

# Reasonable Adjustment Policy

## Scope

This policy is applicable to Kaplan Business School Pty Ltd, ("Kaplan").

## Purpose

This policy establishes the process for managing requests for reasonable adjustment from students with disabilities.

## Introduction

Kaplan is committed to adhering to the [Disability Discrimination Act](#) (1992 Cth) and the [Disability Standards for Education 2005](#) across its academic entities to prevent discrimination of any form against a student on the basis of their disability. As a result, Kaplan has strategies in place to ensure that students with disabilities are reasonably accommodated within their learning environment to ensure equal opportunity and access to education.

## Reasonable Adjustment

Reasonable adjustment is an adjustment made for students with a disability, condition or special learning need. Generally, an application for reasonable adjustment is made at the time of a student's initial enrolment, however, a student can make an application at any time during their enrolment.

Reasonable adjustments are made to ensure that students are not presented with artificial barriers to learning or demonstrating learning in their studies. Reasonable adjustment may include (but is not be limited to):

- the use or loan of adaptive/assistive technology or equipment for use by people with a disability or illness to enable them to undertake their study/assessment in a fair and equitable manner. (e.g. seating, PC)
- alternative methods of assessment (e.g. verbal assessment)
- individual conditions of assessment (e.g. seating arrangements, additional 10 minutes per hour, toilet/rest/exercise breaks, bite sized food/drink)
- accessible learning formats (e.g. large print materials, coloured exam paper)
- provision of a scribe
- referral to additional services.

### Process for Applying for Reasonable adjustment

Kaplan has appointed Disability Liaison Officers (DLOs) to manage any queries in relation to students with disabilities. DLO's are the main point of contact for students with disabilities and their role includes but is not limited to:

- Managing enquiries and issues related to the educational experience of students with disabilities at Kaplan
- Providing basic disability support and ensuring students with disabilities are treated with appropriate etiquette
- Assisting other Kaplan staff with strategies for responding to students with disabilities requests.

- Ensuring appropriate disclosure, confidentiality and privacy is maintained in the triaging of requests for learning assistance or reasonable adjustments
- Assisting students with disabilities in getting appropriate, reasonable adjustments for study materials, assessment tasks and environmental improvements, as relevant
- Outlining useful assistive technologies that may be used in assisting students with disabilities.

Current or prospective students who wish to apply for reasonable adjustment should follow the steps outlined below:

1. Student contacts Kaplan and asks to speak with Disability Liaison Officer (DLO). In some cases the DLO may also be a student adviser.
2. Following an initial conversation the student submits an *Application for Reasonable Adjustment* to the DLO. (Appendix 1). The DLO will review the application and make a reasonable adjustment recommendation based on the information provided. This recommendation is reviewed by the Registrar who decides the outcome of the application.
3. The student will be informed in writing of the outcome of the application within 10 working days of the application being received.
4. A meeting may be set up with the student and the DLO to discuss the application and formalise a personal learning plan (if relevant). Students should advise the DLO if their situation changes during their studies.
5. Where appropriate and in accordance with confidentiality principles, the DLO may communicate a student's specific needs in relation to learning and assessment to relevant academics or administrative staff for assessment or support.
6. The DLO will review the learning plan with the student at least annually, or earlier if circumstances change. Where a student has a permanent disability that will not change, the learning plan will be reviewed where changes to arrangements are required.
7. Students who are dissatisfied with the outcome of a reasonable adjustment application may seek recourse in accordance with the [Complaints and Appeals Policy](#).

## Special Consideration

On occasion due to unanticipated events during the study period (e.g. illness, bereavement, natural disasters, personal trauma) students may be prevented from completing an assessment task by the due date, or attending an exam, or completing the assessment to the best of their ability.

Students affected by such event can apply for special consideration those assessments they believe are affected by any of the above circumstances. Further information about the Special Consideration process is available in the [Assessment Policy](#). Alternatively, students who wish to apply for special consideration, or are uncertain about their eligibility, should contact their student adviser for further information.

