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Date of implementation

This policy applies from 3 December 2014 and will be reviewed annually.

Purpose

The purpose of this policy is to provide guidelines for granting refunds of enrolment fees, cancellation of enrolments and transfer requests.

Scope

This policy applies to:

- Single subjects /Real Estate programs and CPD
- Financial Services full qualification and upgrade to full qualification enrolments
- Management qualifications
- Insurance programs
- Workshops
- Financial training short courses

Notification requirements

Students must apply in writing to Kaplan Professional to request a refund, cancellation, transfer or substitution of an enrolment. Refunds, cancellations or transfers may be granted at the discretion of Kaplan and students will be notified within 14 days of the outcome of their request.

Financial Services and Management single subjects/Insurance programs/Real Estate Registration programs and CPD

Request for refunds no more than 14 days from purchase date

A student who has purchased a financial services, or management subject or Real Estate program other than the licensing program, and the request is no more than 14 days from the initial purchase date, the subject enrolment fee, less a $100 administration fee per subject, will be refunded to the student.

- A student who has purchased Real Estate CPD and the request is no more than 14 days from the initial purchase date, the subject enrolment fee, less a $50 administration fee per subject, will be refunded to the student.
- A student who has purchased an Insurance program and the request is no more than 14 days from the initial purchase date, the qualification fee, less a $100 administration fee, will be refunded to the student.
- Full refund may be provided to students in the following circumstances:
  - Where a student’s application for enrolment is declined by Kaplan Professional.
  - Where, by reason or reasons beyond the student’s control, including acts of government authorities, civil strikes and riots, a student is prevented from studying a module or subject.

Request for refunds outside the 14 days from purchase date

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

Financial Services Full qualification, Real Estate Licensing Programs and upgrade to full qualification enrolments

No more than 14 days from purchase date

If a student has purchased a qualification and paid upfront in one transaction, the student will be refunded the full enrolment fee less a $100 administration fee.

More than 14 days -12 months from purchase date

If a student has purchased or upgraded to a qualification of more than one subject and paid upfront in one transaction, the refund scale detailed in Table 1 will apply.

More than 12 months from purchase date

No refund of fees is provided for qualifications if the request is made more than 12 months after the purchase date. Fees for any subject(s) not yet commenced will be forfeited.

Table 1: Refund scale for multiple subjects purchased at the same time

If you have purchased a full qualification\(^1\) or Real Estate Licensing Program\(^2\) the below table applies. Please note: students who have purchased a full qualification are considered to have activated the first subject at the time of purchase.

<table>
<thead>
<tr>
<th>Number of subject/s commenced</th>
<th>Percentage (%) to be refunded to the student</th>
</tr>
</thead>
<tbody>
<tr>
<td>One (1) subject</td>
<td>50%</td>
</tr>
<tr>
<td>Two (2) subjects</td>
<td>30%</td>
</tr>
<tr>
<td>Three (3) subjects</td>
<td>20%</td>
</tr>
<tr>
<td>Four (4) or more subjects</td>
<td>0%</td>
</tr>
</tbody>
</table>

\(^1\) Students who have purchased Kaplan Financial Planner Level 1 and Level 2 at the same time, and only activated subjects in Level 1 will be entitled to a refund of fees for Level 1 as per the above table. The fee for Kaplan Financial Planner Level 2 will be refunded in full, less a $100 administration fee.

\(^2\) The Real Estate Licensing Program is considered a one subject purchase

If you are enrolled in the Diploma of Finance and Mortgage Broking Management or have upgraded to a Full qualification the below table applies\(^3\).

<table>
<thead>
<tr>
<th>Number of subject/s enrolled &amp; paid for at one time</th>
<th>Number of subject/s commenced</th>
<th>Percentage (%) to be refunded to the student</th>
</tr>
</thead>
<tbody>
<tr>
<td>Two (2) subjects</td>
<td>One (1) subject</td>
<td>30%</td>
</tr>
<tr>
<td></td>
<td>Two (2) subjects</td>
<td>0%</td>
</tr>
<tr>
<td>Three (3) subjects</td>
<td>One (1) subject</td>
<td>50%</td>
</tr>
<tr>
<td></td>
<td>Two (2) subjects</td>
<td>30%</td>
</tr>
<tr>
<td></td>
<td>Three (3) subjects</td>
<td>0%</td>
</tr>
<tr>
<td>Four (4) subjects</td>
<td>One (1) subject</td>
<td>50%</td>
</tr>
<tr>
<td></td>
<td>Two (2) subjects</td>
<td>30%</td>
</tr>
<tr>
<td></td>
<td>Three (3) subjects</td>
<td>20%</td>
</tr>
<tr>
<td></td>
<td>Four (4) subjects</td>
<td>0%</td>
</tr>
</tbody>
</table>

\(^3\) The above refund scale also applies if you have purchased multiple subjects in one transaction that do not form a full qualification.
Refund Policy

Subject has been activated and exemptions applied for

If a student has purchased a course/subject then applies for an exemption which is granted, fees paid, less the exemption fee and $100 administration fee, will be refunded.

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 30 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 enrolls.

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 30 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.

Workshops and Financial Training Short Courses

Cancellation by Kaplan

Where Kaplan cancels a Workshop; students can opt to receive a refund of the fees for the workshop component only and continue with the subject via self-study. If self-study or transfer to an alternative date are not suitable options, full fees will be refunded. Kaplan will provide participants with the following notice of the decision to cancel a workshop:

- 7 days for Financial Services Workshops
- 3 days for Real Estate Workshops

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

Cancellation by student

Cancellation fees will apply where a student cancels their registration prior to commencement (refer to Table 2 for a schedule of refunds based on number of days’ notice). A refund will not be granted where a student cancels their registration within 15 days of commencement of the workshop or short course.

Cancellation by a student or Kaplan Professional Education does not forfeit extension or associated fees if included as part of the student’s registration. Fees will be refunded for the session portion only.

Transfer requests

Students may transfer to another date. For fee information regarding this service refer to Table 2. The following terms and conditions apply:

- only one transfer per enrolment is permitted
- requests must be received in writing no less than 15 days prior to the commencement of a Financial Services Workshop or Short Course (refer to Table 2)

The next available date will be the default option for transfers.

Please Note: Assessment due dates for Financial Services Workshops will be amended to the new session date.

Cancellation and transfer fees table

The following fees apply for the cancellation of Workshops and Financial Training Short Courses and transfers:

Table 2: Cancellation and transfer fees

<table>
<thead>
<tr>
<th>Written notice period from student</th>
<th>Workshops</th>
</tr>
</thead>
<tbody>
<tr>
<td>15 or more days notice</td>
<td></td>
</tr>
<tr>
<td>Cancellation</td>
<td>$200</td>
</tr>
<tr>
<td>Transfer</td>
<td>$0</td>
</tr>
<tr>
<td>Less than 15 days notice</td>
<td></td>
</tr>
<tr>
<td>Cancellation</td>
<td>No refund*</td>
</tr>
<tr>
<td>Transfer</td>
<td>$0</td>
</tr>
</tbody>
</table>

* Students cancelling a Financial Services Workshop with less than 15 days’ notice prior to the workshop commencing are able to continue their study by self study, the workshop component of the enrolment will not be refunded.

Please Note: Refunds payments are made using the same payment method used to purchase the enrolment and the refund can only be made to the same entity or student who had paid for the enrolment. Administration fees charged by American Express are not refunded to the student unless the refund is due to decisions made by Kaplan Professional Education.

Responsible Officer

The Responsible Officer for this policy is the Head of Operations or a delegated authority.