

Changes to Enrolment Policy

Scope

This policy is applicable to Kaplan Business School Pty Ltd, (“Kaplan”).

Purpose

The purpose of the Changes to Enrolment Policy is to provide information on:

- options students have to vary their enrolment patterns.
- processes students need to follow to vary their enrolment.
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Withdrawal or Changing Subjects

Students are advised to speak to a Kaplan Student Experience Officer regarding the process and options available, including potential consequences of the students’ decision, both academic and financial. Where applicable, students must ensure that any changes to study load meets their student visa requirements.

If a student wishes to proceed with the change or withdrawal, they must complete the Notification of Withdrawal or Change of Subject Form, attaching as much evidence to support their application.

Withdrawing or changing subjects may have financial and academic implications.

Leave of Absence

While it is not advised, in some situations students may be required to, or may request to, take leave of absence during a trimester of study.

Students should contact their Kaplan Student Experience Officer if they:

- wish to take leave of absence from class for 5 or more consecutive days; or
- expect to miss the start of any trimester of study.

To apply for leave, students must complete the Leave of Absence Form, attaching all supporting documents to ensure the approval process runs smoothly.

If a student needs to be absent for an extended period and is unable to maintain their academic progress, they should discuss suspending their studies with a Kaplan Student Experience Officer and complete the Application for Deferral & Suspension of Studies Form, attaching all supporting documents. Course suspension may impact the student’s visa and students are advised to seek advice from the Department of Home Affairs on the potential impact to their visa;

Campus Transfer

Students enrolled at Kaplan can apply to transfer their study from one Kaplan location to another Kaplan location. Students are advised to speak to a Kaplan Student Experience Officer about this process and to complete the Notification for Campus Transfer Form.

Course Transfer

Students enrolled at Kaplan can apply to transfer their study from one Kaplan course to another Kaplan course. Normal admissions requirements apply, and students are advised to refer to the [Admission Requirements Policy](#) for more information. Students are advised to speak to a Kaplan Student Experience Officer about this process.

International students who have their course transfer application approved by Kaplan, will be issued with a new CoE showing the new course details.

Compulsory Trimesters

Trimesters 1 and 2 for each academic year are compulsory trimesters. International students are required to undertake a normal full-time study load for each of these trimesters.

Details of normal study loads can be found in the relevant course details on the KBS website at <https://www.kbs.edu.au/future-students/our-courses/> and explained further on the Study Loads for International Students webpage on the KBS website.

Summer Study Breaks

International students may be eligible to apply for a break in their studies for Trimester 3 of the [Academic Calendar](#) if the following conditions are met:

- the student has successfully completed a full-time study load of their course in Trimesters 1 and 2 in the same academic calendar year;
- the student will complete their course within their CoE duration (without extension);
- the student has been satisfactorily progressing through their course; and
- the student has no outstanding fees owing to Kaplan and/or any unreturned library resources.

Trimester 3 will be considered a non-compulsory study period for an international student who meets these requirements, and no tuition fees will be applicable for the summer break trimester. Students should speak to a Kaplan Student Experience Officer and complete the Application to Reduce Study Load Form.

International students still need to complete their course within the duration of their Confirmation of Enrolment (CoE). A summer study break will only be granted for Trimester 3 of the Academic Calendar and students will be expected to resume studies in Trimester 1 of the following year.

Fast Tracking

Students at Kaplan often choose to fast track their studies in order to complete their course in a shorter time than the normal full-time study load.

Students wishing to undertake this option, need to consider the following:

- It is strongly recommended that students not undertake more subjects than for a normal full-time study load in the first trimester of their course;
- International students must always undertake the minimum number of subjects for Trimesters 1 and 2, except if the student falls into one of the categories listed in the “Under Loading” section below; and
- If a student has successfully completed more than the full-time study load requirements for Trimesters 1 and 2, they are allowed to reduce the number of subjects accordingly in Trimester 3.

