Support for Students Policy

Scope

This Policy applies to all prospective and current students enrolled in Award, Non-Award, and ELICOS courses delivered by Kaplan Higher Education, Kaplan Business School, and Kaplan Professional **(Kaplan)**.

Definitions

Award	Programs that meet the Australian Qualifications Framework (AQF) requirements, including diplomas, associate degrees, bachelor degrees, graduate certificates, graduate diplomas and masters degrees.
ELICOS	English Language Intensive Courses for Overseas Students (ELICOS) programs.
Non-Award	Programs that are not AQF qualifications, such as Foundation Studies, Degree Transfer, Non-Award Single Subject Enrolment and Pre-Masters Qualifying Program.

Purpose

Kaplan is committed to providing students with the academic and non-academic support, resources and services needed to help them succeed in their studies.

This Policy outlines Kaplan's approach to not only identifying and supporting students at risk of not successfully completing their studies but also the support mechanisms available at Kaplan to assist all students irrespective of whether they are encountering difficulties with their course progress.

This Policy is published in accordance with Kaplan's obligations under the *Higher Education Support Act 2003 (Cth)*.

Policy Statement

Kaplan ensures that support services are available to help students successfully complete their studies and that students are informed of these services throughout their enrolment.

Support for Students to Complete Their Studies

Kaplan undertakes the following to identify students who are at risk of not successfully completing their course.

Intervention Strategies

Kaplan aims to have students be as successful as possible. Some student groups may experience additional barriers to success:

- students in their first year of study in higher education.
- adult learners who have not enrolled in a higher education course before or for some time.
- students from culturally diverse backgrounds or who are studying in a language other than their first language.
- students who are granted recognition of prior learning before commencing a course.
- students with a disability.
- students with significant family responsibilities and/or financial difficulties.
- First Nations students.
- students who do not submit their first assessment.
- students who do not attend two or more consecutive classes.
- students who re-enrol in a subject they previously failed.

The more categories a student falls into, the greater the risk of not achieving academic success. Kaplan will put in place preventative actions to address these risks so that all students are supported, thereby ensuring their chances of successful completion of their courses will be increased. Kaplan will:

- Provide clear and accurate information to support informed study choices.
- Monitor academic progress and engagement.
- Proactively contact students who appear disengaged or struggling.
- Offer targeted academic or English language support where needed.
- Identify and address study skill gaps (e.g. research, numeracy, communication).
- Ensure academic staff recognise and support students who may be 'at risk'.

Kaplan will contact a student identified as potentially not making satisfactory academic progress to discuss the support options available.

Intervention strategies used to support students will be documented and may include:

- Adjust study load, enrolment pattern or course.
- Schedule regular meetings with a suitably qualified staff member.
- Provide English language or academic skills support.
- Offer academic and non-academic counselling or referrals to wellbeing services.
- Develop a personalised learning plan outlining specific actions and timelines.

Kaplan will maintain regular communication with students receiving support to ensure awareness and follow-through.

Support Services Available to Students

Kaplan provides, either directly or through partners, a range of complimentary support services (in person and online) to help students succeed, including:

- Assessment guides and study resources
- Disability and accessibility support
- Library and research services
- Student wellbeing and welfare support
- Study skills and academic success programs
- Career planning and employability support
- Sexual assault and sexual harassment support
- Domestic and family violence support
- Crisis and critical incident arrangements

This Policy and additional information about student support are published on Kaplan's website and internal student portals. Kaplan utilises multiple channels to promote the availability of these support services and how they can be accessed. These communication channels include email notices, instant messaging platforms, campus posters and announcements on the learning management system.

Complaints and Appeals

Any grievance, complaint or appeal related to this Policy will be managed in accordance with the *Grievances, Complaints and Appeals Policy*, available on the Kaplan website.

Review and Reporting

This Policy will be reviewed annually to ensure it remains current and effective. Reviews will consider staff and student feedback to identify improvement opportunities and support Kaplan's legislative reporting obligations.

Relevant Legislation

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

- Australian Human Rights Commission Act 1986 (Cth)
- Family Law Act 1975 (Cth)
- Higher Education Provider Amendment (Support for Students Policy) Guidelines 2023
- Privacy Act 1988 (Cth)
- Work Health and Safety Act 2011 (Cth)

Related Policies

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

- Admissions Policy
- Course Progress Policy
- Critical Incident Policy
- Critical Incident Procedure
- Diversity, Inclusion and Equity Policy
- Electronic Media Policy
- Grievances, Complaints and Appeals Policy
- Health & Safety Policy
- Learning Resources and Facilities Policy
- Prevention of Bullying and Harassment Policy
- Prevention of Harassment, Sexual Assault, Sexual Harassment and Bullying Policy
- Reasonable Adjustment Policy

Version Control and Accountable Officers

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

Policy Category	Academic
Responsible Officers	Academic Dean or equivalent
Implementation Officers	Manager of Student Services or equivalent
Review Date	December 2026
Approved by:	
KBS Academic Board & KHE Academic Board	

Version	Authored by	Brief Description of the changes	Date Approved	Effective Date
1.0	Quality, Regulations and Standards Team	New Policy.	19.12.2023	01.01.2024
1.1	Quality, Regulations and Standards Team	Minor changes to align to Higher Education Provider Amendment (Support for Students Policy) Guidelines 2023.	21.03.2024	25.03.2024
1.2	Quality, Regulations and Standards Team	Policy re-branded for new KHE Kaplan. Minor wording and formatting changes.	10.03.2025	11.03.2025
1.3	Quality, Regulations and Standards Team	General refresh, immaterial updates to improve readability and clarity	02.12.2025	08.12.2025