

Higher Education Special Consideration

Policy Guidelines

Kaplan is dedicated to providing fair, equitable, consistent and transparent assessment practices for all students.

Kaplan understands that occasionally due to illness, misadventure or adverse personal circumstances beyond their control, students may be prevented from:

- Completing an assessment task by the due dates or attending an exam, or
- Completing an assessment task to the best of their ability.

In recognition of this, Kaplan has set in place procedures that allow students to apply for special considerations for those assessments they believe are affected by any of the above circumstances.

Students have a responsibility to act honestly and truthfully when applying for special consideration. Any student suspected of submitting a false or misleading application for Special Consideration will be investigated in accordance with Kaplan's misconduct policy www.kaplanprofessional.edu.au

Eligibility for special consideration

Students may apply for special consideration if unanticipated events (e.g. illness, bereavement, personal trauma, a natural disaster, significantly increased workload at the student's place of work etc.) during the study period impact the student's capacity to attempt or complete an assessment item to the best of their ability. Students who are uncertain about their eligibility should contact a Student Experience Adviser on 1300 135 798 for further information.

Special consideration will not be considered for students

- Who fail to note correct assessment dates and times.
- Who submits incomplete or inadequate supporting documentation.
- Who takes annual leave and/or personal holidays during the study period.
- Who anticipates a change of employment.
- Who attends events (e.g. conferences, weddings) during the study period.

Special consideration may be declined in the following circumstances

- Applicants made after assessment date.
- With computer related problems (supporting evidence from IT service must be supplied)
- Who submits their requests outside the designated time frames.
- Who wishes to reapply to change the outcome of a previously approved application within the same study period.
- Who apply using documentation from a previous application.

While these lists are not exhaustive, it outlines common reasons why students apply for special considerations. Each application will be assessed on its merit.

How do I apply for special consideration?

Students wishing to apply for special consideration must complete their application, including relevant supporting documents and submit them to their Student Adviser prior to the upcoming assessment event and within 48 hours of the relevant incident occurring.

Applications for special consideration will not be considered after 48 hours unless evidence can be provided that the request could not be submitted within the time frame.

Students must:

1. Complete and sign the application form for Special Consideration (Appendix 1).
2. Attach all relevant documentation to support their circumstances (e.g. legal documents, death certificate etc.).
3. For medical circumstances, a medical practitioner is to complete Appendix 2.
4. Submit the application form to your Student Adviser and keep a copy of the application and all relevant documentation submitted.

How is the application processed?

Students will receive a confirmation email from their Student Adviser or a member of the Student Resolutions team that their application has been received and is complete. The application will be forwarded with a recommendation to the Manager, Student Resolutions, or their delegated authority for consideration. After timely and fair consideration, Kaplan will notify the students in writing of the outcome.

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Possible outcomes of a special consideration application

Assessment extension

The extension will correlate to the number of days stated in the medical certificate from the doctor. A maximum extension of up to one week from the scheduled exam is allowed.

Subject deferrals

A subject deferral may be granted to allow the student to re-enrol in the subject when it is next available or when they are fit to study within a maximum of 12 months.

Results from a previous assessment event for a deferred subject may be carried over to the next enrolments if no changes are made to the assessment strategy.

Leave of absence

There is an expectation that students will engage in continuous study in each relevant study period. Kaplan Professional understands that students may need to take an extended break from their studies for two or more consecutive study periods. As such, students may apply for a leave of absence from their course for a period of up to 12 months, with an extension permitted only under exceptional circumstances.

Students wishing to apply for a leave of absence from their course may only do so when there are compelling or compassionate circumstances supported by documented evidence. Compelling or compassionate circumstances may include, but are not limited to:

- Serious illness or injury.
- Serious illness or death of a family member.
- Compelling personal reasons.
- Natural disaster.

Performance affected

If a student has sat an exam or submitted an assessment and feels their performance was affected by illness, misadventure or adverse personal circumstances on the assessment date which was beyond their control they may apply for performance affected. If approved, the overall assessment mark will be adjusted by two (2) marks.

Reasonable adjustment

Students with documented learning needs may be eligible for additional support. Students should contact a Student Experience Adviser on 1300 135 798 for further information.

Qualification timeframe extension

Students who do not complete the course requirements within the course duration may apply for a timeframe extension. In general, an extension of two additional study periods, dependent on the length of the course, is the maximum extension granted. To support their application, students must provide their CV and a letter outlining the reasons they were unable to complete their qualification within the timeframe. Applications must be received a minimum of four weeks prior to a student's qualification timeframe expiring.

Further information can be found in the Progression Policy www.kaplanprofessional.edu.au

Exam sitting variation

Students who do not have access to the required technology to sit their exam with ProctorU, may apply to sit their exam online with an Independent Supervisor, should they meet the following criteria:

- PC firewalls do not allow Proctor U access.
- Hardware requirements are not met (i.e. no webcam, microphone etc.)

Students who wish to appeal the outcome of their special consideration application should refer to the Grievances, Complaints and Appeals Policy www.kaplanprofessional.edu.au

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APPENDIX 1: SPECIAL CONSIDERATION APPLICATION

Please type in your details when completing this form and keep a copy

Personal Information

Student ID			
Name:			
Address:			
E-mail:			
Phone (Work):		Phone (Mobile):	
Course:			
Subject:			
Study Period:			

Please detail below the circumstances which have affected your studies during this study period:

Please indicate below your desired outcome:

- Assessment Extension (from original due date)
 Subject Deferral
 Performance Affected
 Exam Sitting Variation
 Qualification Timeframe Extension
 Leave of Absence

Do you suffer from a permanent/ongoing medical condition?

- Yes
 No

Student Declaration

I have read and understood the policy guidelines on this application, and I also understand that the submission of an application for Special Consideration does not automatically mean it will be approved. I give Kaplan the 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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email to studentadviser@kaplan.edu.au

mail to Kaplan Professional, Special Consideration Application, Level 12, 45 Clarence Street, Sydney, NSW 2000

Application Assistance Contact your Student Experience Adviser or call 1300 135 798 (+612 8248 7611).

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APPENDIX 2: MEDICAL DOCUMENTATION

Please type in your details when completing this form and keep a copy

- This form must be completed in its entirety by a registered medical practitioner or counsellor.
- The registered medical practitioner or counsellor must not be related to the student.
- Completion of this form must be legible with specific details.

Personal Information			
Student name:			
Date/s of consultation:			
Duration			
Please indicate your evaluation of the duration and effect on the student's ability to attend examinations/submit assessments by the required Kaplan timeframes:			
Severity of Condition			
	From	To	
Unable to study/complete work			
Plain English descriptions of: Nature of illness, symptoms, restrictions on student's capacity to prepare for/attend exams or submit assessments.			
Attach relevant documentation (bearing in mind privacy requirements)			
Medical Practitioner/Counsellor			
Medical Practitioner /Counsellor Name:			
Practice Name:			
Address			
Phone number:		Provider Number:	
Your official stamp here			
Signature:		Date:	

email to studentadviser@kaplan.edu.au

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