

# Enrolment Terms and Conditions

Kaplan Higher Education Pty Ltd.



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## Contents

<b>Enrolment Terms and Conditions .....</b>	<b>1</b>
General Terms and Conditions .....	1
Policies and procedures.....	1
Course changes .....	1
Fees.....	1
FEE HELP.....	1
Protection of student fees .....	2
Learning resources.....	2
Special consideration and reasonable adjustment.....	2
Refunds.....	2
Complaints and appeals .....	2
Privacy .....	2
Declaration.....	3



## Enrolment Terms and Conditions

### General Terms and Conditions

These terms and conditions are applicable to all students studying, or applying to study, at Kaplan Higher Education Pty Ltd ABN 85 124 217 670 trading as Kaplan Professional ("Kaplan Professional" or "our"), a registered institute of higher education on the Tertiary Education Quality and Standards Agency National Register of Higher Education Providers (PRV 12030).

NOTE: These terms and conditions relate to the **higher education** courses and programs offered by Kaplan Professional.

These terms and conditions do **not** relate to the **vocational education** programs and courses that Kaplan Higher Education Pty Ltd's related entity, Kaplan Education Pty Ltd trading as Kaplan Professional, offers. The **vocational education** enrolment terms and conditions are accessible via the following link:

<https://www.kaplanprofessional.edu.au/vocational-education-student-policies-and-forms/>.

By submitting an application for enrolment, you will be agreeing to these terms and conditions. If you have any questions about these terms and conditions, please contact our student advice team on 1300 135 798.

Students will be advised of any changes to these Terms and Conditions that may result from a directive of the governing body of Kaplan Professional, or from a change in government legislation or regulation.

### Policies and procedures

All Kaplan Professional students are subject to the policies and procedures that are published on our website at [www.kaplanprofessional.edu.au/faqs/studentpolicies](http://www.kaplanprofessional.edu.au/faqs/studentpolicies).

(See the "**Higher Education**" section of the webpage accessible via the link above).

Students must review these policies and procedures at least annually and ensure they understand and comply with the most up to date version of each policy and procedure.

### Course changes

Kaplan Professional may change course and/or subject dates, course curriculum, tutors or programs at any time, at its discretion, with or without notice to students.

### Fees

All fees for courses and programs of study at Kaplan Professional are as published on our website at <https://www.kaplanprofessional.edu.au>. Kaplan Professional may update these fees from time to time.

These fees include access to the online learning management system, subject notes, additional online learning resources, lectures, discussion forums, assessments and a Kaplan Professional testamur and academic transcript upon completion of the course.

Kaplan Professional may withhold a student's academic transcript(s) and the granting of any testamurs attained by a student if tuition fees or any other fees remain outstanding.

Kaplan Professional's fee schedule can be found on the Kaplan Professional website in the Higher Education fees and allowances section.

### FEE-HELP

A FEE-HELP loan is available to eligible Australian students wishing to study approved courses at Kaplan Professional.

FEE-HELP is a Commonwealth Government loan available to help students paying part or all of their tuition fees. A 25 per cent FEE-HELP loan fee is applied to all FEE-HELP loans for undergraduate subjects. Please refer to our website for more information [www.kaplanprofessional.edu.au](http://www.kaplanprofessional.edu.au).

Students that are accessing a FEE-HELP loan to pay for their tuition fees who wish to withdraw from their subject must do so in writing before the published census date for the subject. Failure to do so may result in the student incurring a debt to the Commonwealth government.

Further information on FEE-HELP loans is available at <http://studyassist.gov.au/sites/StudyAssist>.

## Protection of student fees

Tuition assurance protects students in the event that a program of study provided by Kaplan Professional as an approved FEE-HELP provider ceases to be offered after the course starts but before the course is completed. Affected students may choose either course assurance arrangements or apply to Kaplan Professional for a re-credit of their FEE-HELP or course fee balance, if applicable.

For further information, please refer to our Statement of Tuition Assurance Policy available on our website [www.kaplanprofessional.edu.au/faqs/studentpolicies](http://www.kaplanprofessional.edu.au/faqs/studentpolicies)

## Learning resources

Students may be required to purchase textbooks, workbooks, stationery, software and other required learning materials at an additional cost. Details of prescribed texts, and any other additional costs, are listed in the relevant subject outline(s) available on our website at [www.kaplanprofessional.edu.au](http://www.kaplanprofessional.edu.au).

