Changes to Enrolment

This policy is current as of 1 January 2014 and will be reviewed at least annually.

Scope

This policy is applicable to the following Kaplan Higher Education Pty Ltd, trading as Kaplan Online Higher Education.

Purpose

The purpose of the Changes to Enrolment policy is to provide information on:

- The options for students to vary their enrolment patterns
- Procedures for students to follow in relation to variation of enrolment.

Withdrawal or Changing subjects

Students enrolled at Kaplan can apply to change subjects or withdraw from a subject via the relevant application form. Students are advised to speak to a Kaplan representative about this process who will inform the student of the options available, and the consequences of the students’ decision – academic and financial. Kaplan staff must ensure that the changed study load will fulfill the requirements of a Student Visa, where this is applicable prior to approval.

If the student wishes to proceed with the change or withdrawal, he/she must complete the relevant form, obtainable from the website.

Where the request is for a change in subject the Kaplan staff member will check to see if there is a place available in an alternative subject that does not clash with the student’s timetable and sign the form. The Kaplan representative will make the necessary changes to subject lists and any fees will be calculated and the financial records updated.

Applications to change or withdraw from a subject must be made within the timeframes stipulated by the relevant Kaplan business and may have financial and final grade implications. Students should speak to a Kaplan representative to discuss these matters in more details.

Deferring or temporarily suspending enrolment

Students wishing to defer or temporarily suspend their enrolment may only do so when there are compelling or compassionate circumstances. Compelling or compassionate circumstances may include, but are not limited to:

- Serious illness or injury
- Serious illness or death of a family member necessitating a return to the student’s home country
- Compelling personal reasons
- Natural disaster.

In most cases a maximum of 12 months can be awarded. Extension beyond this time period is only granted in exceptional circumstances. Students must submit a form to Administration requesting to defer or temporarily suspend their studies, together with documentary evidence verifying their
situation (for example, a medical certificate) and pay any relevant fees outlined in the Intermission/Deferral of Studies form. Kaplan will assess the application and make a decision within seven business days.

**Returning students**

Students returning to study after an approved period of leave should contact Student Services to confirm their re-enrolment no later than two weeks before commencement of the trimester.

**New students**

New students may defer a program that they have been offered only once, subject to approval by Kaplan and other relevant rules and regulations. Tuition and other fees may change when and if a new offer is generated. The policy of the School is to allow deferment of a formal offer until the commencement of the following intake.

**Changing or Withdrawing from a course**

Students wishing to withdraw from a course should first speak to a Kaplan representative as this may impact certain students with visa requirements. Students wishing to pursue this avenue are required to complete the withdrawal from course/program form. Students must ensure that all outstanding fees are paid.

Students who wish to transfer to another Kaplan course should speak to their Kaplan representative.

**Appeals**

Should a student wish to appeal a decision made by Kaplan, they are advised to review the Complaints and Appeals policy.

**Related policies**

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

- Access and Equity Policy
- Complaints and Appeals Policy
- Refund policy
- Progression policy

**Responsible Officer**

The responsible officer for the implementation and relevant training of this policy is the Vice President, Higher Education Australia.