

Progression Policy

Kaplan Higher Education Pty Ltd.





Scope

This policy is applicable to Kaplan Higher Education Pty Ltd, trading as Kaplan Professional (“Kaplan”).

Kaplan is committed to providing all students with the maximum opportunity to demonstrate the competence required to achieve their educational and career aspirations.

Purpose

The purpose of the Progression Policy is to ensure that Kaplan has a structured process in place to track performance of each student throughout their course to ensure that all students are in a position to complete their course within the expected duration and as agreed in their written agreement with Kaplan.

In addition to the extra academic and English support available to all students who have been identified as potentially struggling with their studies, specific measures are put in place for students who have been formally identified as being ‘at risk’ of not fulfilling the requirements of academic progression.

This Policy is to provide information on the:

- rules for meeting course completion requirements
- identification of students who are, or are ‘at risk’ of, not making satisfactory academic progress
- intervention strategies to ensure that students have access to appropriate support mechanisms
- ways in which students will be supported as they adapt to the Australian higher education system; and
- processes relating to the exclusion of students who do not meet completion or academic progress requirements.

Progression Rules

To be successful in their program of enrolment, students need to demonstrate a level of understanding, knowledge and skill expected at the relevant qualification level.

The following academic progress rules are provided to facilitate the progression of students within and between Kaplan qualifications.

Recording the students’ course progress

At the beginning of the course, students are provided with access to an online portal through which they will be able to access their course outlines, learning outcomes and assessment briefs. The students’ ongoing progress will be recorded and will be accessible by relevant staff, including teachers, academic leaders and administrators. The students will have access to their grades via the online portal. These grades are normally released four weeks after the teaching period ends.

Assessing the students’ course progress

For any given subject, students can expect to be assigned at least three (3) assessments. In most cases, these will be marked by the students’ teachers. It is critical that students achieve an overall pass mark of 50%. The online portal will be used to record the students’ marks, which are ordinarily released within two weeks of each assessment’s due date. For more information, please refer to the *Assessment Policy*.



Course completion timelines

The course duration permitted to meet course completion requirements are listed in the table below. The completion date will be calculated from the date of the student's initial commencement date in the course (period and year) stated on the student's transcript.

Course	Completion requirements	Completion time
Diploma of Financial Services	8 subjects	4 years
Graduate Certificate in Applied Finance	4 subjects	3 years
Graduate Certificate in Corporate Finance	4 subjects	3 years
Graduate Certificate in Financial Services	4 subjects	3 years
Graduate Certificate in Financial Planning	4 subjects	3 years
Graduate Diploma of Applied Finance	8 subjects	4 years
Graduate Diploma of Financial Planning	8 subjects	4 years
Graduate Diploma of Financial Services	8 subjects	4 years
Master of Applied Finance	12 subjects	5 years
Master of Financial Planning	12 subjects	5 years
Master of Financial Services	12 subjects	5 years

Exiting from a course

Students enrolled in an award program (e.g. a Masters degree) that has nested qualifications within the program (e.g. a Graduate Certificate or Graduate Diploma) may exit with the lower AQF level nested qualification under the following conditions:

- the student has met the completion requirements of the lower AQF level qualification
- the original course completion time frame has not expired.

Applications for an Extension of Enrolment

An extension may be granted:

- If there are compassionate, compelling or extenuating circumstances. Such circumstances are defined as circumstances beyond the student's control, which have an impact on the student's course progress or wellbeing. These could include, but are not limited to:
 - serious illness or injury, where a medical certificate states that the student was unable to attend classes
 - bereavement of close family members such as parents or grandparents
 - major political upheaval, natural disaster, pandemics requiring emergency travel where this impacts on the student's studies; or
 - a traumatic experience which could include:



- involvement in, or witnessing of, a serious accident
- witnessing or being the victim of a serious crime, and this has impacted the student (these cases should be supported by police or psychologists' reports)
 - o significantly increased workload at the students' place of work
 - o where Kaplan was unable to offer a course or subject.
- If non-completion is a result of a revised enrolment pattern due to the implementation of a Kaplan intervention strategy; or
- If an approved deferment or suspension of study has been granted.

