

Special Consideration Application Information

Special Consideration

Special Consideration is a measure, or action taken, to assist a student who is experiencing exceptional circumstances that prohibit them from meeting their assessment due date.

While students are required to complete all assessment items within the enrolment period, Kaplan Professional (Kaplan) understands that, at times, exceptional circumstances may compromise a student's ability to meet their assessment deadline. In recognition of this, Kaplan allows students to apply for special consideration.

If a student believes they are eligible for special consideration, they should submit to Kaplan their completed special consideration application, prior to the assessment due date. This allows the student's assessment due date to be rescheduled, if required.

The special consideration application is 'Section 1' and 'Section 2' of this document.

Information on how to complete the special consideration application can be found in the 'special consideration application process' section of this document.

Students have a responsibility to act honestly and truthfully when applying for special consideration.

Any student suspected of submitting an application for special consideration that is false, misleading or untrue, will be investigated in accordance with Kaplan's Student Misconduct policy and appropriate action will be taken. The Student Misconduct policy can be found in the Student Policies section on the Kaplan website.

Circumstances considered under special consideration

Students may apply for special consideration if they are prevented from completing an assessment or if they feel their assessment performance has been affected by:

- serious illness/injury*
- personal trauma*
- pregnancy with medical complications*
- bereavement
- adverse/unforeseen circumstances
- high/increased workloads at the students place of work.

* If citing serious illness/injury, personal trauma or pregnancy with medical complications, a registered medical practitioner or counsellor must complete Section 2: Medical Documentation.

If students are required to travel overseas for any of the above circumstances, they must ensure they also provide a copy of their travel itinerary along with their application.

Circumstances not considered under special consideration

Generally, circumstances not considered under special consideration, are:

- pregnancy without medical complications
- brief illnesses of less than one week's duration
- events such as weddings, holidays, conferences etc.
- applications submitted after the enrolment period has ended (unless the student can provide credible evidence that the request for special consideration could not be submitted prior to the enrolment period end date).

Possible special consideration outcomes

Assessments:

- If no attempt at the assessment has been made, an extension to the due date may be granted at no charge. The length of the extension will be determined with reference to the student's supporting documentation.
- If the student completes their assessment and Kaplan is of the opinion that the event/s listed for special consideration may have reduced the student's capacity to perform to the best of their ability, the student may be offered the opportunity to attempt the assessment again.

Workshops:

- If Kaplan is of the opinion that the event/s listed for special consideration may prevent the student from attending the scheduled workshop, then a transfer to the next scheduled workshop for the same subject will be granted, at no charge.

Special consideration application process

Student:

1. Complete 'Section 1: Special Consideration Application form'. Ensure that all relevant supporting documentation is attached.
2. If applicable, complete 'Section 2: Medical Documentation'.
3. Submit completed Special Consideration Application form to studentadviser@kaplan.edu.au prior to the enrolment period end date*.

Kaplan:

1. Upon receipt, the Special Consideration Application will be reviewed by the Manager, Student Resolutions.
2. The student will be notified of the Special Consideration outcome via email and within five (5) business days of receipt of the application.
3. The Special Consideration Application outcome will be actioned accordingly at the time of notifying the student**.

* Applications for special consideration will not be considered after the enrolment period, unless the student can provide credible evidence that the request for special consideration could not be submitted prior to the enrolment period end date.

**If a student is not satisfied with the special consideration outcome, they may refer to Complaints and Appeals policy found in the Student Policies section on the Kaplan website.

Special Consideration Application Information

SECTION 1: SPECIAL CONSIDERATION APPLICATION

Personal information			
Kaplan student ID:			
Name:			
Address:			
Email:			
Phone (Work):		Phone (Mobile):	
Subject:			
Course:			
Assessment for which special consideration is sought:			
<input type="checkbox"/> Exam*		<input type="checkbox"/> Assignment*	
Special consideration is being sought on the grounds of:			
<input type="checkbox"/> Illness/Injury*		<input type="checkbox"/> Adverse personal circumstances	
* If citing illness as a cause, you must complete Section 2: Medical Documentation on page 3 of this application form. If applicable, extensions will only apply for the period as outlined by your medical practitioner in your supporting medical documentation.			
Please specify reason for application:			
Student Declaration			
I understand that the submission of an application for Special Consideration does not automatically mean it will be approved.			
I give Kaplan permission to contact medical practitioners or other relevant parties to verify authenticity of the supporting documentation I have provided in my application.			
Signed (Student):		Date:	

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SECTION 2: MEDICAL DOCUMENTATION

This section of the form must be completed by the registered medical practitioner or counsellor of the student who is applying for Special Considerations with Kaplan.

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

Personal information			
Student name:			
Date/s of consultation:			
Duration			
Please indicate the duration and effect the student's conditions has had on their ability to submit their assessment by the required deadline.			
From:		To:	
Plain English description of: nature of illness, symptoms, restrictions on capacity to work etc. Attach relevant documentation (bearing in mind privacy requirements):			
I authorise Kaplan to contact me or my office to confirm authenticity of this document			
Doctor/Counsellor name:			
Phone number:		Provider number:	
Signed (Student):		Date:	

Email to: studentadviser@kaplan.edu.au

Mail to: Kaplan Professional
L4, 45 Clarence Street, Sydney NSW 2000