

Reasonable Adjustment Policy

Kaplan Higher Education Pty Ltd.





Scope

This policy applies to students and staff of Kaplan Higher Education Pty Ltd trading as Kaplan Professional (“Kaplan”).

Purpose

This policy supports the provision of a virtual or physical learning environment by Kaplan that complements and enhances the education experience for students with a disability on the same basis as other students, in an environment free from harassment and discrimination.

This policy outlines the rights and responsibilities of Kaplan staff and students in relation to:

- students with disability
- students who have an associate with disability
- Kaplan’s application of the principle of reasonable adjustment to ensure fair and inclusive treatment for students with disability.

Policy Statement

Kaplan is committed to adhering to the Disability Discrimination Act (1992 Cth) and the Disability Standards for Education 2005 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.

Definitions

Assessment: Task or performance opportunity that closely targets defined learning outcomes, allowing students to demonstrate their knowledge and ability to meet the learning requirements of a course.

Associate: A student who provides support to a person with disability who may or may not be a student themselves at Kaplan. An associate may include but is not limited to:

- a spouse of the person
- another person who is living with the person on a genuine domestic basis
- a relative of the person
- a carer of the person
- other groups listed within the Disability Discrimination Act 1992 (Commonwealth).

Disability: The Disability Discrimination Act 1992 defines disability broadly as:

- total or partial loss of the person's bodily or mental functions
- total or partial loss of a part of the body
- the presence in the body of organisms causing disease or illness
- the presence in the body of organisms capable of causing disease or illness
- the malfunction, malformation or disfigurement of a part of the person's body
- a disorder or malfunction that results in the person learning differently from a person without the disorder or malfunction
- a disorder, illness or disease that affects a person's thought processes, perception of reality, emotions or judgement or that results in disturbed behaviour.

and includes a disability that:

- presently exists; or
- previously existed but no longer exists; or
- may exist in the future (including because of a genetic predisposition to that disability); or
- is imputed to a person.

To avoid doubt, a disability that is otherwise covered by this definition includes behaviour that is a symptom or manifestation of the disability.

Disability Liaison Officer (DLO): Disability Liaison Officers (DLO) are Kaplan staff members responsible for reviewing and approving reasonable adjustments to students with a disability that affects their ability to meet the learning requirements of a course.

On the same basis: A student with disability has opportunities and choices in courses and the use of Kaplan's facilities and services comparable to those of other students without a disability.

Reasonable Adjustment: A measure or action (or a group of measures or actions) taken by Kaplan that has the effect of assisting a student with disability on the same basis as a student without disability, and support services that may be offered by Kaplan to a student who requires additional support because of their disability. A reasonable adjustment can be an administrative, environmental or procedural adjustment to their studies which removes barriers for a student with disability so that they can perform the inherent requirements of their course of study

Support Services: An action or service provided by Kaplan that assists a student's ability to participate in the physical or virtual learning environments at Kaplan.

Reasonable Adjustment Principles

Reasonable adjustments may be 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 while enrolled at Kaplan. A reasonable adjustment may be made to a student's learning environment to ensure that students with a disability are not presented with barriers to their learning so that they can meet the requirements of their course of study. Reasonable adjustments may include, but are not limited to, the following measures:

- 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 studies in a fair and equitable manner

- alternative methods of assessment, including:
 - oral assessment to replace a written assessment
 - replacement of an exam with an assignment that must be completed within a timeframe determined by Kaplan
- adjusted exam conditions, such as:
 - providing an additional ten (10) minutes per hour to the exam duration
 - additional toilet, rest, meal or exercise breaks
- accessible assessment formats
- provision of a scribe
- referral to additional support services.

Special Consideration

Special Consideration is intended to provide support to a student whose assessable work has been affected by serious and unavoidable circumstances. It is not to be used as a mechanism to appeal against an assessment outcome.

Serious and unavoidable circumstances may result from events that are personal, social or domestic in nature and may include illness (either physical or psychological), accident, injury, societal demands (such as jury service), bereavement, family breakdown or unexpected changes in employment situations. Students affected by serious and unavoidable circumstances can apply for special consideration for assessments they believe are affected by any of the circumstances noted in the previous paragraph. Further information regarding 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 Kaplan for further information.

