

Kaplan Professional Enrolment Policy

Kaplan Professional

Enrolment Policy

This policy is current as at 3 September 2018.

Scope

This policy is applicable to Kaplan Education Pty Ltd trading as Kaplan Professional (referred to as 'Kaplan Professional'). The policy applies to all Kaplan Professional students and staff involved in the enrolment of students into Kaplan Professional vocational education courses.

Purpose

The purpose of this policy is to ensure that Kaplan Professional:

- provides prospective students with sufficient information to make an informed choice about the course in which they wish to enrol.
- fully informs students about support and other student related services which can be provided by Kaplan Professional.
- as far as possible, enrolls students in the course most suited to their needs and capabilities.
- as far as possible, any special needs of students are identified and assessed during the enrolment process.
- staff are fully informed about their responsibilities regarding the enrolment and management of students.
- complies with relevant provisions of the *Standards for Registered Training Organisations (RTOs) 2015* (RTO Standards).

Provide full information to the student

Prior to enrolment or the commencement of training and assessment, whichever comes first, Kaplan Professional will provide students with current and accurate information that enables them to make informed decisions about undertaking training. The information provided to students will include, but not be limited to, the following:

- The national code, title and currency of the training product to which the student is to be enrolled.
- Any requirements or pre-requisites the student will need to meet to enter and successfully complete their chosen training.
- Training and assessment, and related educational and support services Kaplan Professional will provide to the student including:
 - estimated duration
 - expected locations at which training and assessment will be provided
 - modes of delivery
 - details of any third party that will provide training or assessment, and any educational and support services to the student on the behalf of Kaplan Professional, if applicable
 - any work placement or job-related requirements necessary for successful completion of the course.
- Kaplan Professional's obligations to the student, including that Kaplan Professional is responsible for the quality of the training and assessment in compliance with these RTO Standards, and for the issuance of the certification documentation.
- The student's rights, including details of the complaints and appeals process.

The RTO Standards, Clause 5.2, specifies the minimum information that must be provided to prospective students prior to enrolment or commencement of a course.

The RTO Standards, Clause 4.1, also specifies information that must be made available to students before they make a decision about purchasing services from an RTO, and should be referred to in regard to this policy.

Fee information

Kaplan Professional will ensure that students receive full and accurate information about course fees and charges, and the student's rights, prior to enrolment or the commencement of training and assessment, whichever comes first, including:

- fees that must be paid to Kaplan Professional
- payment terms and conditions including refunds
- the student's rights as a consumer, including but not limited to any statutory cooling-off period, if one applies
- the student's right to obtain a refund for services not provided if the arrangement is terminated early, or Kaplan Professional fails to provide the agreed services.

Establish student needs and suitability

- Kaplan Professional will provide tools and processes to, as far as possible, ensure that students are enrolled in the course most suited to their needs. This may involve establishing individuals' career goals, job, regulatory or licensing requirements, and overall suitability and capability to undertake the proposed course of study.
- Prospective students will be discouraged from enrolling in courses that are identified as unsuited to their needs or capabilities. In such cases, alternative courses or pathways will be offered where possible.
- Any special support needs of students will be identified at the enrolment stage, if possible, and strategies to meet the needs developed. Students will not be enrolled in a course if it is known that the organisation is unable to provide the support the student needs. If this occurs, every reasonable effort will be made to identify an alternative provider who can meet the student's needs.
- If a student insists on enrolling in a course that Kaplan Professional staff believe is not suited to their needs the circumstances must be noted on the student file.

Student support

- Kaplan Professional will actively seek to identify student support needs as early as possible and preferably at the enrolment stage. Once a student's support needs are determined, access to suitable support services will be provided to enable the student to meet the requirements of the training product, training package or VET accredited course, where reasonably possible.
- Kaplan Professional may require prospective students to undertake an assessment process to determine their support needs. Any processes used to determine individual support needs will be documented and retained on the student's file.
- Educational support may include:
 - Language, Literacy, Numeracy (LLN)
 - technology
 - additional tutorials or other mechanisms such as assistance in using technology for online delivery.
- If the provision of support will attract an additional cost to the student, this cost must be made clear to the student prior to the enrolment being finalised. The student's agreement to any additional cost will be obtained.
- Any limitation to the support that Kaplan Professional can offer to students who have identified themselves as needing additional support, or have been identified by Kaplan Professional as needing support, will be made clear to prospective students prior to the acceptance of their enrolment.

Funding entitlements and obligations

Kaplan Professional will inform prospective students of any government funded subsidy or other financial support arrangements associated with the provision of training and assessment to which the student may be entitled. Students will also be informed of any debt obligation associated with such funding.

Recognition of Prior Learning and Credit

Recognition of Prior Learning (RPL) is an assessment process that assesses the competency(ies) of an applicant which may have been acquired through formal, non-formal and informal learning.

Credit Transfer (CT) is the process of awarding credit for a unit or units of competency (UoC), attained from another Registered Training Organisation (RTO) which are the same as the unit or units of competency in a Kaplan Professional subject or qualification.

Kaplan Professional will advise prospective students of any RPL or Credit opportunities available for the course they are considering.

Unique Student Identifier (USI)

Registered Training Organisations such as Kaplan Professional are not permitted to issue a qualification or Statement of Attainment unless the student has provided a Unique Student Identifier (USI) or Kaplan Professional has obtained a USI on the student's behalf.

To avoid delays in the issue of qualification and Statements of Attainment, students will be requested to provide their USI at the time of enrolment. Once the USI has been provided, Kaplan Professional will verify the number with the USI scheme Registrar.

Certain student and course exemptions exist under the Student Identifiers Act 2014. If this is the case, students will not be required to provide a USI, however if they do not provide a USI they will be unable to access their record of participation and achievement using the USI system. Kaplan Professional will maintain such records in accordance with the requirements of the RTO Standards.

Students' USI and other information will be secured in accordance with the Privacy and Confidentiality Policy.

Confirmation of enrolment

Kaplan Professional will review the student's enrolment application against stated enrolment requirements and advise the student, in writing, once the enrolment has been accepted and finalised. Access to the learning will not be provided to the student until the enrolment has been finalised.

If for any reason Kaplan Professional is unable to accept the enrolment application, the applicant will be contacted and the reasons for the decision will be explained. Any alternative courses or pathways will be discussed with the applicant.

Ongoing student communication

Kaplan Professional will inform students as early as possible if any circumstances arise which may have an impact on the services to be provided.

Student access to records

Kaplan Professional will ensure that current and past students are able to access their records on request. All students who hold a valid USI, and whose results have been reported into the USI system, will be able to access their records through that system. If a student's information is not held in the USI system, they will still be able to access their records by contacting Kaplan Professional.

Related documents

- Access and Equity Policy
- Assessment Policy
- Complaints and Appeals Policy and Procedure
- Credit and Recognition of Prior Learning Policy
- Extension Policy
- Privacy and Confidentiality Policy
- Refund and Transfer Policy
- Student Record Management Policy.

Related legislation and guidelines

- *Standards for Registered Training Organisations (RTOs) 2015* – Clauses 1.7, 3.4-3.6, 4.1, 5.1-5.4.
- Student Identifiers Act 2014.

Version Control and accountable officers

The owner of this policy with responsibility for the implementation and relevant training of is the Head of Operations — Kaplan Professional.

Policy Category	Quality and Standards			
Document Owner	Head of Operations			
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Approved by		Authorised by		
Head of Operations — Kaplan Professional Director — Quality Assurance and Governance		CEO — Kaplan Professional		
Change and Version Control				
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