## Ongoing strategies and measures

To ensure students and staff have appropriate access to learning and facilities, Kaplan implements a range of strategies and measures. These include:

1. The appointment and training of Disability Liaison Officers (DLO) at each campus to work with current and prospective students with disabilities to ensure assistance and reasonable adjustments and accommodations are made

2. An annual review of services provided to students and staff with disabilities
3. An annual review of learning facilities (including physical and non-physical learning environments) to ensure reasonable accommodation for students with disabilities to education
4. Promoting awareness of disability amongst teaching staff and student administrative staff via a range of educational material

## Related policies

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

- Access and Equity Policy
- Assessment Policy
- Complaints and Appeals Policy

## Accountable Officers

The accountable officers for the implementation and relevant training of this policy are listed below.

<b>Policy Category</b>	Academic			
<b>Responsible Officer</b>	Vice President, Academic			
<b>Implementation Officer</b>	General Manager, Student Experience			
<b>Review Date</b>	March 2020			
<b>Approved by</b>				
Vice President, Academic on behalf of KBS Academic Board.				
<b>Change and Version Control</b>				
Version	Authored by	Brief Description of the changes	Date Approved:	Effective Date:
1.0	Quality & Standards Group	Policy renamed from “Students with Disabilities” and introduction of version control table.	03.12.2015	17.12.2015
1.1	Academic Quality and Governance Team	Policy reviewed for currency as per policy review cycle. Changes include: <ul style="list-style-type: none"> <li>• Inclusion of information regarding the role of a Disability Liaison Officer.</li> <li>• Timelines for determination and communication of Reasonable Adjustment outcome increased from 5 days to 10 working days.</li> <li>• Update to clarify that Registrar determines Reasonable Adjustment outcomes.</li> <li>• KBS contact details updated.</li> <li>• Introduction of Implementation Officer.</li> </ul>	01.03.2017	16.03.2017

## Appendix 1 – Application for Reasonable Adjustment

Student ID: \_\_\_\_\_

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Email: \_\_\_\_\_

Phone (wk): \_\_\_\_\_

Phone (mob): \_\_\_\_\_

Course enrolled in: \_\_\_\_\_

Business/Higher Education Provider

Kaplan Business School

Kaplan Online Higher Education

Murdoch Institute of Technology

Campus (KBS only)

Adelaide

Sydney

Melbourne

Brisbane

### Reasonable Adjustment sought:

Outline the circumstances which are affecting you and the nature of the learning need for which you are seeking reasonable adjustment. Attach relevant documentary evidence to support your application. Documentation must be from a registered medical practitioner or counselor who cannot be a family relative of the student.

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I understand that the submission of an application for Reasonable Adjustment does not automatically mean it will be approved. I understand that material provided by myself to Kaplan will be kept confidential and private and may be used to contact medical practitioners or other relevant parties to verify the authenticity of supporting documentation provided in my application.

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

(Student)

### Applications should be returned to:

Kaplan Business School (Adelaide)	Kaplan Business School (Sydney)	Kaplan Business School (Melbourne)	Kaplan Business School (Brisbane)
Level 1, 68 Grenfell Street Adelaide South Australia, 5000 Telephone: 08 8215 4100 Email: <a href="mailto:adelaide@kbs.edu.au">adelaide@kbs.edu.au</a>	Level 8, 540 George Street Sydney NSW 2000 Telephone: 02 8248 6758 Email: <a href="mailto:sydney@kbs.edu.au">sydney@kbs.edu.au</a>	Level 4, 370 Docklands Drive Docklands VIC 3008 Telephone: 03 9626 4576 Email: <a href="mailto:melbourne@kbs.edu.au">melbourne@kbs.edu.au</a>	Level 2, 252 St Pauls Terrace Spring Hill, Brisbane QLD 4000 Telephone: 07 3872 3800 Email: <a href="mailto:brisbane@kbs.edu.au">brisbane@kbs.edu.au</a>

**Office Use Only**

Date application received		Date of DLO's Recommendation	
Approve		Decline	
Reason for decline:			
Signed:		Date :	
	(Disability Liaison Officer)		
Registrar endorses decision?	Yes [ <input type="checkbox"/> ]	No [ <input type="checkbox"/> ]	If no, provide reason for final decision below
Date of Registrar's decision			