

Refund Policy

Kaplan Higher Education Pty Ltd.





Scope

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

Purpose

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

Policy Statement

Kaplan offers different payment options such as FEE-HELP and full upfront payments. Payment options are selected by the student during the enrolment process and may be changed upon request by a student during their studies.

Fees apply when a student fails to withdraw from a subject on or before the census date. Kaplan may re-credit or waive fees if special circumstances exist and are approved upon review by Kaplan.

All applications for refunds will be assessed and processed in accordance with the requirements of this policy and with regard to:

- The Tertiary Education Quality and Standards Agency Act 2011 (TEQSA Act)
- The Higher Education Standards Framework (Threshold Standards) 2021, (Standard 1)

Definitions

Census date is the date when students become liable for fees for the subjects that they are enrolled in. This is the last date domestic students can withdraw or change their enrolment without incurring a financial and/or academic penalty.

FEE-HELP, as defined on the Australian Government’s StudyAssist website, is a loan scheme that assists eligible fee-paying students to pay part or all of their tuition fees at a higher education provider for subjects studied as part of an award course. Non-award subject enrolments are not eligible for a FEE-HELP loan.

Study Period is a discrete period within the academic year defined by the periods’ start date and end date where subjects are offered.

Subject is a unit of study in a higher education course.



Guiding Procedures

Notification Requirements

Students who request a cancellation, transfer or substitution of their enrolment must apply in writing to Kaplan to request a refund of any paid upfront tuition fees and/or a remission of FEE-HELP debt on or before the census date for the applicable study period. Refunds may be granted at the discretion of Kaplan and students will be notified within 14 calendar 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 their enrolment must do so in writing prior to the published census date. Failure to do so will result in the student incurring a FEE-HELP debt to the Commonwealth Government. Tuition and administration fees are non-transferable to other students or other institutions.

Refund Activities

Subject Enrolment (Tuition) Fees

Students must advise Kaplan that they are withdrawing from a subject by submitting a “Notification of Withdrawal Request Form” available on the Kaplan website. Students will be entitled to a full refund for subject withdrawals made on or before the census date for the applicable study period. Tuition fees are non-transferable to other students or other institutions.

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

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

In the unlikely event that Kaplan does not commence a student’s subject(s) on the scheduled date, the student will be provided with the following options:

- Enrolment into an alternative subject(s) at no additional cost; or
- Full refund of the tuition fees paid for the subject(s) that have not been delivered.

Re-mark Fees

There are set fees for the re-marking of an assessment item. These are outlined in the “Re-mark request form” and include:

- \$165 for re-marking of an assessment.
- \$55 for manual remark of 100% multiple choice examinations.

A full refund of the re-mark fees is available where Kaplan identifies that the original marking process did not accurately reflect the result of the assessment.

Subject Transfers

Students who have enrolled in a subject can transfer to another subject prior to the commencement of the study period without incurring an academic or financial penalty. Students who transfer subjects will also be required to return any provided 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 conduct 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, a full refund for the cancelled activity will be applied. Kaplan will provide participants with 7 calendar days' notice of the decision to cancel. Kaplan will not be liable for any other associated costs for the cancellation of such activities, for example accommodation or travel costs including flights.

Where a student cancels a workshop registration prior to the commencement of the activity, cancellation fees will apply. Refer to Table 1 for a schedule of refunds based on the number of calendar days' notice.

If a student is unable to attend a workshop or short course, the student may be given the option to transfer to another workshop. Kaplan may allow the transfer of the enrolment for the workshop or short course to another student if the original participant is unable to attend. Requests for a substitution of registration to another student must be received in writing no less than 14 calendar 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.

Table 1: Cancellation and transfer fees

Cancellation period	Cancellation fee
Up to 22 calendar days prior to commencement	Refund less \$100 cancellation fee. Transfers are available at no cost.
Up to 14 calendar days prior to commencement	Refund less \$200 cancellation fee. Refund less \$100 transfer fee
Less than 14 calendar days prior to commencement	No refund for cancellation. Refund less \$100 transfer, if places available

Provider Default

In the event that Kaplan ceases to provide a course of study in which a domestic fee-paying student is enrolled, Kaplan offers tuition assurance protection to these students. Affected students can request to continue their study in a comparable course with an alternative provider, or to discontinue with their studies and obtain a refund for the fees pre-paid but not used.

For students with a FEE-HELP loan, from 1 January 2020 the Australian Government has expanded the Tuition Protection Service (TPS) to include protection for domestic students accessing a FEE-HELP loan at a private education provider.



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, FEE-HELP students will be assisted under the TPS to continue their studies with a replacement provider in an equivalent or similar course or receive a loan re-credit for the units of study they had received a HELP loan for and were undertaking at Kaplan.

Payment of Refund

Refunds are paid in Australian dollars, within 28 calendar days from the date the student lodges a written request for a refund. Refund payments will only be made into the bank account or credit card from which the original payment was made.

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 event, the student is liable to pay the full tuition fee and any expenses, costs or disbursements incurred in recovering the tuition fees.
- The accepted terms and conditions and/or Offer of Enrolment between the student and Kaplan is breached.

[^] Tuition fee 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 by Kaplan.

[^] 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 program for academic reasons.

The following non-tuition fees are non-refundable:

- where an initial registration or application fee is applied
- fees charged for administrative services, for example, late fees, reprints of transcripts.

Enquiries

Students are encouraged to contact Kaplan directly with any enquiries in relation to this policy. Information about FEE-HELP review procedures is available on Kaplan's website.

Complaints and Appeals

Students may appeal the decision of Kaplan by following the process detailed in the Grievances, Complaints and Appeals Handling Policy, available on Kaplan's website. The right to make complaints and seek appeals of decisions and actions under various processes does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies.

Related Policies and Documents

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

- Diversity, Inclusion and Equity Policy.
- FEE-HELP Review Procedures.
- Grievances, Complaints and Appeals Handling Policy.
- Reasonable Adjustment Policy.
- Statement of Tuition Assurance Policy.
- Terms and Conditions of Enrolment.



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	Corporate and Finance			
Responsible Officer	Chief Executive Officer, Kaplan Professional			
Implementation Officer	Head of Operations			
Review Date	December 2023			
Approved by				
Kaplan Australia Finance and Commercial Director				
Change and Version Control				
Version	Authored by	Brief Description of the changes	Date Approved:	Effective Date:
1.3	Academic Quality and Governance Group	Late withdrawal fee abolished	1.05.2018	1.05.2018
1.4	Quality, Regulations and Standards team	Updated to current policy template, including definitions and terminology. Updated information on TPS. Two options are provided to students in the event that Kaplan is not able to deliver a subject on the scheduled commencement date. Complaints and appeals section updated with reference to Australian Consumer Law.	10.03.2021	25.03.2021
1.5	Quality, Regulations and Standards team	Updated provider category to Institute of Higher Education. Updated definition of a FEE-HELP loan.	N/A	13.07.2021
1.6	Quality, Regulations and Standards team	Updated re-mark fees	N/A	24.03.2023