

Changes to Enrolment Policy

Kaplan Higher Education Pty Ltd.



Scope

This policy is applicable to all commencing and continuing students studying at Kaplan Higher Education Pty Ltd, trading as Kaplan Professional ("Kaplan").

Purpose

The purpose of this policy is to define the management and administration of student enrolments in higher education subjects at Kaplan.

Policy Statement

Kaplan recognises the need for timely and accurate information on individual students and their programs of study. This information allows Kaplan to allocate resources to best meet the needs of students and ensures that legislative requirements are met.

In order to participate in formal studies at Kaplan, a student must be formally enrolled in a subject prior to the census date for the applicable Study Period.

Students are personally responsible for:

- ensuring that they are correctly enrolled each study period. Students can review their enrolment details on the student portal or obtain this information from Kaplan.
- verifying their enrolment details and advising Kaplan in writing of any errors or omissions. Failure to advise Kaplan about any incorrect enrolment details by the census date(s) can result in both academic and financial penalties.
- ensuring their enrolment meets course requirements and is consistent with the approved course structure.

Definitions

Academic Year	commences from the first study period of the calendar year (Study Period 1) and concludes at the end of the final study period of the calendar year (Study Period 6). The final day of study may occur during the following calendar year.
Census date	the date when students become liable for fees for the subjects they are enrolled in. This is the last date domestic students can withdraw or change their enrolment without incurring a financial or academic penalty. The census date(s) are published on the Kaplan website.
Commencing student	a student who has enrolled into an award course or subject at Kaplan for the first time.
Continuing student	a student who has been admitted to Kaplan and has been enrolled into an award course, whose enrolment for that program has neither lapsed nor been cancelled and who is not a commencing student.
Course completion timeframe	the maximum time a student is permitted to complete their enrolled course and includes all holiday periods and any periods of work integrated learning. The course completion timeframe is calculated from the date of the student's initial commencement date in the course (period and year) stated on the student's record. The individual course completion timeframes are published in the <i>Progression Policy</i> available on the Kaplan website.



FEE-HELP	a loan scheme that assists eligible fee-paying students to pay part or all of their tuition fees at a higher education provider for subjects studied as part of an award course. Non-award subject enrolments are not eligible for a FEE-HELP loan.
Special consideration	to serious and unavoidable circumstances which may result from events that are personal, social or domestic in nature. These circumstances may include illness (either physical or psychological), accident, injury, societal demands (such as jury service), bereavement, family breakdown or unexpected changes in employment situations.
Study period	a discrete period within the academic year where subjects are offered defined by the periods' start date and end date.
Student	for the purposes of this policy, an individual enrolled in an Award Course at Kaplan who, where the policy addresses support, communication, complaints or appeals, is also recognised as a customer of Kaplan's higher education services.
Subject	is a unit of study in a higher education course.

Policy Principles

Students are required to formally enroll in subjects in accordance with the course requirements, which includes accepting responsibility for the following:

- enrolling in subjects that form part of the program structure for their qualification
- ensuring that subject pre-requisite and/or co-requisite requirements have been met
- adhering to course progression requirements and course completion timeframes
- ensuring that they are correctly enrolled each study period
- ensuring that they maintain or withdraw their enrolment by the census date.

Students can review their enrolment details in the Student Portal or by contacting Kaplan.

Guiding Procedures

Commencing students

Commencing students are initially enrolled into subjects selected by the student during the admissions process for an award course. Initial subject enrolments are specified on a commencing student's Offer of Enrolment.

In accepting an Offer of Enrolment, a commencing student agrees:

- that they have read the information on the Kaplan website about their chosen course or subject, including in relation to the program structure, when the course or subject is offered, mode of delivery, enrolment dates, pathways to employment and (if applicable) eligibility to practice
- that they have received advice from Kaplan about their potential eligibility for recognition, advanced standing or credit for prior learning
- to all fees and charges associated with their chosen subjects
- to the student policies found on the Kaplan website under the Student Policies section including the Kaplan *Privacy Policy*, *Refund Policy* and *Admission Policy*, which may be subject to periodic updates
- that they have read and understood their rights and obligations and agree to be bound by the enrolment Terms and Conditions found on the Kaplan website under the Terms and Conditions section
- that their acceptance of the Offer of Enrolment forms a legally binding contract between themselves and Kaplan.

Upon accepting the Offer of Enrolment, the student also confirms:

- that the information they have provided to Kaplan is true and correct, and if any of this information changes they will promptly notify Kaplan



- that they have the legal right to undertake study in Australia and do not require an overseas student visa for this purpose.

A commencing student's enrolment into a subject offered as part of an award course will only be confirmed upon acceptance of the Offer of Enrolment and payment of the subject tuition fees.

Where a student has elected to pay for all or part of their tuition fees for an award course through a FEE-HELP loan, enrolment will only be confirmed if the student has met the FEE-HELP eligibility criteria set forth by the Australian Government and has subsequently had their application for a FEE-HELP loan approved.

