

**Agile Compliance Training Modules
Terms & Conditions**

Kaplan Education Pty Ltd

Commencement and completion

When enrolling into one of our compliance modules you must complete the online module within the 8 week required timeframe from the date of initial enrolment. If you have not completed the module upon expiry of this time frame your enrolment will be forfeited.

Assessment

You have unlimited attempts at the quiz. At the end of each question attempt you will be provided with feedback that will indicate if you got the question correct or incorrect. You will be provided with the same questions in your next attempts. If you don't complete the quiz within the required completion time frame you can apply for a 4 week extension.

Extensions

If you have not completed the module within the required timeframe from the date of initial enrolment, you can pay for a 4 week extension. You can apply for a maximum of 2, 4 week extensions.

Requests for an extension must be in writing by emailing enrolments@kaplan.edu.au or by phoning Student Services on 1300 662 203.

A full enrolment fee per module will apply for each 4 week extension.

Refunds

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

Special consideration and reasonable adjustment

If you require special consideration regarding the completion of any subject or assessment for reasons including difficulties with the English language or disadvantage due to a medical condition you must make Kaplan aware of the circumstances during your enrolment. Special consideration applications will not be processed once an enrolment has expired. More information is available via our website <http://www.kaplanprofessional.edu.au/faqs/special-consideration-support/> .

If you have an existing condition or special learning need which impacts on your ability to study or to complete assessment, please refer to the 'Assessment Policy' available on the Kaplan website at www.kaplanprofessional.edu.au/Study_Information/Policies .

Appeals and complaints

All complaints are taken seriously and, as such, Kaplan determines to act on any complaint found to be substantiated.

You should refer to the Student Grievance Policy with regards to resolutions of complaints or appeals (including, but not limited to assessment disputes).

Kaplan's 'Student Grievance Policy' can be downloaded via our website at www.kaplanprofessional.edu.au/Study_Information/Policies.

Feedback

Kaplan welcomes feedback at all stages of the learning, training and assessment process. We appreciate comments and suggestions which may enhance your future experience. Please send all feedback to mail@kaplan.edu.au .

Copyright

The Agile Compliance modules are licenced from Savv-e and all Intellectual Property in the Licensed Content remain the sole property of Savv-e.

Privacy Notice

To provide applicants with educational products and services Kaplan requires accurate information which is requested in the enrolment form. Incomplete forms may result in non-accepted applications. The use of any personal information provided is in accordance with Kaplan's privacy policy.

Kaplan's 'Privacy Policy' can be viewed on our website at <http://www.kaplanprofessional.edu.au/privacy-policy/>

Kaplan Education Pty Ltd. ABN 54 089 002 371 trading as Kaplan Professional Education.