In addition to the above, students who fail to complete within the expected course duration and who can reasonably be expected to meet the course requirements within two (2) additional study periods (inclusive of any intervention strategies employed by Kaplan during the student's study) may apply for an extension of time.

Each application will be considered on its own merits and with reference to the student's academic performance during the study period along with any matters that warrant special consideration. In general, the maximum extension of time that will be granted in any circumstance is two (2) study periods, dependent on the length of the course.

Applications for a time extension must be made in writing to Kaplan a minimum of four (4) weeks prior to the expiry of the student's agreed course duration, or within four (4) weeks of receiving results that indicate they will not finish within the agreed course duration.

A request to extend a course enrolment must be made in writing using the "*Special Consideration Application Form*".

The application must include a letter outlining the reasons for the student's inability to complete the qualification within the agreed course duration along with all supporting documentation.

These documents will assist Kaplan in assessing the extension application, and in particular the student's ability to complete the course within the extension period.

Satisfactory Academic Progress

Kaplan recognises the value of reliably and efficiently monitoring the academic progress of students in their studies, and of having systems in place to promote the early detection and support of students who are at risk of not making satisfactory progress.

A student may be deemed to be making unsatisfactory academic progress in their course if they:

- fail to successfully complete at least 50% of their load for a study period
- fail the same subject/unit twice
- fail to enrol after an approved study break
- withdraw more than twice from any subject/unit
- fail to undertake an enrolment load that will enable them to complete within the guidelines of this policy.

Other indicators may be used by staff to determine students at risk of not making satisfactory progress including low grades in ongoing formative and summative assessments including tasks and mid-study period assignments and exams. These indicators may form the basis for offering the student additional support but will not constitute unsatisfactory progress.

If a student engages in any form of academic misconduct, such as plagiarism or contract cheating, this will indicate the student is potentially 'at risk' of unsatisfactory course progress. In the first instance, Kaplan will provide the student with counselling and support. However, repeat offences may incur serious penalties. For more information on academic integrity, and in particular the processes associated with acts of misconduct, please see the *Academic Integrity and Misconduct Policy*.



Supporting Students

Intervention Strategies

Kaplan aims to keep attrition at a minimum in all its programs. It is aware that attrition may be potentially high in certain cohorts, including students in their first year of study in higher education, adult learners who have not attended a higher education program before or for some time, students who are studying in a language other than their first language and students who are granted recognition of prior learning before commencing a program, students with significant family responsibilities and/or financial difficulties, etc. The higher the number of these categories that a student falls into, the greater is the risk of attrition.

Accordingly, Kaplan will put in place preventative actions to address these risks so that students are, as much as possible, nurtured so that their chances of becoming 'at risk' are lessened.

Therefore, students will:

- be given sufficient information about programs allowing well informed course choices by students
- be given individual attention and the timely tracking of academic progress
- be identified and followed up by student support staff where they are not involved, engaged or committed to their studies
- be given additional support when they are experiencing difficulties in their studies because of poor academic performance or some other cause
- where necessary, be offered additional English language instruction, such as one-on-one consultations with a Student Advisor or enrolment in a subject that specialises in communication skills
- be identified by the General Manager Teaching and Learning or delegate and followed up on, where results, or lecturer or support staff reports indicate that students are experiencing difficulties in their studies
- be informed of relevant program details including withdrawal dates for subjects or programs
- be given the opportunity to engage in subjects that include training on relevant technologies, research methods and study skills so as to enhance their likelihood of success; and
- have appropriately qualified and experienced academic staff who are aware that they may have students who may be 'at risk' of making unsatisfactory academic progress.

Reporting measures are in place and regular data is reviewed and actioned by the Student Resolutions team so as to ensure timely intervention. Outcome reports are then provided to the Academic Board.

Specific measures for individual students

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

The student will be required to complete a short questionnaire and discuss their answers with a member of the Student Resolutions team. If necessary, staff will formalise an appropriate intervention strategy to assist the student in their progression. This process, from contacting the student to finalising an intervention strategy, should be completed prior to the census date of the next available study period.

Intervention strategies used to address individual academic progress matters will be documented and may include:

- revising enrolment patterns, study load or course of enrolment
- regular meetings with an identified Kaplan staff member to address key issues



- English language support (where available or students will be directed to appropriate services)
- study skills and/or study plan
- academic counselling, referral to appropriate medical services and/or other appropriate support
- establishing a learning plan which outlines specific activities that are to be completed by the student.

