

Terms and Conditions

Qualification subject commencement and completion

When enrolling into the full qualification you must complete all subjects within twelve (12) months from the date of initial enrolment if studying a Certificate IV or twenty four (24) months if studying a Diploma or Advanced Diploma. Any subjects that are not commenced upon expiry of this time frame will be forfeited. If a greater time has elapsed any subject(s) that has been completed prior to this will be deemed to have lapsed and will need to be completed again. If you require greater time then you can apply for an qualification extension of six (6) months.

Qualification extension fees apply. Kaplan's fee schedule can be downloaded via our website at www.kaplanprofessional.edu.au/Study_Information/Financial_Services

If you pre-purchase multiple subjects, upon successful completion of a subject, Kaplan will automatically enrol you into the next subject, which will commence two (2) weeks later.

If you are not ready to commence studying your next subject you can either;

1. Choose a new activation date, up to a maximum of eight (8) weeks later; or
2. Defer your studies for a further eight (8) weeks. A \$50 deferral fee will apply. Further extensions are only permissible via an application for special consideration.

Workshops

A minimum number of enrolments are required for workshops to proceed; Kaplan reserves the right to cancel should the minimum numbers not be achieved. Minimum numbers vary between states and subjects.

Students are required to have read their subject notes prior to attending the workshop.

Further relevant information relating to workshops can be found under the Refund Policy.

Course notes dispatch

Dispatch of course notes will automatically commence study of that subject and your assessment completion timeframes will be activated. Subject notes may take up to five (5) working days post-processing of enrolments to arrive at the nominated delivery address within Australia.

International postage fees apply. Kaplan's fee schedule can be downloaded via our website at www.kaplanprofessional.edu.au/Study_Information/Financial_Services

Assessment completion timeframes

Upon enrolment the following completion dates are set:

- First submission of Assignments must be submitted within twelve (12) weeks of initial enrolment date
- First-sit exams must be completed within twelve (12) weeks of initial enrolment date.

One additional attempt at the assignment and two additional attempts at the exam are allowed. If you require additional time please contact Kaplan to arrange, additional fees may be payable.

Advanced Financial Planning (AFP) Simulated Client Meeting

The Simulated Client Meeting can only be completed once the Assignment has been assessed as 'Competent'.

The completion timeframe for the first attempt must be no later than twenty one (21) weeks from the date of enrolment.

If you are deemed as 'Not Yet Competent' you will have an additional two (2) weeks to complete 1 additional attempt. Payment for the first attempt is included in the cost of the subject. The second attempt, if required, costs \$50 and is payable prior to the oral presentation being undertaken.

Extensions

Kaplan's 'Extension Policy' can be downloaded via our website at www.kaplanprofessional.edu.au/Study_Information/Policies. Extension fees apply. Kaplan's fee schedule can be downloaded via our website at www.kaplanprofessional.edu.au/Study_Information/Financial_Services

Assignments

Results can be expected within two (2) weeks of receipt of the Assignment. Assignments will be graded as 'competent' or 'not yet competent'. Note: a single mistake in an important area can result in a requirement for resubmission, and therefore an Assignment will not be graded as Competent unless all key competencies have been demonstrated.

Assignments that are graded as 'not yet competent' will be returned to you for the necessary sections to be completed or corrected. Payment for first-submission of an Assignment is included in the cost of a subject.

Kaplan will accept only one (1) resubmission of an Assignment. Two (2) failures to produce a 'competent' Assignment will result in failure of the subject and re-enrolment will be required. It is recommended you make a copy before submitting your Assignment for grading.

Markers' decisions are final. If you wish to challenge a marker's decision, refer to the remarking an assessment and assessment appeals policy sections below.

Exams

All exams are open-book. If you complete an online exam, results will be available immediately after completion. Kaplan allows the following items to be brought into the exam room:

- your subject notes
- a financial calculator, if required
- a foreign language dictionary, if your first language is not English

The following are explicitly prohibited in the exam room:

- the use of email, the use of internet or mobile phones
- USB drives or other electronic materials

To ensure the integrity of the exam is maintained, question booklets and answer sheets are not released. Payment for first-sit exams is included in the cost of a subject.

Resit Exams

Resit exams (maximum of two (2) per enrolment), if required, at no cost. You may make unlimited amendments to their exam bookings at no cost where the amendments are made through Kaplan's online student learning portal, KapLearn. Where amendments to exam bookings are sent to Kaplan to process you are entitled to one (1) amendment or reschedule to your booked exam per subject enrolment at no cost, provided that Kaplan is advised in writing at least two (2) business days prior to the scheduled exam date. After this time, all amendments may incur a fee.