For commencing students enrolled in a subject as part of an award course, Kaplan will notify students of any additional documentation that is required to finalise their enrolment. If the requested documentation is not provided to Kaplan seven calendar days prior to the census date, Kaplan reserves the right to withdraw the student from the award course and transfer the student's subject enrolment to non-award study. Students whose enrolment is transferred to non-award study will not be eligible for a FEE-HELP loan and will be required to pay upfront for their studies or be withdrawn from the subject.

Students studying Kaplan subjects as non-award study may be eligible for recognition of prior learning toward an award course in accordance with the *Recognition of Prior Learning Policy*.

Enrolment requirements

Students must enrol in subjects prior to the census date published on the Kaplan website for the relevant study period. All tuition and other compulsory fees and charges must be paid by the census date, which includes any requests and approval for a FEE-HELP loan for students enrolled into an award course. Failure to pay fees and charges by the prescribed date may lead to Kaplan withholding academic transcripts and/or testamurs, suspension of further enrolments or withdrawal from the course at Kaplan's discretion.

Students enrolled in an award course are required to maintain a minimum enrolment of one subject per study period, however, students are not required to enrol in an overlapping consecutive study period but must enrol in a subject by the census date for the following study period. Subject withdrawals prior to the census date will not be considered as meeting this requirement. The following table is provided for illustrative purposes of the enrolment requirements.

Study Period 1	Study Period 2	Study Period 3	Study Period 4	Study Period 5	Study Period 6
Enrolment confirmed	Overlapping study period – no requirement to enrol or defer	Enrolment required; deferral permissible	If Study Period 3 was deferred, enrolment required. If enrolled in Study Period 3, enrolment is not required due to overlapping study period	If Study Period 3 was not deferred, enrolment required. If enrolled in Study Period 4, enrolment is not required due to overlapping study period	If Study Period 4 was deferred, enrolment required. If enrolled in Study Period 5, enrolment is not required due to overlapping study period

Students who have not enrolled in a subject by:

- the census date for either the current study period; or
- the census date for the following study period

may have their enrolment automatically deferred for one study period.

Students who fail to enroll in a subject following the automatic deferral period may be regarded as having ceased their studies and may be withdrawn from the course and will need to apply for re-admission at Kaplan's discretion.

If enrolled in an award course, students are responsible for maintaining a rate of enrolment which will allow them to complete their course within the course completion timeframe specified in Kaplan's *Progression Policy*.



Study Load Determination

Kaplan may approve or require a reduced study load where there is evidence that a student's current enrolment load is adversely affecting their capacity to engage with study or progress academically.

Decisions may be based on documented indicators including, but not limited to:

- repeated requests for extensions or special consideration
- concerns regarding engagement with learning or assessment
- personal, health, or wellbeing circumstances impacting study capacity
- academic performance trends.

Any decision to require a reduced study load will:

- be informed by documented evidence and consultation with the student
- consider appropriate support and reasonable adjustments
- be time-limited and subject to review
- not be disciplinary in nature.

Students will be notified in writing of the decision, including the approved study load, review period, and any implications for course progression or visa requirements.

Enrolments exceeding award requirements

Subjects studied outside of the minimum requirements for the award course are not considered to be leading to the award and are not eligible for payment through a FEE-HELP loan. Students wishing to enrol in subjects in addition to the requirements of their enrolled award course will need to enrol in the subject as a non-award enrolment on a full upfront fee-paying basis.

Repeat enrolments in previously passed subjects

With the permission of the Senior Manager, Academic Standards and Integrity or designate, a student may repeat any subject for which a passing grade has been awarded. The student will not be eligible for FEE-HELP if they elect to repeat a subject already passed and must pay the tuition fees for the subject on a full upfront fee-paying basis.

Non-award study

Kaplan recognizes that students may wish to study one or more subjects at Kaplan as a non-award subject for purposes such as professional development or personal interest without having to complete the full course. Non-award subject enrolments are not eligible for a FEE-HELP loan.

Recognition of Prior Learning for non-award subjects may be granted under the guidelines published in the Kaplan *Recognition of Prior Learning Policy*.

Withdrawing from a subject

Students can apply to withdraw from a subject by submitting the relevant form available on the Kaplan Professional website. Applications to withdraw from a subject must be made prior to the census date for the relevant study period to avoid any academic or financial implications for withdrawal. Students are advised to discuss their situation with Kaplan to consider other alternatives prior to withdrawing from a subject.

Students who withdraw from a subject prior to the census date will not incur any academic or financial penalty, however, if a student is not enrolled in any subjects following the census date the student may automatically be deferred from their studies for the study period. Maximum deferral limits may apply as stipulated under the Deferral section of this policy.

Students who withdraw from a subject after the census date will be liable for the payment of any tuition fees for the subject, including incurring a FEE-HELP loan liability for students who have elected to pay for all or part of their tuition fees through a FEE-HELP, and a result of "Withdrawn Fail" will be recorded on the student's academic record.



