Terms & Conditions
Intensive Limited Licence Program for Qualifying Accountants

Kaplan Education Pty Ltd
Subject commencement and completion

When enrolling into the Intensive Limited Licence Program for Qualifying Accountants, you must complete the program within twelve (12) weeks from the commencement date. If the program has not been completed within the allocated timeframe, your enrolment and all fees paid will be forfeited. There are no re-enrolment options for this program.

Course notes dispatch

Course notes may take up to five (5) working days post-processing of enrolments to arrive at the nominated delivery address within Australia.


Challenge test

The Challenge test must be completed prior to attending a workshop and within your assessment due dates. Your assessment due dates can be found in Kaplearn, your online study portal.

The Challenge test consists of multiple choice questions divided into two parts. Both parts are examined during the 1 (one) sitting. To pass, you are required to achieve a pass mark of 70% or higher in each part. You will be able to view your result immediately after completing the test.

You are allowed 2 (two) attempts at the Challenge test.

If you fail both attempts, please contact Kaplan Professional on 1300 364 708 or email corporate@kaplan.edu.au to be advised of next steps.

The Challenge test is open-book. Kaplan allows the following items to be brought into the exam room for open-book tests:

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

The following are prohibited in the exam room:

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

To ensure the integrity of the test is maintained, question booklets and answer sheets are not released.

Venue

You can elect to sit your Challenge test at a Kaplan Professional office or at an external venue of your choice.

Kaplan venue

At a Kaplan Professional office, sessions are run several times a day as outlined in the schedule: http://www.kaplanprofessional.edu.au/faqs/kaplan-office-exam-timetables-and-venues/.

You are required to arrive 15 minutes prior to your booking time. If you arrive after your booking time Kaplan Professional may refuse entry and you will need to re-book. If you are running late please contact Kaplan Professional on 1300 364 708 or email corporate@kaplan.edu.au.

Challenge test bookings at a Kaplan venue are subject to room availability.

External venue

If you choose to sit the test at an external venue, you will be required to secure:

- a suitable venue for the test; and
- a suitable supervisor – see below under Nominating a Supervisor for further information.

External venues must:

- be a business address or a public venue (i.e. public library),
- allow access to the building for visitors at the specified time; and
- provide a suitable computer with internet available at all times for online test.

External venues must not:

- be a residential address. Please note that students are not permitted to sit exams unsupervised at a residential address under any circumstances.

Students are responsible for any costs incurred in the conduct of the test not sat at a Kaplan office (e.g. supervision, room hire).

Nominating a Supervisor

If you are sitting your test at an external venue, it is mandatory to nominate a supervisor:

Supervisors may include a:

- suitable person at a government recognised tertiary institution or school
- suitable person at the Australian Consulate, i.e. a training or education officer,
- Minister of religion, Justice of the Peace, doctor, lawyer, accountant, police officer; or
- HR or Training Manager
Supervisors may not include a:

- relative or personal friend, or person living at the same address; or
- student currently enrolled in the same subject

Workshops

You must successfully complete the Challenge test prior to your workshop date.
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.

Please see our website for workshop dates available.
http://www.kaplanprofessional.edu.au/courses/accountant-programs/intensive-limited-licence-program-for-qualifying-accountants/

Assignments

The Assignment must be completed within your assessment due dates. Your assessment due dates can be found in Kaplearn, your online study portal.

You are allowed 2 (two) attempts at the Assignment.

Results can be expected within two (2) weeks of receipt of the Assignment. Assignments will be graded as ‘competent’ or ‘not yet competent’.

If you fail both attempts, please contact Kaplan Professional on 1300 364 708 or email corporate@kaplan.edu.au to be advised of next steps.

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.

It is requirement of studying with Kaplan that 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.

Remarking 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 http://www.kaplanprofessional.edu.au/faqs/financial-services-fees/

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.

Extension Policy

If you require additional time to complete your program refer to Kaplan’s Extension Policy.


Extension fees apply. Kaplan’s fee schedule can be downloaded via our website at http://www.kaplanprofessional.edu.au/faqs/financial-services-fees/

Refund Policy

Request for refunds once the program has commenced.

No refund of fees will be provided if you have commenced the program.
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Request for refunds no more than 14 days from purchase date.

If the program has been purchased but has not yet commenced, and the request is no more than 14 days from the initial purchase date, the subject enrolment fee, less a $100 administration fee, will be refunded to the student.

Request for refunds outside the 14 days from purchase date.

No refund of fees is provided if the request is made more than 14 days after the purchase date.

Transfers

Students can transfer an enrolment to another student.

The following terms and conditions apply:

- Only one substitution per enrolment is permitted
- Requests must be received in writing within 14 days of the purchase date
- Learning material will not be provided to the substitute student by Kaplan Professional Education. It is expected that the substitute student will obtain the learning material from the enrolled student. Normal replacement fees will be charged if new material is requested by the substitute student
- In cases where the subject notes and/or the assignment are updated in the interim, Kaplan Professional Education will provide a new version to the student.
- Assessment completions times will be reset from the time the substitute student enrols.

Students can substitute an enrolment to another.

The following terms and conditions apply:

- Only one substitution per enrolment is permitted
- Requests must be received in writing within 14 days of the purchase date
- A $50 fee will be charged for each learning material required.
- If the fees paid are more than the fee for the substitute enrolment, then, the difference in fees will be refunded if the request is made no more than 14 days from purchase date. If a request is made more than 14 days from purchase date the difference in fees paid is not refunded.
- If the fee paid is less than the fee for the substitute course/subject enrolment, then, the difference in fees will need to be paid.

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 http://www.kaplanprofessional.edu.au/faqs/studentpolicies.

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 http://www.kaplanprofessional.edu.au/faqs/studentpolicies.

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 corporate@kaplan.edu.au.

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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 http://www.kaplanprofessional.edu.au/privacy-policy/.

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