Students should speak to a Kaplan Student Experience Officer to ensure this option fits in with the student’s study plan.

Under Loading

There are only a few exceptions where international students are allowed to take less subjects in Trimester 1 and Trimester 2 than those indicated as a full-time study load. These are:

- if it is the last trimester of the student's course; or
- for compelling and compassionate reasons; or
- if the subject/s a student needs to complete their course is not being offered that trimester and the student is still able to finish their course within the duration of your CoE.

Students should speak to a Kaplan Student Experience Officer and complete the Application to Reduce Study Load Form.

Deferring, Suspending or Cancelling Enrolment

Students may apply to have their enrolment deferred, suspended or cancelled in the circumstances outlined in this section below. Students should note that Kaplan may also defer, suspend or cancel a student's enrolment where the student has behaved inappropriately (refer to the [Academic Integrity and Conduct Policy](#) for more information), failed to pay their course fees owed to Kaplan or failed to maintain satisfactory course progression (refer to the [Academic Success Policy](#) for more information), in accordance with Part B, Standard 9 of the [National Code of Practice for Providers of Education and Training to Overseas Students 2018](#) ('the National Code'). If Kaplan suspends or cancels a student's enrolment, the student will be informed in writing of Kaplan's intention to do so and the reason(s) for the decision.

Students wishing to apply for their studies to be deferred or temporarily suspended must submit an [Application for Deferral & Suspension of Studies Form](#) to Kaplan, together with documentary evidence verifying the reason(s) for their request (for example, a medical certificate where the reason is related to the student's health or a copy of a death certificate where the reason is related to family death).

Kaplan will assess the application and advise the student of its decision within ten (10) business days.

A maximum of up to two (2) consecutive trimesters may be granted as an approved deferral or suspension of studies by Kaplan. Extensions beyond this time will only be granted in exceptional circumstances. Students should note that all approved deferrals and suspensions will incur a fee as outlined in the [Application for Deferral & Suspension of Studies Form](#).

New students may defer their enrolment only once, subject to Kaplan's prior approval. Kaplan will generally allow new students to defer the start of their course to the following trimester. Students should note that tuition fees and administrative fees may change if, and when, a new offer of enrolment is provided.

International Students

International students wishing to defer or temporarily suspend their enrolment may only do so where they can demonstrate compassionate or compelling circumstances, such as:

- Serious illness or injury to the student;
- Serious illness or death of a close family member necessitating a return to the student's home country;
- Compelling personal reasons, such as a period of bereavement for close family members or other circumstances significantly impacting the student's personal wellbeing;
- Natural disaster or a major political upheaval in the student's home country requiring emergency travel which has impacted on the student's studies; or
- A traumatic experience impacting the student including involvement (or witnessing) a serious accident or serious crime.

A deferral or suspension of enrolment may also be granted where Kaplan has been unable to offer a course pre-requisite unit or subject or if the student has failed a pre-requisite unit or subject and therefore has an insufficient number of units

to be able to enroll.

Students should seek advice from the Department of Home Affairs on the potential impact to their visa. Kaplan will notify the relevant government departments of this change to enrolment, via the Provider Registration and International Student Management System (PRISMS).

Course Withdrawal and Enrolment Cancellation

Students wishing to withdraw from a course should first speak to a Kaplan Student Experience Officer and complete the *Notification of Withdrawal from Course Form*.

Students must ensure that all outstanding fees have been paid to Kaplan at the time of making a request to withdraw from their course. International students should note that course withdrawal will lead to cancellation of their CoE, which may impact the student's visa.

Kaplan will notify the relevant government departments of this change to enrolment, via the Provider Registration and International Student Management System (PRISMS).

Students should seek advice from the Department of Home Affairs on the potential impact to their visa.

Domestic Students

Domestic students wishing to defer or temporarily suspend their enrolment must return to study and complete their course within the maximum course duration, specified within the *Academic Success Policy*.

