

# Enrolment Terms and Conditions

Kaplan Education Pty Ltd





The following terms and conditions apply to students enrolling in courses and programs of study offered by Kaplan Education Pty Ltd ABN 54 089 002 371 trading as Kaplan Professional (RTO 90116) ('Kaplan').

### **Unique Student Identifier (USI)**

A valid USI must be supplied to Kaplan before a qualification or statement of attainment can be issued for training completed through Kaplan. For this reason, the USI is collected as part of the enrolment process. If a student does not already have a valid USI they will be asked to obtain and provide the number to Kaplan.

Kaplan verifies the USI provided through the Australian Government's USI portal. Verification requires the following information:

- The student's USI number;
- The student's date of birth; and
- The student's name exactly as it was provided to obtain the USI.

If the name provided does not exactly match the information in the USI register, the USI system will return an invalid status. If this occurs, Kaplan will contact the student and ask them to provide the correct information.

### **Qualification completion timeframe**

The qualification is to be completed in the duration period specified for each course. This can be found on the Kaplan Professional website in the relevant course page under the Duration section.

Any subject(s) that are not completed within the allocated timeframe may be deemed to have lapsed and the fees forfeited. A new enrolment will be required if the student wishes to return and undertake a subject that has been deemed as lapsed.

### **Subject activation and completion timeframe**

A subject is activated the same the day the student enrolls. The student will have access to KapLearn and their online study materials from this date.

Each subject timeframe can be found on the Kaplan Professional website and in the KapLearn subject room.

If the student is enrolled in a qualification that has more than one subject, Kaplan will automatically activate a subsequent subject 14 days from successful completion of a previous subject.

If the student is enrolled into more than one subject that does not belong to a qualification, the subjects will be set to activate in the relevant study order. Kaplan will automatically activate a subsequent subject 14 days from successful completion of a previous subject.

#### ***Commencing the next subject earlier than 14 days***

If the student wishes to commence their next subject earlier than 14 days, they can activate their subject via the Student Portal or contact Kaplan and request a new activation date.

#### ***Commencing the next subject later than 14 days***

If the student wishes to commence the next subject more than 14 days from the previous subject's completion date, they can contact Kaplan and request a new activation date generally up to 8 weeks later. This request must be made within 14 days of the original subject activation date.

If the student requires a new activation date that is greater than 8 weeks from the previous subject's completion date, they can contact Kaplan and request a new activation date generally up to 16 weeks from the previous subject's completion date. In this case, a non-refundable subject deferral fee will apply. The student is required to contact Kaplan with this request within 14 days of the subject activation date.

Kaplan's fee schedule can be found on the Kaplan Professional website in the Fees section.

Further extensions of a subject's activation date are only permissible via an application for special consideration.

If the student has failed to activate a subject for a period of 12 months, and this subject has not been purchased as part of a qualification, the enrolment may be deemed to have lapsed and the fees forfeited.

## Learning resources

Course/subjects notes can be accessed online in the KapLearn subject room. The student has immediate access to the KapLearn subject room and subsequently their online course/subject notes once the subject is activated.

Hardcopy notes are considered a supplement resource to the online subject notes provided in KapLearn. If a course and/or subject has hardcopy notes, these will be dispatched within 24 hours.

It is important that the student provides a current and secure mailing address to safely receive hardcopy notes. If a student's hardcopy notes are returned undelivered, Kaplan may charge a redelivery fee to redistribute the hardcopy notes.

Kaplan's fee schedule can be found on the Kaplan Professional website in the Fees section.

**Note:** Items sent by mail may take up to 5 working days to arrive at the nominated delivery address within Australia.

For international postage, fees apply. Kaplan's fee schedule can be found on the Kaplan Professional website in the Fees section.

## Assessment completion timeframes

All assessments associated with a subject must be submitted by the assessment due date. A subject's assessment due date is the same as the subject end date.

The student will be notified of their assessment due date upon subject activation and can also find this information at any time in their KapLearn subject room.

Students must complete all forms of assessment to successfully complete the relevant qualification.

## Extensions

If further time is required past the subject end date, the student should refer to Kaplan's Extension Policy. Kaplan's Extension Policy can be found on the Kaplan Professional website in the Student Policies section.

## Assessment

### Exams

Kaplan presents exams to students in segmented, multiple choice, or short-answer format. All exams, except for ADA1 and ADA2, are open book.

If the student completes an online multiple choice exam, results are available immediately after completion.

**Note:** Some subjects require the student to complete a short-answer exam. These exams are assessed and the result and feedback is returned to the student within three to five business days.

Each KapLearn subject room contains information about the structure and nominated pass marks for its exam.

Kaplan will accept only three attempts of an exam (unless otherwise stated). Failure to produce a competent result after three attempts will result in a subject re-enrolment being required. A re-enrolment fee will apply.

Kaplan's fee schedule can be found on the Kaplan Professional website in the Fees section.

Kaplan allows the following items to be brought into the exam room for open-book exams:

- your hardcopy subject notes;
- a financial calculator, if required; and
- a foreign language dictionary if the student's first language is not English.