Students may apply to Kaplan for special consideration to withdraw from a subject after the census date if they are impacted by a significant unanticipated event including illness, bereavement or personal trauma after the census date. Applications for special consideration will be assessed on an individual basis by Kaplan, and if approved, the student will be withdrawn from the subject with a result of "Withdrawn no penalty" recorded on the student's academic record.

Applications for withdrawals based on special consideration must include relevant supporting documentation and be submitted within forty-eight hours of the relevant incident occurring. Applications for special consideration will not be considered after 48 hours unless evidence can be provided that the request could not be submitted within this time frame.

Deferral

Students can apply to defer their studies for a single study period with a maximum of two deferrals permitted per academic year, inclusive of any automatic deferrals.

Students may have their enrolment automatically deferred for one study period under the following circumstances:

- the student has not enrolled in a subject by the census date for either the current study period; or
- the student has not enrolled in a subject by the census date for the following study period,

Further requests to defer studies will be assessed following an application for special consideration due to a student being impacted by a significant unanticipated event including illness, bereavement, or personal trauma. Applications for special consideration will be assessed on an individual basis by Kaplan, and if approved, the maximum total period of deferral is not to exceed four study periods, inclusive of any automatic deferrals for non-enrolment.

Periods of deferral are not included when calculating a student's academic progression in a course but do count towards the maximum course completion timeframe.

Leave of absence

Students wishing to apply for a leave of absence from their course may only do so when there are compelling or compassionate circumstances. Compelling or compassionate circumstances may include, but are not limited to:

- Serious illness or injury.
- Serious illness or death of a family member.
- Compelling personal reasons.
- Natural disaster.

In most cases a maximum of 12-month leave of absence may be granted, with an extension permitted only under exceptional circumstances. Students must submit the relevant form to Kaplan requesting a leave of absence from their studies, together with documentary evidence verifying their situation. Only one approved leave of absence is permitted per course enrolment.

Approved leave of absences is not included when calculating a student's academic progression or maximum course completion timeframes.

Returning students

Students returning to study after an approved leave of absence are advised to contact Kaplan to confirm their re-enrolment no later than two weeks before commencement of the study period.

Changing subject enrolment

Students may apply to Kaplan to vary their subject enrolment(s) prior to the census date through the completion of the relevant form available on the Kaplan Professional website. If approved, Kaplan will withdraw the student from the existing subject and enroll the student into the new subject on the following conditions:

- the application to change subject(s) was received prior to the applicable census date



- that the new subject is part of the course structure for the enrolled qualification
- the student has satisfied any pre-requisites for the new subject.

Withdrawing from a course

Students who wish to withdraw from a course must advise Kaplan in writing through the relevant form available on the Kaplan Professional website.

Course transfer

Students may transfer between courses offered by Kaplan, subject to the student meeting the entry requirements for the subsequent course. If a student is transferring to a higher AQF level nested qualification, the student may be eligible for advanced standing for subjects already completed in accordance with Kaplan's *Recognition of Prior Learning Policy*.

To transfer between courses, students must apply to Kaplan in writing through the submission of the relevant form available on the Kaplan Professional website. If approved, the student must accept the Offer of Enrolment for the new course.

Complaints and Appeals

Any grievance, complaint or appeal in relation to the implementation of this policy will be managed in accordance with the Grievances, Complaints and Appeals Handling Policy located on the Kaplan website.

Related Policies

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

- Admissions Policy
- Equity and Inclusion Policy
- Grievances, Complaints and Appeals Policy
- Recognition of Prior Learning Policy
- Refund Policy
- Progression 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		Academic		
Responsible Officer		Vice President, Academic		
Implementation Officer		Head of Customer Experience, Head of Operations		
Review Date		June 2029		
Endorsed by:			Approved by:	
Vice President, Academic			Academic Board	
Version	Authored by	Brief Description of the changes	Date Approved:	Effective Date:
1.0	Quality & Standards Group	Unpacking of one document into existing document	01.01.2014	01.01.2014
1.1	Quality & Standards Group	Format and wording changes to align across all businesses	10.04.2015	10.04.2015
1.2	Academic Quality and Governance Team	Policy reviewed for currency. Minor changes made to text for clarity and coherency including the introduction of hyperlinks to enhance user experience. An Implementation Officer introduced to Policy.	01.12.2016	15.12.2016
2.0	Quality, Regulations and Standards team	Full policy review. • Policy statement added • Definitions added • Guiding procedures updated • Enrolment requirements added • Leave of Absence section revised • Complaints and Appeals updated	17.06.2021	29.11.2021
2.1	Quality, Regulations and Standards team	Added "Study Load Determination" section outlining circumstances and process for institution-initiated reduced study load decisions.	18.03.2026	27.03.2026
2.2	Quality Regulation and Standards team	Alignment with restructuring. Minor formatting updates.	N/A	25.09.2026