exam.

After each exam attempt, you will be provided with an exam diagnostic which includes topic and section references in your study notes for any questions that you've answered incorrectly. The diagnostic provides you a clear map of where the knowledge gaps are in your learning and will best prepare you for your resit exam.

Continuing Education

Kaplan Professional is the established industry leader in providing quality continuing education to the Australian financial services sector for more than two decades. Through its online platform, Ontrack, Kaplan Professional delivers a premium one-stop shop solution for organisations and individuals who are obligated to meet ASIC's compliance requirements for RG 146, RG 206 and RG 105.

Ontrack provides organisations with the content and system to manage their ongoing responsibilities, and to stay abreast of complex regulatory requirements and the dynamic industry landscape.

Ontrack is used by major and regional banks, Australian financial services licensees and authorised representatives, fund management companies, superannuation trustees, Australian credit licensees, and mortgage broking professionals.

Click here to find out more.

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