Student Responsibilities

While Kaplan undertakes to assist students with disabilities, Kaplan can only do so if students identify and engage in a process of consultation with Kaplan to determine reasonable adjustments to their studies.

Students with disability are encouraged to disclose the nature and extent of their disability to Kaplan at the earliest opportunity. It is the responsibility of the student with disability to disclose to Kaplan any disability they experience that is likely to impact on their ability to access course materials/content or learning environments, participate and meet the learning outcomes or other requirements (including assessments) of subjects in which they are enrolled.

Current or future students with disability who believe they will require any reasonable adjustments will be required to disclose the nature of their impairment or medical condition and provide appropriate supporting documentation about the possible impact on them in the context of the learning environment in a timely manner to Kaplan by completing the 'Reasonable Adjustment Form' located on the Kaplan website.

Students are responsible for disclosing to Kaplan if the reasonable adjustments provided are ineffective and/or if further adjustments are required to manage the impact of their disability.

Evidence Requirements

To assist with the identification of appropriate reasonable adjustments, Kaplan requires students applying for reasonable adjustment to supply supporting documentation with their application about the nature and impact of their disability on their learning. In assessing a particular adjustment for a student with a disability, current, relevant and appropriate medical or specialised documentation must be provided for Kaplan to substantiate the reasonableness of the adjustment.

The evidence supplied to Kaplan must:

- identify and describe the disability
- explain the severity and impact of the disability
- clearly describe how the disability may adversely impact on the student's capacity to study and complete assessments, including any impact on the students' capacity to undertake work placements
- recommendations from a health professional on the nature of the reasonable adjustment that is required
- state whether the disability is temporary or permanent/unchanging.

Kaplan will not be able to assess and/or determine the provision of a reasonable adjustment if supporting evidence is not provided at the time of application for reasonable adjustment.

A student who is an Associate of a person with a disability may be entitled to reasonable adjustments. Alternatively, such students may be eligible for special consideration. In either case, the student Associate of the person with a disability will need to provide evidence of their relationship and how their responsibilities in that relationship impact on their capacity to undertake educational tasks.

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:

- The appointment and training of Disability Liaison Officers (DLO) at each campus to work with current and future students with disabilities to ensure assistance and reasonable adjustments and accommodations are made
- An annual review of services provided to students and staff with disabilities
- An annual review of learning facilities (including physical and non-physical learning environments) to ensure reasonable accommodation for students with disabilities to education
- Promoting awareness of disability amongst teaching staff and student administrative staff via a range of educational material.

Complaints and Appeals

Any grievance, complaint or appeal in relation to the implementation of this policy will be managed in accordance with the Grievances, Complaints and Appeals Handling Policy located on the Kaplan website.

Relevant Legislation

- Disability Discrimination Act 1992 (Commonwealth)
- Disability Standards for Education 2005 (Commonwealth)

Related Policies

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

- Assessment Policy
- Diversity, Inclusion and Equity Policy
- Grievances, Complaints and Appeals Handling Policy
- Privacy Policy

Version Control and Accountable Officers

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

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| Policy Category | Academic | | | |
| Responsible Officer | Vice President, Academic | | | |
| Implementation Officer | Head of Student Experience, Head of Operations | | | |
| Review Date | March 2023 | | | |
| Approved by | | | | |
| Academic Board | | | | |
| Version | Authored by | Brief description of the changes | Date Approved: | Effective Date: |
| 1.3 | Academic Quality and Governance Team | Policy reviewed for currency as per policy review cycle. Changes include: <ul style="list-style-type: none"> • Inclusion of information regarding the role of a Disability Liaison Officer. • Timelines for determination and communication of Reasonable Adjustment outcome increased from 5 days to 10 working days. • Introduction of policy Implementation Officers. | 02.03.2017 | 16.03.2017 |
| 2.0 | Quality, Regulations and Standards Team | Full policy review <ul style="list-style-type: none"> • Inclusion of 'Definitions' section • Inclusion of 'Student Responsibilities' section • Inclusion of 'Evidence requirements' section • Inclusion of 'Complaints and Appeals' section • Inclusion of 'Related legislation' section • Removal of 'Process for applying for Reasonable Adjustment' section | 02.12.2020 | 15.02.2021 |
| 2.1 | Quality, Regulations and Standards Team | Updated provider category to Institute of Higher Education. | N/A | 13.07.2021 |