## 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 has been affected by an incident.

Reasonable adjustment is an adjustment made for students with a disability, condition or special learning needs. An application for reasonable adjustment is generally made at the time of a student's initial enrolment, however, a student can make an application at any time while enrolled at Kaplan Professional.

Further information about special consideration and reasonable adjustment can be found in Kaplan Professional's Assessment Policy and Reasonable Adjustment Policy available on our website [www.kaplanprofessional.edu.au/faqs/studentpolicies](http://www.kaplanprofessional.edu.au/faqs/studentpolicies).

## Refunds

Any refund is made in accordance with Kaplan Professional's Refund Policy available on our website [www.kaplanprofessional.edu.au/faqs/studentpolicies](http://www.kaplanprofessional.edu.au/faqs/studentpolicies).

All students must read the Refund Policy before accepting an Offer of Enrolment into a Kaplan Professional course. Students requesting a refund must do so in accordance with Kaplan Professional's Refund Policy available on our website [www.kaplanprofessional.edu.au/faqs/studentpolicies](http://www.kaplanprofessional.edu.au/faqs/studentpolicies).

Tuition fees are non-transferable to other students or other institutions.

## Complaints and appeals

Kaplan Professional respects students' rights to transparent review of decisions concerning enrolment, assessment, progression and awarding of qualifications. All complaints are treated seriously and managed in accordance with Kaplan Professional's Grievance, Complaints and Appeals Handling Policy available on our website [www.kaplanprofessional.edu.au/faqs/studentpolicies](http://www.kaplanprofessional.edu.au/faqs/studentpolicies).

These Terms and Conditions, and the right to make complaints and seek appeals of decisions and actions under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies.

## Privacy

Kaplan Professional 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 Professional this may result in the student's enrolment being rejected.

Kaplan Professional will handle your personal information in accordance with Kaplan's Privacy Policy, which is available on Kaplan Professional's website [www.kaplanprofessional.edu.au](http://www.kaplanprofessional.edu.au).

Any questions or complaints about the handling of your personal information can be directed to the Kaplan Privacy Officer at [privacy@kaplan.edu.au](mailto:privacy@kaplan.edu.au).

Please visit our website for a copy of our privacy policy available at [www.kaplanprofessional.edu.au](http://www.kaplanprofessional.edu.au).

## Declaration

Upon submitting an application for enrolment to Kaplan Professional, you (the student) declare the following:

- The information provided in your application form is true and complete in every detail.
- You understand that giving false or incomplete information may lead to the refusal of your application or cancellation of your enrolment.
- You have read and understood the course information published by Kaplan Professional 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.
- If requested, you have received guidance from Kaplan Professional about potential eligibility for recognition, advance standing or credit for prior learning.
- You have read and agree to abide by the (Higher Education) policies and procedures published on Kaplan Professional's website under the Student Policies section, which may be subject to updates and additions (including the introduction of new policies and procedures) from time to time ([www.kaplanprofessional.edu.au/faqs/studentpolicies](http://www.kaplanprofessional.edu.au/faqs/studentpolicies)).
- You authorise Kaplan Professional to seek medical treatment should Kaplan Professional or a staff member acting on its behalf consider such action necessary for you while at Kaplan Professional's premises. You agree to indemnify Kaplan Professional for any expense, loss, damage or liability whatsoever suffered or incurred as a result of authorising and arranging such emergency medical treatment.
- You consent to Kaplan Professional handling your personal information (including, but not limited to, information collected during your enrolment) in accordance with Kaplan's Privacy Policy ([www.kaplanprofessional.edu.au/privacy-policy](http://www.kaplanprofessional.edu.au/privacy-policy)).
- You accept liability for payment of all relevant tuition fees and other charges due in connection with your study at Kaplan Professional, including those published on Kaplan Professional's website ([www.kaplanprofessional.edu.au](http://www.kaplanprofessional.edu.au)).
- You agree that course and learning materials made available by Kaplan Professional are subject to copyright which is owned by, or licensed to, Kaplan Professional and that use of authorised copies of learning materials (including those provided through a Kaplan learning resource centre) are for research and study purposes related to the Kaplan Professional qualification you are studying only, and that all obligations and restrictions imposed under copyright, including under the Copyright Act 1968 (Cth), must be complied with at all times.
- You understand that if Kaplan Professional considers (at any time) that your application to study or your enrolment is not genuine or is being used for dishonest or fraudulent purposes, Kaplan Professional may refuse, withdraw or cancel your application or enrolment.
- You agree that any dispute, claim or matter arising in relation to these terms and conditions will be subject to the laws of New South Wales.