

Enrolment Policy

Vocational Education



Scope

This policy applies to Kaplan Education Pty Ltd, trading as Kaplan Professional ('Kaplan Professional'). It covers all prospective and current students, as well as staff involved in the Enrolment of Prospective Students into vocational education courses.

Purpose

The purpose of this policy is to:

- Provide Prospective Students with clear, accurate, and relevant information regarding the suitability of a training product for their learning needs.
- Inform students of the available services and support.
- Inform staff about their responsibilities for the Enrolment of students.

Policy Statement

Kaplan Professional is committed to a transparent, fair, and accessible Enrolment process that supports informed decision-making and equitable access to Vocational Education and Training.

The steps in the Enrolment process include:

- Initial screening checks
- Suitability Assessment
- Approval of Enrolment (with support if required)
- Access to online learning materials.

Definitions

Cancellation of Enrolment	The formal process through which a student's enrolment in a course or subject is terminated as a result of a student-initiated withdrawal or a Kaplan-initiated action due to administrative, academic, or behavioural reasons.
Credit Transfer	The process of recognising and awarding credit for prior successful completion of an equivalent unit of competency or module.
Enrolment	The process of registering and paying to study a course or subject. Before approving enrolment, Kaplan Professional collects relevant student information to evaluate course suitability. Suitability may be determined through the assessment of one or many of the following items: demonstration of course prerequisites, prior qualifications, identified learning needs, employer endorsement (where applicable), and language, literacy, numeracy (LLN), and/or digital literacy capabilities Enrolment is complete once the course/subject has been formally approved by Kaplan as suitable for the student, granting the student access to their learning materials in KapLearn.
Prospective Student	An individual who is considering or has applied for Enrolment in a training product.
Recognition of Prior Learning (RPL)	An assessment process that involves assessment of an individual's relevant prior learning and experience (including skills and knowledge obtained through formal and informal learning) to determine the extent to which the individual meets requirements specified in the training product.



Statement of Attainment (SoA)	A statement issued to a person confirming that the person has satisfied the requirements of the unit/s of competency or accredited short course specified in the statement.
Suitability Assessment	Appropriateness of a training product for the student's needs based on the Prospective Student's skills, knowledge and competencies.
Unique Student Identifier (USI)	An individual education number for life. It also gives a student an online record of their VET training undertaken in Australia.
VET	Vocational Education and Training
Withdrawal	A student-initiated action to discontinue enrolment in a subject or course.

Policy Principles

Provide full information to the student

Prior to Enrolment, Kaplan Professional will provide students with current and accurate information that enables them to make informed decisions about undertaking training. The information provided to students will include, but not limited to, the following:

- The code, title and currency of the training product to which the student is to be enrolled.
- Any requirements or pre-requisites the student will need to meet to enter and successfully complete their chosen training.
- Training and assessment, and related educational and support services, that Kaplan Professional will provide to students including:
 - Estimated duration.
 - Expected locations at which training and assessment will be provided
 - Any work placement or job-related requirements necessary for successful completion of the course.
- The Enrolment approval process. Our obligations to students, including our responsibility for the quality of the training and assessment and certificate issuance in accordance with the RTO Standards.
- The students' rights include access to the Enrolment Terms and Conditions, the *Grievances, Complaints and Appeals Policy* and the *Refund Policy*.

This information is provided to students via:

- The Student Handbook
- A webpage for each training product
- The Student Services team
- Course Outlines or Subject Outlines
- Course Brochures or Flyers
- Wellbeing resources
- Policies
- Enrolment Terms and Conditions.

For students who are under 18 years of age, the approval of the parent/guardian is required for the Enrolment to proceed. For more information see the *Under 18 Policy*.

Kaplan Professional is not permitted to issue a Qualification or Statement of Attainment unless the student has a Unique Student Identifier (USI).

Students are provided with the National VET Data Privacy Notice which provides information for how their data is used by Government. For more information refer to [National VET Data Privacy Notice and Kaplan's Privacy Policy](#).



Initial screening checks

Before approving enrolment, Kaplan Professional collects student information to assess course suitability. This screening may include a review of course prerequisites, prior qualifications, identified learning needs, employer confirmation of training needs (where applicable), and language, literacy, numeracy and digital skills (LLND).

Suitability Assessment

Using the information gathered in the initial screening checks, Kaplan Professional assesses the suitability of the course for the student.

If the Suitability Assessment identifies the need for additional support before the Enrolment is approved, this will be communicated to the student. If additional support incurs a cost to the student, Kaplan Professional will clearly communicate these details and seek the student's agreement before approving the Enrolment. See the *Support for Students Policy* and the *Access and Equity Policy* for more information on additional support.

In instances where Kaplan Professional determines that a course is not suitable for the student, all reasonable efforts will be made to offer alternative study options or pathways that align with the student's needs and goals.

Employer responsibility for Suitability

In circumstances where an employer nominates an individual for enrolment as a requirement of their employment, Kaplan Professional relies on the employer to identify employees who require training and confirm the suitability of the course in relation to their role. Employer endorsement is an important part of the suitability assessment and ensures that the course aligns with the employee's job requirements and career development needs.

Enrolment approval

An Enrolment is approved when a student's initial entry information and screening determines that the course is suitable for the student.

Upon approval of the Enrolment, an email is sent to the student, which includes direct links to Kaplan Professional's course information, support services, relevant policies, and terms and conditions.