Terms and Conditions

Kaplan's fee schedule can be downloaded via our website at www.kaplanprofessional.edu.au/Study_Information/Financial_Services

Re-marking an assessment

If you are dissatisfied with a mark received for an assessment, you can apply for a re-mark. Re-mark applications must be in writing and include justifications for your request. Kaplan must receive your re-mark request within two (2) weeks post-release of results. Kaplan will advise you of a decision and an administration fee will only apply if your existing result stands.

Kaplan's fee schedule can be downloaded via our website at www.kaplanprofessional.edu.au/Study_Information/Financial_Services

Assessment appeal policy

Appeals against an assessment decision must be submitted in writing including reasons for the appeal. Kaplan must receive the appeal within ten (10) working days post release of the assessment result. Kaplan will form a panel (if required) to review the appeal. You may be requested to attend an interview or submit further information to support your appeal. The appeal process may involve a reassessment. There is no charge for the appeal policy.

Subject re-enrolments

You are required to re-enrol into a subject if you do not successfully complete an assessment item or your assessment completion timeframes are not met. When you re-enrol into a subject and the subject version is the current version, the result for any piece of assessment that was deemed 'competent', in the original enrolment, will be carried over into the re-enrolment. If the subject version is not the current version then no assessments may be carried over into the re-enrolment.

Re-enrolment fees apply. Kaplan's fee schedule can be downloaded via our website at www.kaplanprofessional.edu.au/Study_Information/Financial_Services

Subject exemptions

There are no partial assessment waivers. Exemption for a subject will only be granted for the subject as a whole, and not for individual topics within a subject. Applications must be made to the Kaplan Assessment Manager, together with the basis upon which the application is being submitted. The application will be assessed on the following criteria:

- Authenticity – is there evidence of the experience, training and/or skill?
- Currency – is the experience, training and/or skill applicable to the subject content now?
- Quality – is the experience, training and/or skill of the requisite standard demanded by the subject?
- Relevance – is the experience, training and/or skill relevant to the subject?
- Transferability – is the experience, training and/or skill learnt elsewhere transferable to meet the requirements of this subject?
- You will be informed as soon as possible whether the application has been successful, unsuccessful or whether further information is required. You will be awarded a 'competent' or 'not yet competent' result from the evidence provided.

Recognition of Prior Learning and exemption application fees apply.

Kaplan's fee schedule can be downloaded via our website at www.kaplanprofessional.edu.au/Study_Information/Financial_Services

Refunds

Kaplan's 'Refund Policy' can be downloaded via our website at www.kaplanprofessional.edu.au/Study_Information/Policies.

Administration fees apply. Kaplan's fee schedule can be downloaded via our website at www.kaplanprofessional.edu.au/Study_Information/Financial_Services

Special consideration and reasonable adjustment

If you require special consideration regarding the completion of any subject or assessment for reasons including difficulties with the English language or disadvantage due to a medical condition you must make Kaplan aware of the circumstances during your enrolment. Special consideration applications will not be processed once an enrolment has expired. If you have an existing condition or special learning need which impacts on your ability to study or to complete assessment, please refer to the 'Assessment Policy' available on the Kaplan website at www.kaplanprofessional.edu.au/Study_Information/Policies.

Appeals and complaints

All complaints are taken seriously and, as such, Kaplan determines to act on any complaint found to be substantiated. You should refer to the Student Grievance Policy with regards to resolutions of complaints or appeals (including, but not limited to assessment disputes).

Kaplan's 'Student Grievance Policy' can be downloaded via our website at www.kaplanprofessional.edu.au/Study_Information/Policies.

Feedback

Kaplan welcomes feedback at all stages of the learning, training and assessment process. We appreciate comments and suggestions which may enhance your future experience. Please send all feedback to mail@kaplan.edu.au.

Copyright

All materials are copyright of Kaplan Education Pty Ltd. All rights are reserved.

Privacy Notice

To provide applicants with educational products and services Kaplan requires accurate information which is requested in the enrolment form. Incomplete forms may result in non-accepted applications. The use of any personal information provided is in accordance with Kaplan's privacy policy.

Kaplan's 'Privacy Policy' can be downloaded via our website at www.kaplanprofessional.edu.au/Study_Information/Policies.

Kaplan Education Pty Ltd. ABN 54 089 002 371 trading as Kaplan Professional Education.