

**Kaplan Professional
Extension Policy**

Vocational Education



Scope

This policy is applicable to students of Kaplan Education Pty Ltd trading as Kaplan Professional (referred to as 'Kaplan'). The policy applies to all vocational education students and staff involved in the provision of education and training products and services for learners.

Purpose

The purpose of this policy is to provide guidelines for granting extensions of study and assessment to students undertaking nationally accredited vocational educating and training (VET) courses with Kaplan Professional.

Policy Statement

Kaplan recognises that on occasion, students may require additional time to complete their study and related assessments. This could occur for a range of circumstances and may involve reference to the Access and Equity Policy in determining the extension to be granted.

In order to meet the varying needs of students, a range of extension options are available. These options may vary depending on the particular course of study and the student's circumstances.

Definitions

Assignment resubmission / exam resit period	is an extension providing 4 additional weeks to complete assessments assessed as 'not yet demonstrated', where all assessments have been attempted within the initial enrolment period. No fee is charged and the student does not need to apply.
Australian Qualifications Framework (AQF)	defines for each AQF level the minimum and maximum duration for students to complete their qualification.
End of initial enrolment period	is the date by which the student is due to complete their assessments in a subject.
Extension	approval for additional time for a student to complete their assessments beyond the initial due date.
Extension schedule	is a list of all the types of extensions for Vocational Education training products including the fee. The extension schedule is provided on the website for students at: https://www.kaplanprofessional.edu.au/faqs/financial-services-fees/
Formal extension	an extension that is applied for and paid for by the student.
Initial expiry date	is the last date the student can submit their assessments for a subject.
Subject reenrolment	when the subject expires and all applicable extensions are exhausted and there are still assessments deemed to be 'not yet demonstrated', the student will need to re-enrol in the subject and a fee is charged for the re-enrolment.



Guiding procedures

Extension type

Assignment resubmission / exam resit period

If a student reaches the end of their enrolment period and has been deemed 'not yet demonstrated' in one or more assessment tasks, then an additional 4 weeks is granted provided all assessment tasks were attempted during the enrolment period. This is referred to as the assignment resubmission and/or exam resit period.

This additional 4 week time period starts from the end of the initial enrolment period.

Students are not required to contact Kaplan for this additional timeframe to be applied.

If one or more assessment tasks were not attempted within the enrolment period, the student is not eligible for an additional 4 weeks at no charge. Should more time be required a formal extension must be sought and a fee will apply.

Formal extension

A formal extension is available to be purchased if additional time beyond the enrolment period is required. Students may choose to pay for either a 4 week or an 8 week extension. The maximum extension allowed per subject enrolment is 8 weeks.

A request for a formal extension should be made no later than 1 week after the enrolment period or the assignment resubmission or exam resit period.

If the request is received within 1 week, a reduced subject reenrolment fee will apply, however, after 1 week the fees published on the Vocational Education Fees page <https://www.kaplanprofessional.edu.au/faqs/financial-services-fees/> will apply. Should a student not successfully complete after the extension period and a second re-enrolment is required, the full enrolment fee applies.

If approved, a formal extension will be added from the initial expiry date. The student will be notified of the new expiry date and the subject room updated within twenty-four hours.

Notification requirements for a formal extension

Students must apply for a formal extension in writing by emailing enrolments@kaplan.edu.au or by phoning Student Services on 1300 662 203.

Prior to contacting Kaplan, students should:

- refer to their course outline to familiarise themselves with enrolment timeframe and assessment requirements.
- familiarise themselves with the Extension schedule and the Extension type details in this policy
- familiarise themselves with the extension fee schedule to find out whether a fee applies.

When students exhaust all assessment attempts within their initial enrolment period or the subject expires,

- The student will be required to complete [a formal subject extension form \(also referred to as a study options form\)](#) for either a 4 or 8 week extension.



Awarding an extension

- Only one extension type can be applied at any time.
- When an extension type is applied, the extension time period will always commence from the most recent end date of the relevant subject.
- Students are notified in writing once an extension has been applied.
- For formal extension requests, the extension fee is required to be paid prior to the extension being applied. Kaplan's extension fees are published on the website at <http://www.kaplanprofessional.edu.au/faqs/financial-services-fees>.

Extensions resulting from Reasonable Adjustment and Special Consideration are addressed by the Assessment Policy. No fees apply for these categories of extension.

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 Policy located on the Kaplan website.

Relevant legislation

As a registered training organisation, Kaplan operates under various laws and regulations. Policies and procedures are in place to ensure compliance with such laws. Below, please find the most relevant legislation which applies to this policy:

- Standards for Registered Training Organisations (RTOs) 2015.

Related policies

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

- Assessment Policy
- Access and Equity 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	Operations			
Responsible Officers	Head of Operations			
Implementation Officers	Admissions Manager, Enrolment Administrator			
Review Date	February 2026			
Approved by				
Policy Committee				
			Date Approved	Effective Date
1.0	Head of Operations	New procedures	31.3.0218	1.4.2018
2.0	Head of Operations	Updated procedures	27.8.2018	3.9.2018
3.0	Quality Regulations and Standards team	Change to new template	14.03.2023	21.03.2023