If for any reason Kaplan Professional is unable to approve the Enrolment, the applicant will be contacted and the reasons for the decision will be explained. Any alternative arrangement, including refund of fees will be discussed with the applicant.

Access to study materials

Students will be provided with access to the online learning platform (KapLearn) after Enrolment when all initial information and screening for suitability has been reviewed, and:

- The student has provided a valid USI.
- The enrolment has been approved; and
- Payment has been made.

Fee information

Kaplan Professional provides accurate and comprehensive information on course fees, charges, and student rights prior to Enrolment including:

- fees that must be paid to Kaplan Professional
- payment terms and conditions including refunds
- the student's rights as a consumer, including but not limited to any statutory cooling-off period, if one applies
- the student's right to obtain a refund for services not provided if the arrangement is terminated early, or Kaplan Professional fails to provide the agreed services.



Funding entitlements and obligations

Kaplan Professional will inform Prospective Students of any government funded subsidy or other financial support arrangements associated with the provision of training and assessment to which the student may be entitled. Students will also be informed of any debt obligation associated with such funding.

Note that at the time of writing, Kaplan Professional does not offer government funding for any VET training products.

Recognition of Prior Learning and Credit

Recognition of Prior Learning (RPL) is an assessment process that assesses the competency/ies of an applicant which may have been acquired through formal, non-formal and informal learning.

Credit Transfer is the process of awarding credit for a Unit or Units of Competency (UoC), attained from another Registered Training Organisation (RTO) which form part of a Kaplan Professional subject or qualification. Further information is outlined in the *Credit and Recognition of Prior Learning Policy*.

Prior to Enrolment approval students will be advised of any RPL or Credit Transfer opportunities available for the course they are considering.

Unique Student Identifier

Kaplan Professional is not permitted to issue a Qualification or Statement of Attainment unless the student has a Unique Student Identifier (USI).

To avoid delays in the issuance of Qualifications and Statements of Attainment, students will be required to provide their USI Enrolment before they can access their study materials in KapLearn. Once the USI has been provided, Kaplan Professional will verify the number with the USI scheme Registrar and students will then be provided with access to the learning materials.

Certain student and course exemptions exist under the Student Identifiers Act 2014. Where an exemption applies, students will not be required to provide a USI, however, they will be unable to access their training record in the USI system. Kaplan Professional will maintain records in accordance with the requirements of the RTO Standards.

Students' USIs and other information will be secured in accordance with Kaplan's *Privacy Policy*.

Ongoing student communication

Kaplan Professional will inform students, as early as possible, if any circumstances arise which may have an impact on the services to be provided.

Cancellation of Enrolment

Students who wish to cancel or withdraw their enrolment must provide written notice to Kaplan Professional. This notice should include the student's full name, student ID, course details, and the reason for Withdrawal. The effective date of cancellation will be the date on which written notice is received by Kaplan Professional. Any applicable refunds will be managed in accordance with the *Refund Policy*, and students are encouraged to review this policy prior to submitting their request.

Kaplan Professional may cancel a student's enrolment where there is evidence of non-compliance with enrolment terms and conditions. Grounds for cancellation may include, but are not limited to, non-payment of fees, academic misconduct, breaches of the Code of Conduct, failure to provide a valid Unique Student Identifier (USI), or persistent non-engagement in study. Prior to initiating cancellation, Kaplan Professional will provide written notice to the student outlining the reasons for the proposed action and allowing a reasonable opportunity to respond.



Where cancellation proceeds, the student will be formally advised in writing of the outcome, including any implications for academic records, statements of attainment, or refunds in line with the *Refund Policy*. Students retain the right to appeal this decision through the *Grievances, Complaints and Appeals Policy*.

Complaints and Appeals

Any complaint or appeal in relation to the implementation of this policy will be managed in accordance with the *Grievances, Complaints and Appeals Policy*.

Relevant Legislation

As a registered training organisation (RTO), Kaplan operates under strict legislation and regulations. Policies and procedures are in place to ensure compliance with the legislative instruments referenced below.

- National Vocational Education and Training Regulator Act 2011
- 2025 Standards for RTOS: Outcome Standards 1.6- 1.7 and 2.1- 2.4
- 2025 Standards for RTOS: Compliance Requirements 2.1.7 and 2.2.12
- Student Identifiers Act 2014.

Related Policies

This policy should be read in conjunction with the following Kaplan policies and documents:

- Access and Equity Policy
- Continuous Improvement Policy
- Credit and Recognition of Prior Learning Policy
- Extension Policy
- Grievances, Complaints and Appeals Policy
- Learning Facilities and Resources Policy
- Privacy Policy
- Refund and Transfer Policy
- Student Record Management Policy
- Support for Students Policy
- Under 18s Policy.



Version Control and Accountable Officers

It is the joint responsibility of the Implementation Officer and Responsible Officer to ensure compliance with this policy.

Policy Category	Quality and Standards			
Responsible Officers	General Manager, Academic Content Development Head of Academic Operations and Engagement Head of Operations Head of Student Experience Head of Corporate Sales Head of B2C Sales, Service and Continuing Education			
Implementation Officers	Resolutions Manager Admissions Manager Manager, Education Operations Managers of Academic Operations and Engagement			
Review Date	October 2028			
Approved by				
Policy Committee				
Version	Authored by	Brief Description of the changes	Date Approved	Effective Date
3.0	Quality Regulation and Standards	Upgrade to new template and review of policy	19.05.2022	26.05.2022
4.0	Quality Regulations and Standards team	Updated with Standards for RTOs 2025.	31.10.2025	03.11.2025