

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.

Definitions

Cancellation	means the termination of a student’s enrolment(s) with Kaplan that is initiated by Kaplan.
Compassionate and compelling circumstances	means circumstances that may negatively impact a student’s study, including but not limited to serious illness or injury, bereavement of close family members, major political upheaval or national disaster in their home country, or a traumatic experience such as a serious accident or crime.
Compulsory study period	means one in which the student must enrol unless granted a deferment, suspension from enrolment or leave of absence under National Code 2018 - Standard 9 (Deferring, suspending or cancelling the student’s enrolment). A compulsory study period does not include those in which the student can elect to undertake additional studies.
Confirmation of Enrolment (CoE)	means a document issued by education providers to verify the international applicant’s enrolment in a specified program.
Course fees	means the total tuition and non-tuition fees paid by or on behalf of a student and may apply to a current or future study period.
Deferral	means postponing commencement of a program for a specific period of time. It may be initiated by the student (e.g., compassionate and compelling circumstances) or by the provider.
Enrolment	means acceptance by the provider that the student is now progressing toward the completion of the program requirements. The period of enrolment includes scheduled breaks between study periods.
International student	means a person who holds or intends to hold a student visa with rights to study in Australia.
PRISMS	means the Provider Registration International Student Management System (PRISMS) is an Australian Government secure online system that allows providers to issue Confirmations of Enrolment (CoEs), and that government agencies use to monitor student compliance with visa conditions and educator provider compliance with the ESOS Act 2000.
Study period	means a discrete period of study within a program, namely term, semester, trimester, short course or similar or lesser duration, or as otherwise defined by the registered provider as long as that period does not exceed six months.

Student management system (SMS)	means the system used to record a student’s personal information and results.
Suspension	means pausing a commenced course for a specific period of time. It may be initiated by the student (e.g., suspension of studies) or by the provider (e.g., misconduct).
Withdrawal	means terminating a course enrolment that is initiated by the student.

Policy Principles and Guidelines

Withdrawal or Changing Subjects

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

During the enrolment period, students may make changes to their subject enrolments directly in the student portal. After the enrolment period has ended, they must submit a request for *Late Subject Withdrawal* via the student management system.

Withdrawing or changing subjects may have financial, professional 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 a leave of absence from class for five or more consecutive days; or
- expect to miss the start of any trimester of study.

To apply for leave, students must submit a request for *Leave of Absence*, 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 submit a request(s) for *Suspension (Post-commencement)* and/or *Special Consideration*, attaching all supporting documents. Course suspension may impact on the student’s visa and students are advised to seek advice from the Department of Home Affairs on the potential impact on 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 submit a request for *Campus Transfer*.

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 Policy](#). Students are advised to speak to a Kaplan Student Experience Officer about this process as a course transfer may affect the expected duration of their course.

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

All trimesters in each academic year are compulsory. International students are required to undertake a normal full-time study load in each study period.

Details of annual 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 are explained further in [Study Loads for International Students](#).

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 the annual full-time study load of their course in Trimesters 1 and 2 in the same academic calendar year;
- the student has not transferred to a new course in T2 or T3 in the same academic calendar year;
- the student will complete their course within their Confirmation of Enrolment (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 submit a request for *Reduced Study Load*.

International students still need to complete their course within the duration of their 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 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 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. The Kaplan Student Experience Officer will then seek the approval of a senior academic leader for the student’s request to undertake more subjects than a full-time study load. The academic leader’s decision will be determined by several factors, the most prominent of which include the student’s grades in their most recent trimester and the complexity of the subjects into which they intend to enrol.

Under Loading

There are only a few exceptions where international students are allowed to take fewer 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 their CoE.

Students should speak to a Kaplan Student Experience Officer and submit a request for *Reduced Study Load* via the student management system.

Deferring, Suspending or Cancelling Enrolment

Kaplan may defer, suspend or cancel a student's enrolment where Kaplan reasonably believes the student's conduct, including alleged misconduct (pending the outcome of any investigation or legal process), poses a serious risk to the health, safety or wellbeing of the student, staff, or other students.

This may also occur where a student has:

- 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 Standard 8 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code)).

(Refer to the [Academic Integrity and Misconduct Policy](#) for more information),

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 may apply to have their enrolment deferred or suspended in the circumstances outlined in this section.

Students wishing to apply for their enrolment to be deferred or suspended must submit a request for *Deferral (Pre-commencement)* or *Suspension (Post-commencement)* via the student management system, 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 10 business days. All suspension requests will incur a fee that is non-refundable if the application is approved.

A maximum of up to two 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.

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 on 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 subject or if the student has failed a pre-requisite subject.

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

notify the relevant government departments of this change to enrolment, via PRISMS.

Course Withdrawal and Enrolment Cancellation

Students wishing to withdraw from a course should first speak to a Kaplan Student Experience Officer and submit a notification of withdrawal directly in the student portal.

Students must ensure that all outstanding fees have been paid to Kaplan at the time of submitting their notification 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 PRISMS.

Students should seek advice from the Department of Home Affairs on the potential impact on 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 an international student can appeal externally through the [National Student Ombudsman](https://www.nso.gov.au/making-a-complaint) (<https://www.nso.gov.au/making-a-complaint>) and domestic students may contact the [Resolution Institute](https://resolution.institute/web/default.aspx) (<https://resolution.institute/web/default.aspx>).

For more information and detail, students should contact the Student Experience team or refer to Kaplan's [Grievances, Complaints and Appeals Policy](#).

Related Legislation

As a registered education provider, Kaplan operates under certain laws and regulations. Policies and procedures are in place to ensure compliance with the legislative instruments referenced below:

- Education Services for Overseas Students Act 2000
- Education Services for Overseas Students Regulations 2019
- ELICOS Standards 2018
- Higher Education Standards Framework (Threshold Standards) 2021
- National Code of Practice for Providers of Education and Training to Overseas Students 2018
- Privacy Act 1988
- Tertiary Education Quality and Standards Agency Act 2011

Related Policies

This policy should be read in conjunction with the following:

- Academic Calendar
- Academic Integrity and Misconduct Policy
- Academic Success Policy
- Admission Policy
- Grievances, Complaints and Appeals Policy
- International Student Transfer Policy
- Privacy Policy
- Refund Policy
- Study Load for International Students
- Student Record Management Policy

Version Control and Accountable Officer(s)

It is the joint responsibility of the Responsible Officer and Implementation Officer(s) to ensure compliance with this policy.

Policy Category		Academic		
Responsible Officer		Vice President, Academic		
Implementation Officer(s)		General Manager, National Operations		
Review Date		September 2025		
Approved by				
Vice President, Academic under a standing delegation from the Academic Board				
Version	Authored by	Brief Description of the changes	Date Approved	Effective Date
2.6	Quality Regulations and Standards Team	Clarification of Summer Study Break eligibility criteria, Minor wording and formatting changes	29.11.2024	30.11.2024
2.7	Quality Regulations and Standards Team	Inclusion of suspension fee, minor wording and formatting changes	08.01.2025	10.01.2025
2.8	Quality Regulations and Standards Team	Clarified existing grounds for suspension or cancellation of enrolment (including conduct posing a risk to health, safety or wellbeing), with no change to policy intent or requirements.	07.04.2026	08.04.2026
		Reordered section content and improved formatting to enhance readability and logical flow.		
		Updated Overseas Student Ombudsman with National Student Ombudsman.		
		Minor wording and formatting changes.		