

Reasonable Adjustment Policy

Scope

This policy applies to all prospective and current domestic and international students enrolled in award and non-award courses delivered by Kaplan Business School (Kaplan) across all campuses and online delivery modes. It also applies to all staff responsible for teaching, assessment, academic support or student administration, ensuring consistent implementation nationally.

Purpose

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

This policy establishes the framework for requesting, assessing and implementing reasonable adjustments for students with a disability, medical or mental health condition, or specific learning need. Adjustments are applied consistently and transparently, supporting equitable access while maintaining academic integrity and the inherent requirements of each course.

Definitions

Academic Learning Advisor (ALA)	means a trained staff member within the Academic Success Centre (ASC) who works directly with students and teaching staff to develop and implement Individual Learning Plans (ILPs).
Academic Success Centre (ASC)	means the central KBS academic support service that coordinates reasonable adjustment requests, manages documentation, and assists students with academic skills, English language development, and study strategies.
Award course	means courses that are AQF qualifications, specifically diplomas, bachelor's degrees, graduate certificates, graduate diplomas or master's degrees at Kaplan.
Disability	means physical, intellectual, sensory, neurological, and learning disabilities, as well as physical or mental health conditions that affect a person's capacity to study or perform tasks.
Domestic student	means a student who is an Australian or New Zealand citizen, a permanent resident of Australia or the holder of a permanent Australian humanitarian visa.
Individual Learning Plan (ILP)	means a confidential plan developed collaboratively between the student, an ALA, and relevant academic staff, outlining approved reasonable adjustments and support arrangements.
Inherent requirements	means the essential components of a course or Subject that must be met by all students to demonstrate achievement of learning outcomes, regardless of disability or condition. Reasonable adjustments cannot remove or alter these requirements.
International student	means a student who is not an Australian citizen, permanent resident of Australia or New Zealand citizen, regardless of visa type. This includes but is not limited to, students holding a student visa, temporary visa, bridging visa, or any other type of visa that permits study in Australia.
Non-award course	means courses that are non-AQF qualifications at Kaplan. Examples of non-award courses at Kaplan include English for Academic Purposes (EAP) courses, Non-award Single Subject Enrolment, and the Study Abroad Program.
Reasonable adjustment	means a modification or support put in place to assist a student with a disability, medical or mental health condition, or specific learning need to participate in learning and assessment on an equitable basis. Adjustments must not compromise academic integrity or inherent requirements.
Special consideration	means the separate process that applies to short-term, unforeseen events (such as illness or bereavement) that affect a student's ability to complete an assessment.

Supporting documentation	means evidence from a qualified professional describing the nature and impact of the condition and recommended adjustments. Documents must be current, in English, and signed by the practitioner. Documentation should normally be no more than twelve months old unless the condition is permanent. (Kaplan may exercise discretion regarding documentation requirements where appropriate.)
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Policy Principles

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

Reasonable Adjustments

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

Examples of reasonable adjustments include but are not limited to:

- alternative methods of assessment (e.g., verbal assessment)
- modified assessment conditions (e.g., alternate seating arrangements, additional 10 minutes per hour, rest or exercise breaks)
- accessible resource formats (e.g., audio, video, digital, adjusted print formats in line with Universal Design for Learning (UDL) guidelines), assistive technology recommendations
- use of assistive technology
- referral to additional support services.

Process for Applying for Reasonable Adjustment

Applications are generally made at the time of a student’s application for admission; however, an application may be submitted at any time during enrolment.

Students are advised to contact the Academic Success Centre (ASC) to speak with an Academic Learning Advisor (ALA) before applying. All applications must be submitted via the student portal and include supporting documentation. Applications are reviewed by ASC management. Where required, relevant staff are consulted to confirm that proposed adjustments do not compromise inherent requirements or academic standards. With the student’s consent, ASC management may contact the student’s health practitioner to verify supporting documentation or request relevant information.

The Academic Success Centre Manager (or delegate) is the approver and decides the outcome of reasonable adjustment applications. Where an application is declined in full or in part, the student will be provided with written reasons and information about the appeals process.

Students will be notified of the outcome within ten working days of submitting a complete application. If further consultation is required, the student will be informed of any delay and the expected timeframe for a decision.

An ALA will consult with the student as part of the assessment process and may meet with the student to formalise an Individual Learning Plan (ILP). The ILP outlines approved adjustments, duration, and responsibilities for implementation. Students are expected to advise an ALA if their situation changes during their studies.

All ILPs are reviewed prior to each trimester, as part of ongoing engagement with students, to confirm their continued relevance and effectiveness in light of subject and assessment requirements.

Implementation of Adjustments

Academic staff must implement approved reasonable adjustments as outlined in the ILP. Where concerns arise regarding implementation, these must be referred to the Academic Success Centre Manager for resolution. The Academic Success Centre Manager provides guidance and oversight to ensure consistent application.

Special Consideration

Special Consideration applies to short-term, unforeseen events (such as illness or bereavement) that affect a student's ability to complete or attend an assessment. Reasonable Adjustment addresses ongoing or chronic conditions requiring sustained support. Students may access both processes if appropriate, but each request is assessed against its specific criteria and evidence requirements.

Confidentiality and Recordkeeping

All information provided in support of a reasonable adjustment request is treated as confidential and stored securely in accordance with the Privacy Act 1988 (Cth). Records are maintained in the Student Management System (SMS) and confidential information is only visible to ASC management with student consent unless required by law. Records are retained in accordance with the *Student Record Management Policy*.

Appeals

Students who are dissatisfied with the outcome of a Reasonable Adjustment Request or its implementation may lodge a complaint in accordance with the *Grievances, Complaints and Appeals Policy* found on the KBS website.

Relevant Legislation

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

- Disability Discrimination Act 1992
- Disability Standards for Education 2005
- Education Services for Overseas Students Act 2000 (ESOS Act)
- Education Services for Overseas Students Regulations 2019
- Higher Education Standards Framework (Threshold Standards) 2021
- National Code of Practice for Providers of Education and Training to Overseas Students 2018
- Privacy Act 1988 (Cth)
- Tertiary Education Quality and Standards Agency Act 2011 (TEQSA Act)

Related Policies

This policy should be read in conjunction with the following documents:

- Academic Success Policy
- Admission Policy
- Assessment Policy
- Diversity, Inclusion and Equity Policy
- Grievances, Complaints and Appeals Handling Policy
- Privacy Policy
- Special Consideration Guidelines
- Student Record Management Policy
- Support for Students Policy

Version Control and Accountable Officers

It is the joint responsibility of the Responsible Officer and Implementation Officer(s) to ensure compliance with this policy.

Policy Category	Academic			
Responsible Officer	Vice President, Academic			
Implementation Officer(s)	General Manager, Academic Services and Administration; Academic Success Centre and ELICOS Manager			
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Approved by				
KBS Academic Board				
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