The following are explicitly prohibited in the exam room:

- Internet access – other than the Assessment page at KapLearn (except for the nominated TFA exams);
- the use of email;
- digital devices (including mobile phones, tablets and Apple watch); and
- soft (digital) copy of your course material.

Students should note that they must complete all forms of assessment to successfully complete the relevant subject and or course requirements.

### Exam booking

The student is required to book their exam via their Student Portal. The exam must be attempted prior to the due date.

The student may make unlimited amendments to an exam booking, at no cost, where the amendments are made through Kaplan's online student learning portal, KapLearn.

The student cannot book an exam for the same day they are creating the exam booking. The earliest time they can book is for the following day.

### **Assignment**

The student is required to download the assignment from KapLearn and submit it for assessment prior to the due date.

Results can be expected within three to five business days of receipt of the Assignment.

Assignments will be graded as 'competent' or 'not yet competent'.

**Note:** An assignment will not be graded as competent unless all key competencies have been demonstrated.

Kaplan will accept only one resubmission of an assignment. Failure to produce a competent result after two submissions will result in a failure to complete the subject and a subject re-enrolment will be required. A re-enrolment fee will apply.

Kaplan's fee schedule can be found on the Kaplan Professional website in the Fees section.

Assignments that are graded as 'not yet competent' will be returned to the student with feedback advising the necessary sections that need to be resubmitted.

The student is required to make and retain a copy of all work submitted to Kaplan.

Students should note that they must complete all forms of assessment to successfully complete the relevant subject and or course requirements.

### **Assessment appeal policy**

Appeals against an assessment decision must be submitted in writing in accordance with the Complaints and Appeals Policy and Procedure, including reasons for the appeal.

Kaplan must receive the appeal within 10 business days after release of the assessment result. There is no charge for lodging an appeal.

Further information regarding appeals and how they are assessed can be found in the Complaints and Appeals Policy on the Kaplan Professional website in the Student Policies section.

Kaplan's Complaints and Appeals Policy and Procedure can be found on the Kaplan Professional website in the Student Policies section.

### **Subject re-enrolment**

The student is required to re-enrol into a subject if they did not successfully complete an assessment item within that subject or the assessment completion timeframe(s) was not met.

If the student re-enrols into a subject that has the same subject version, the result for any assessment task that was deemed competent in the original enrolment will be carried over into the student's re-enrolment.

If the student re-enrols into a subject that has a later subject version than their previous enrolment version, then the student will be advised if their assessment result may be carried over into their re-enrolment.

Re-enrolment fees apply. Kaplan's fee schedule can be found on the Kaplan Professional website in the Fees section.

### **Exemptions**

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 Kaplan's Exemption Team together with the evidence upon which the student's application is based.

Exemption fees apply.

Further information regarding exemptions and how they are assessed can be found in the Exemptions Policy and Assessment Policy on the Kaplan Professional website in the Student Policies section.

## Special consideration and reasonable adjustment

Special consideration may be granted if through misadventure (e.g. illness, bereavement or personal trauma) a student is prevented from completing an assessment or sitting an examination or believes that their performance in an assessment event has been affected by an incident.

Reasonable adjustment refers to adjustments that can be made to the way in which training is delivered or assessment evidence is collected. Whilst such adjustments are permissible they must not compromise the integrity of the overall assessment.

Reasons for reasonable adjustment may include difficulties with the English language or disadvantage due to a medical condition.

Further information about special consideration and reasonable adjustment can be found in the Access and Equity Policy and the Assessment Policy on the Kaplan Professional website in the Student Policies section.

## Complaints

Complaints about any matter are taken seriously and Kaplan Professional will investigate all complaints and act on any complaint found to be substantiated.

Further information regarding complaints and how they are assessed can be found in the Complaints and Appeals on the Kaplan Professional website in the Student Policies section.

## Workshops

Kaplan may offer public and corporate workshops to supplement a student's learning. Kaplan will advertise all workshop, dates, locations and fees on the Kaplan website. A minimum number of enrolments are required for workshops to proceed and Kaplan may cancel workshops should the minimum numbers not be achieved. Minimum numbers vary between states and subjects and students should check the Kaplan Professional website for the most up to date information.

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

## Refunds

Further information regarding refunds and how they are assessed can be found in the Refund Policy on the Kaplan Professional website in the Student Policies section.

Students should note that administration fees may apply to refunds and these are outlined in the Refund Policy.

## 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 and the experience of other students. Please send all feedback to [mail@kaplan.edu.au](mailto:mail@kaplan.edu.au).

## Copyright

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

## Privacy Notice

Kaplan collects personal information about students to provide students with educational products and services. Where inaccurate or out of date enrolment information is provided to Kaplan this may result in the student's enrolment being rejected. The handling of any personal information provided to Kaplan is governed by Kaplan's Privacy Policy which is available on the Kaplan Professional website in the Student Policies section. Any questions or complaints about the handling of personal information can be directed to the Kaplan Privacy Officer at [privacy@kaplan.edu.au](mailto:privacy@kaplan.edu.au).