Records of the intervention plan, and any modifications, will be emailed to the student as well as being kept on the student's file.

Any student who has been identified and contacted as being 'at risk', and fails to engage in the required discussion with Student Resolutions staff or does not participate in the alternative process may be subject to the following courses of action:

- (a) A Learning Plan may be developed in the student's absence and sent to the student, which will constitute agreement on the part of the student to the conditions of the learning plan.
- (b) The students may be required to show cause as to why they should not be excluded from the course.

Exclusions

Failure to progress

A student identified as continuing to make unsatisfactory academic progress following the implementation of appropriate intervention strategies, will be contacted by Kaplan and required to show cause as to why they should not be excluded from the course. This notification will require the student to submit a response letter within ten (10) working days of receiving Kaplan's intent to cancel letter, outlining why intervention strategies did not work and why they should be permitted to continue their studies. The letter will be reviewed to determine whether the student will be excluded from further study at Kaplan, suspended for a period of time, or permitted to continue under special circumstances.

Students will be notified of the decision regarding their exclusion in writing within ten (10) working days of the student's response letter. Failure by the student to submit a response letter will result in automatic exclusion. Where a decision is made to suspend or exclude, the student's enrolment details will be amended to reflect this.

The normal appeal processes apply to students who wish to appeal an exclusion decision. Refer to the Appeals Process in the "*Grievances, Complaints and Appeals Handling Policy*".

Failure to complete within the time frame

Students who fail to complete course requirements within the time limit will be recorded as not meeting the requirements for the award. Their course will be 'Expired'. Students who wish to appeal an exclusion decision should refer to the "*Grievances, Complaints and Appeals Handling Policy*". Further, where a student is excluded from Kaplan, they may seek re-admission. While there is no guarantee of re-admission, applications for re-admission will be considered on a case-by-case basis.



Students who wish to begin the course again

The following rules will apply to students who wish to enrol again in the qualification for which they have failed to meet the course requirements within the prescribed time:

- Students are required to complete a new enrolment in the qualification.
- The time limit for the period of study will recommence.
- Students will retain their existing student number.
- Students may apply for advanced standing in accordance with Kaplan's *Recognition of Prior Learning Policy*.

Relevant Legislation

As an institute of higher education, Kaplan operates under strict laws and regulations. Policies and Procedures are in place to ensure compliance with such laws. Listed below are the most relevant legislations which apply to this policy:

- Higher Education Standards Framework (Threshold Standards) 2021
- Privacy Act 1988 (Cth)
- Standards for Education 2005
- Tertiary Education Quality and Standards Agency Act 2011 (TEQSA Act)

Related Policies

This Policy should be read in conjunction with the following policies [published on our website](#):

- Assessment Policy
- Academic Integrity and Misconduct Policy
- Diversity, Inclusion and Equity Policy
- Grievances, Complaints and Appeals Handling Policy
- Privacy Policy
- Reasonable Adjustment Policy
- Recognition of Prior Learning Policy
- Student Record Management Policy



Version Control and Accountable Officers

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

Policy Category	Academic			
Responsible Officer	Vice President, Academic			
Implementation Officer	General Manager, Teaching and Learning and Head of Student Experience			
Review Due Date	March 2027			
Approved by				
VP, Academic on behalf of the Academic Board				
Version	Authored by	Brief Description of the changes	Date Approved:	Effective Date:
2.1	Quality, Regulations and Standards Team	Updated provider category to Institute of Higher Education. Updated role titles.	N/A	13.07.2021
2.2	Quality, Regulations and Standards Team	Removal of references to the Graduate Certificate in Mining Finance and the Graduate Certificate in Self-Managed Superannuation Funds. Updated 'Exiting from a course' subsection. Removal of the 'Transferring between courses' sub-section.	15.09.2022	15.09.2022
2.3	Quality, Regulations and Standards Team	Addition of the Graduate Certificate in Financial Services, Graduate Diploma of Financial Services and Master of Financial Services course progression requirements.	23.01.2024	23.01.2024
2.4	Quality, Regulations and Standards Team	Addition of the Diploma of Financial Services course progression requirements.	24.03.2025	31.03.2025