

Changes to Enrolment

Kaplan Higher Education Pty Ltd.





Introduction

Scope

This policy is applicable to Kaplan Higher Education Pty Ltd, trading as Kaplan Professional Education (“Kaplan”).

Purpose

The purpose of the Changes to Enrolment Policy is to provide information on the:

- options students have to vary their enrolment patterns
- process students need to follow to vary their enrolment.

Withdrawal or Changing subjects

Students enrolled at Kaplan can apply to change subjects or withdraw from a subject via the relevant [application form](#). Students are advised to speak to a Kaplan representative regarding the process and options available, including potential consequences of the students’ decision – academic and/or financial. Where applicable, Kaplan staff must ensure that any changes to study load fulfils student visa requirements where applicable. If the student wishes to proceed with the change or withdrawal, he/she must complete the relevant form, obtainable [from the website](#).

Where the request is for a change in subject the Kaplan staff member will check to see if there is a place available in an alternative subject that does not clash with the student’s timetable and approve the change. The Kaplan representative will make the necessary changes to subject lists and any fees will be calculated and the student’s academic and financial records updated.

Applications to change or withdraw from a subject must be made within the timeframes stipulated by the relevant Kaplan business and may have financial and final grade implications. Students should speak to a Kaplan representative to discuss these matters for more details.

Deferring or temporarily suspending enrolment

Students wishing to defer or temporarily suspend their enrolment 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 necessitating a return to the student’s home country
- Compelling personal reasons
- Natural disaster.

In most cases a maximum of 12 months can be awarded. Extension beyond this time period is only granted in exceptional circumstances. Students must submit a form to Kaplan requesting to defer or temporarily suspend their studies, together with documentary evidence verifying their situation (for example, a medical certificate) and pay any relevant fees. Kaplan will assess the application and make a decision within seven business days.

Returning students

Students returning to study after an approved period of leave should contact Student Services to confirm their re-enrolment no later than two weeks before commencement of the study period.



New students

New students may defer a program that they have been offered only once, subject to approval by Kaplan and other relevant rules and regulations. Tuition and other fees may change when and if a new offer is generated. The policy of the School is to allow deferment of a formal offer until the commencement of the following intake.

Changing or Withdrawing from a course

Students wishing to withdraw from a course should first speak to a Kaplan representative as this may impact certain students with visa requirements. Students wishing to pursue this avenue are required to complete the [Withdrawal from qualification form](#). Students must ensure that all outstanding fees are paid.

Students who wish to transfer to another Kaplan course should speak to their Kaplan representative.

Appeals

Should a student wish to appeal a decision made by Kaplan, they are advised to review the [Complaints and Appeals Policy](#).

Related policies

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

- Access and Equity Policy
- Complaints and Appeals 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 Student Experience			
Review Date	December 2019			
Approved by				
VP, Academic on behalf of the Academic Board				
Change and Version Control				
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.	1.12.2016	15.12.2016