

Enrolment Terms and Conditions

Kaplan Higher Education Pty Ltd.





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Enrolment Terms and Conditions

General Terms and Conditions

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

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

Policies and procedures

All Kaplan Professional students are subject to the policies and procedures that are published on our website at [Higher Education student policies and forms](#). Students must review these policies and procedures at least annually and ensure they understand and comply with the most up to date version of our policies and procedures.

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 <http://www.kaplanprofessional.edu.au>

These fees include access to the online learning portal, online subject notes, additional online learning resources, online lectures, online discussion forum, assessments and a Kaplan Professional certificate upon completion of the course.

Kaplan Professional may withhold the granting of a certificate attained by a student if tuition fees or any other fees remain outstanding.

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

FEE HELP

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

Please refer to our website for more information www.kaplanprofessional.edu.au.

Students that are accessing a FEE HELP loan from the Australian government who wish to withdraw from their course must do so in writing before the published census date for the course. Failure to do so may result in the student incurring a debt to the Australian government. Further information is available at <http://studyassist.gov.au/sites/StudyAssist>.

Protection of student fees

Kaplan Professional is a member of the Australian Council for Private Education and Training (ACPET). ACPET's Australian Students Tuition Assistance Scheme (ASTAS) protects student fees paid in advance. Tuition assurance is offered to ACPET members approved to offer FEE-HELP loans, such as Kaplan Professional (further information is available at www.acpet.edu.au/members/apply-for-astas).

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 (available on our website at 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 event has been affected by an incident.

Reasonable adjustment is an adjustment made for students with a disability, condition or special learning need. Generally, an application for reasonable adjustment is made at the time of a student's initial enrolment, however, a student can make an application at any time during their enrolment.



Further information about special consideration and reasonable adjustment can be found in Kaplan Professional's assessment policy and reasonable adjustment policy (available at [Higher Education student policies and forms](#)).

Refunds

Any refund is made in accordance with the Kaplan Professional refund policy (available at [Higher Education student policies and forms](#)).

All students must read the refund policy before accepting an offer for entry into a Kaplan Professional course. Students requesting a refund must do so in accordance with the Kaplan Professional refund policy.

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 the Kaplan Professional complaints and appeals policy (available at [Higher Education student policies and forms](#)).

Privacy

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

The handling of any personal information provided to Kaplan is governed by Kaplan's privacy policy which is available on the Kaplan Professional website in the Student Policies section.

Any questions or complaints about the handling of personal information can be directed to the Kaplan Privacy Officer at privacy@kaplan.edu.au.

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

Declaration

Upon submitting an application for enrolment to Kaplan Professional the student:

- Declares that the information provided in their application form is true and complete in every detail.
- Understands that giving false or incomplete information may lead to the refusal of their application or cancellation of their enrolment.

- Has read and understood the course information published by Kaplan Professional and has sufficient information about Kaplan Professional to enrol.
 - Authorises Kaplan Professional to seek medical treatment should Kaplan Professional or a staff member acting on their behalf consider such action necessary for a student whilst at Kaplan Professional premises. The student agrees 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. Understands that information collected during their enrolment will be handled in accordance with the Kaplan Professional Privacy Policy (www.kaplanprofessional.edu.au/privacy-policy).
 - Accepts liability for payment of all relevant tuition fees identified in these Terms and Conditions, including those published on the Kaplan Professional website (www.kaplanprofessional.edu.au).
 - Agrees 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 provided through a Kaplan learning resource centre are for research and study purposes related to the Kaplan Professional qualification they 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.
 - Agrees that any dispute, claim or matter arising in relation to these terms and conditions will be subject to the laws of New South Wales.
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