Returning after an approved suspension of studies

All students returning after an approved suspension of studies should contact Kaplan to confirm their re-enrolment no later than 10 business days before commencement of the trimester.

Complaints and Appeals

Kaplan is committed to resolving any student complaint or grievance promptly, equitably and in a professional manner that respects the privacy of all parties involved.

The internal Student Complaint Process, which is confidential and can be accessed free of charge, involves an informal discussion, a formal complaint and review, and an appeal. This process will not affect a student's outcome, academic or otherwise. If the student is not satisfied with the decision, then the student can appeal externally through the Overseas Student Ombudsman (www.ombudsman.gov.au/) or the Office of the Training Advocate (SA only) (www.trainingadvocate.sa.gov.au/).

For more information and detail, students should contact the Student Experience team or refer to the School's "*Complaints and Appeals Policy*", currently available at: www.kbs.edu.au/current-students/student-policies.

Related Legislation and Policies

As a registered provider, Kaplan operates under strict laws and regulations. Policies and procedures are in place to ensure compliance with such laws.

Below, please find the most relevant legislation, policies and procedures which apply to this policy:

- Tertiary Education Quality and Standards Agency Act 2011 (TEQSA Act)
<https://www.legislation.gov.au/Details/C2017C00271>
- Higher Education Standards Framework 2015 <https://www.legislation.gov.au/Details/F2015L01639>
- Tertiary Education Quality and Standards Agency (Information) Guidelines 2017
<https://www.legislation.gov.au/Details/F2017L00630>

- Education Services for Overseas Students Act 2000 (ESOS Act 2000)
<https://www.legislation.gov.au/Details/C2018C00210>
- Education Services for Overseas Students Regulations 2001
<https://www.legislation.gov.au/Details/F2016C00681>
- National Code of Practice for Providers of Education and Training to Overseas Students 2018
<https://www.legislation.gov.au/Details/F2017L01182>

Other Kaplan policies and/or procedures associated with this policy (to be found at following link:
<https://www.kbs.edu.au/current-students/school-policies/>):

- Access and Equity Policy
- Academic Success Policy
- Academic Integrity and Conduct Policy
- Study Load for International Students – Information Sheet
- Complaints and Appeals Policy
- Refund Policy

Version Control and Accountable Officer(s)

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(s)		General Manager, National Operations		
Review Date		June 2020		
Approved by		VP, Academic on behalf of the Academic Board		
Version	Authored by	Brief Description of the changes	Date Approved	Effective Date
1.1	Academic Quality & Governance Team	Change of nomenclature in policy to reflect retitling of the Holiday Leave form.	03.12.2015	17.12.2015
1.2	Academic Quality & Governance Team	Policy reviewed for currency. Minor changes made to text for clarity and coherency including the introduction of hyperlinks to enhance user experience. An Implementation Officer introduced to Policy.	01.12.2016	15.12.2016
1.3	Kaplan Business School and Standards and Quality Group	Policy content reviewed to ensure alignment with practice, including the removal of superfluous, process information and content restructured to enhance coherency.	14.06.2017	29.06.2017
2.0	Kaplan Business School and Academic Quality & Governance Team	Policy content reviewed and aligned with current practice and the changes to the ESOS Act.	08.03.2018	09.03.2018
2.1	Kaplan Business School and Quality, Regulations and Standards Team	Policy reviewed and updated to clarify study loads, contacts for students when applying for leave, withdrawal, transfers. Added information on compulsory trimesters, fast tracking, under-loading. Updated policy with relevant legislation and policies.	05.06.2019	11.06.2019

2.2	Kaplan Business School in collaboration with the Quality, Regulations and Standards Team	Removed from “Summer Study Breaks” the requirement for students to submit an application to reduce study load for T3, attaching a copy of their agreed study plan, and replaced with “ <i>Students should speak to a Kaplan Student Experience Officer and complete the Application to Reduce Study Load Form.</i> ” for greater consistency and clarity.	04.09.2019	09.09.2019
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