

Refund Policy

Kaplan Higher Education Pty Ltd.





Introduction

Scope

This policy is applicable to Kaplan Higher Education Pty Ltd, trading as Kaplan Professional Education (“Kaplan”) and applies to domestic and international students enrolled in Kaplan’s Higher Education programs.

Purpose

The purpose of this policy is to provide guidelines for granting refunds of enrolment fees, cancellation of enrolments and transfer requests.

Notification requirements

Students must apply in writing to Kaplan to request a refund, cancellation, transfer or substitution of an enrolment. Refunds may be granted at the discretion of Kaplan and students will be notified within 14 days of the outcome of their request for a refund, cancellation or transfer. Where FEE HELP is available, students accessing a FEE HELP loan from the Commonwealth Government who wish to withdraw must do so in writing prior to the published census date. Failure to do so will result in you incurring a debt to the Commonwealth Government.

Refund activities

Subject enrolment fees

Students must advise Kaplan that they are withdrawing from a subject enrolment. For subject withdrawals made on or before the census date for the study period of enrolment, students will be entitled to a full refund.

Subject enrolment fees will not be refunded if a student withdraws from the subject after the census date for the study period, except under the following circumstances:

- where the student’s application for enrolment is declined by Kaplan
- by reason or reasons beyond the student’s control, including acts of government authorities, civil strikes and riots, the student is prevented from studying a module or subject where
- Kaplan cancels a subject in which the student has enrolled or where the commencement of the subject or module is postponed for more than four weeks.

Re-mark fees

There are set fees for the remarking of an assessment item. These are outlined in the remark form and include:

- \$150 for remarking of an assessment item
- \$50 for manual remark of 100% multiple choice exam

A full refund of these fees is available where Kaplan identifies that the original marking process for that piece of assessment did not accurately reflect the result of the assessment item.

Subject transfers

Students who have enrolled in a subject can transfer to another subject prior to the commencement of the program without penalty. Students who transfer subjects will also be required to return subject material from the original subject enrolment at the students’ expense. Students who change subjects may not apply for special consideration based on changing subjects alone.

Workshops, short courses or other activities

Kaplan may from time to time run student based workshops, short courses or other course related activities. Where Kaplan cancels one of these activities and a transfer to an alternative activity is not suitable, full fees will be refunded. Kaplan will provide participants 7 days notice of the decision to cancel:

Note: Kaplan will not be liable for any other associated costs such as accommodation or travel costs including flights.

Where a student cancels a workshop registration prior to commencement cancellation fees will apply (see Table 1 for a schedule of refunds based on number of days notice).

If a student is unable to attend a workshop or short course they may transfer to another workshop. In some cases Kaplan will allow a substitution where the original participant is unable to attend. Requests must be received in writing no less the 14 days prior to the commencement of a workshop and only one substitution per enrolment is permitted. Additional copies of any material that have already been distributed will not be replaced. It is expected that the substitute student will obtain the learning material from the enrolled student and read it prior to attending the workshop

Table 1: Cancellation and transfer fees

Cancellation period	Cancellation fee
Up to 22 days prior to commencement	\$100 cancellation, Transfer is available at no cost
Up to 14 days prior to commencement	\$200 cancellation, \$100 transfer
Less than 14 days prior to commencement	No refund, \$100 transfer if places available

Provider default

In the unlikely event that Kaplan defaults, for unforeseen reasons, and is unable to provide a course of study or continue a course of study ACPET will arrange for students to enrol in a similar course of study and receive full recognition for any successfully completed units of study already undertaken. Students will not be charged for any unit they have already paid for.

Payment of refund

Refunds are paid in Australian dollars, within 28 business days from the date the student lodges a written request for a refund of their tuition fees. Refunds for students under 18 years of age will be paid directly to the parent(s) or guardian(s) unless Kaplan receives written approval from them consenting for it to be paid directly to the student.

No tuition fee refund is payable if:

- The student formally withdraws from the program or a unit of study after the census date[^]. In this case the student is liable to pay the full tuition fee and any expenses, costs or disbursements incurred in recovering the tuition fees.
- The terms and conditions of the contract between the student and School are breached.
- The student's enrolment is cancelled by Kaplan.

[^] Tuition Refunds after the census date are given solely at the discretion of Kaplan and only if there are compelling, compassionate or exceptional circumstances, which can be verified.

^ Tuition fee transfers after the program has commenced are solely at the discretion of Kaplan and are only made if the student is more suitably placed in another institutional program for academic reasons.

The following fees are non-refundable:

- Where an initial registration or application fee is applied, this is non-refundable. Once a student submits their once off registration fee, they are unable to apply to have any part of it refunded.
- Fees charged for administrative services (for example, late fees, reprints of transcripts).
- Protection of student fees. Protection of student fees are in place by way of an Australian Government recognised Tuition Assurance Scheme through the Australian Council for Private Education and Training (ACPET).

Enquiries

If you have any enquiries about this policy please contact Kaplan. Information about FEE-HELP Review procedures are located on Kaplan's websites.

Appeals

Please see Complaints and Appeals policy for these details.

Related policies and documents

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

- Access and equity
- Complaints and Appeals
- Statement of Tuition Assurance

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 Operations			
Review Date	September 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 Group	Refinements made to policy to better reflect operating context and Implementation Officer introduced to Policy.	1.09.2016	15.09.2016
1.3	Academic Quality and Governance Group	Late withdrawal fee abolished	1.05.2018	1.05.2018