Refund Policy

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

Scope

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

Purpose

Consistent with the requirement of the National Code and ESOS act (2000), the purpose of this policy is to provide:

- guidelines for granting refunds of enrolment fees, cancellation of enrolments and transfer requests. It applies to domestic and international students enrolled in Kaplan’s Higher Education programs.

Notification requirements

Students must apply in writing to Kaplan to request a refund, cancellation, transfer or substitution of an enrolment. Refunds may be granted at the discretion of Kaplan and students will be notified within 14 days of the outcome of their request for a refund, cancellation or transfer. Where FEE HELP is available, students accessing a FEE HELP loan from the Commonwealth Government who wish to withdraw you must do so in writing prior to the published census date. Failure to do so will result in you incurring a debt to the Commonwealth Government.

Refund activities

Subject enrolment fees

Students must advise Kaplan that they are withdrawing from a subject enrolment. For subject withdrawals made on or before the census date for the trimester of enrolment, students will be entitled to a full refund. A late subject withdrawal fee of $300 is applicable for withdrawals after the commencement of the trimester/semester of study. Census dates can be found on Kaplan’s website.

Subject enrolment fees will not be refunded if a student withdraws from the subject after the census date for the trimester, except under the following circumstances:

- where the student’s application for enrolment is declined by Kaplan
- by reason or reasons beyond the student’s control, including acts of government authorities, civil strikes and riots, the student is prevented from studying a module or subject where
- Kaplan cancels a subject in which the student has enrolled or where the commencement of the subject or module is postponed for more than four weeks.

Re-mark fees

There are set fees for the remarking of an assessment item. These are outlined in the remark form and include:

- $150 for remarking of an assessment item
• $50 for manual remark of 100% multiple choice exam

A full refund of these fees is available where Kaplan identifies that the original marking process for that piece of assessment did not accurately reflect the result of the assessment item.

**Subject transfers**

Students who have enrolled in a subject can transfer to another subject prior to the commencement of the program without penalty. Students who transfer subjects will also be required to return subject material from the original subject enrolment at the students’ expense. Students who change subjects may not apply for special consideration based on changing subjects alone.

**Workshops, short courses or other activities**

Kaplan may from time to time run student based workshops, short courses or other course related activities. Where Kaplan cancels one of these activities and a transfer to an alternative activity is not suitable, full fees will be refunded. Kaplan will provide participants 7 days notice of the decision to cancel:

Note: Kaplan will not be liable for any other associated costs such as accommodation or travel costs including flights.

Where a student cancels a workshop registration prior to commencement cancellation fees will apply (see Table 1 for a schedule of refunds based on number of days notice).

If a student is unable to attend a workshop or short course they may transfer to another workshop. In some cases Kaplan will allow a substitution where the original participant is unable to attend. Requests must be received in writing no less the 14 days prior to the commencement of a workshop and only one substitution per enrolment is permitted. Additional copies of any material that have already been distributed will not be replaced. It is expected that the substitute student will obtain the learning material from the enrolled student and read it prior to attending the workshop.

**Table 1: Cancellation and transfer fees**

<table>
<thead>
<tr>
<th>Cancellation period</th>
<th>Cancellation fee</th>
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<tbody>
<tr>
<td>Up to 22 days prior to commencement</td>
<td>$100 cancellation, Transfer is available at no cost</td>
</tr>
<tr>
<td>Up to 14 days prior to commencement</td>
<td>$200 cancellation, $100 transfer</td>
</tr>
<tr>
<td>Less than 14 days prior to commencement</td>
<td>No refund, $100 transfer if places available</td>
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</tbody>
</table>

**Provider default**

In the unlikely event that Kaplan defaults, for unforeseen reasons, and is unable to provide a course of study or continue a course of study, appropriate refunds will be applied as per the ESOS Act (2000). ACPET will arrange for students to enrol in a similar course of study and receive full recognition for any successfully completed units of study already undertaken.

**Payment of refund**

Refunds are paid in Australian dollars, within 28 business days from the date the student lodges a written request for a refund of their tuition fees. Refunds for students under 18 years of age will be paid directly to the parent(s) or guardian(s) unless Kaplan receives written approval from them consenting for it to be paid directly to the student.
No tuition fee refund is payable if:

- The student formally withdraws from the program or a unit of study after the census date\(^\text{a}\). In this case the student is liable to pay the full tuition fee and any expenses, costs or disbursements incurred in recovering the tuition fees.
- The terms and conditions of the contract between the student and School are breached.
- The student’s enrolment is cancelled by Kaplan.

\(^\text{a}\) Tuition Refunds after the census date are given solely at the discretion of Kaplan and only if there are compelling, compassionate or exceptional circumstances, which can be verified.

\(^\text{a}\) Tuition fee transfers after the program has commenced are solely at the discretion of Kaplan and are only made if the student is more suitably placed in another institutional program for academic reasons.

The following fees are non-refundable:

- Where an initial registration or application fee is applied, this is non-refundable. Once a student submits their once off registration fee, they are unable to apply to have any part of it refunded.
- Fees charged for administrative services (for example, late fees, reprints of transcripts).
- Protection of student fees. Protection of student fees are in place by way of an Australian Government recognised Tuition Assurance Scheme through the Australian Council for Private Education and Training (ACPET).

Enquiries

If you have any enquiries about this policy please contact Kaplan. Information about FEE-HELP Review procedures are located on Kaplan’s websites.

Appeals

Please see Complaints and Appeals policy for these details.

Related policies and documents

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

- Access and equity
- Student grievance
- Statement of Tuition Assurance
- Student appeals

Responsible officer

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