

KBS Graduation Information and FAQs

Dates and Venue:

<p>Brisbane Graduation 21 January 2021 Victoria Park (Marquee) Herston Road Herston, QLD, 4006</p>	<p>Adelaide Graduation 2 February 2021 Adelaide Convention Centre North Terrace Adelaide, SA, 5000</p>
<p>Sydney Graduation 28 January 2021 Doltone House Jones Bay Wharf Level 3, 26-32 Pirrama Rd Pyrmont NSW 2009</p>	<p>Melbourne Graduation 4 February 2021 Marvel Stadium (Victory Room) 740 Bourke Street Docklands, VIC, 3008</p>

Event Information

A graduation ceremony that recognises your wonderful achievements is a key part of your journey at KBS. As such, we've been determined to bring you the celebration you deserve. COVID-19 means that your Graduation Ceremony will look different to normal, but we're ready to make it a special event for you.

Check out the key details of our exciting, new ceremonies being host in January and February 2021:

- > Reduced graduate ticket to \$50, which includes two free guests, so you can celebrate with friends and family;
- > It's a seating only event, ensuring everyone in the venue remains safe;
- > The most robust and strictest COVID-19 safe measures will be implemented;
- > Unique, intimate format where you have a 1.5 hour timeslot to book in advance, with up to 40 graduates in each timeslot;
- > All the important parts remain; you'll be gowned, have a procession, photos with you family and friends, and enjoy a celebratory drink.

Schedule of Ceremony

Below is an example ceremony schedule for the 9am – 10:30am timeslot:

8:45am – 9:00am: Arrival and Check-in

- > Please ensure you arrive 15 minutes early for your allocated timeslot so we can complete your registration and COVID-19 safe check-in.

9:00am – 9:15am: Gowning and Welcome

- > Guests take their allocated seats, graduates are gowned and line-up for the ceremony.

9:15am – 9:45am: Graduation Ceremony

- > A short ceremony takes place, including a short speech and a photograph on stage.

9:45am – 10:05am: Table Celebration

- > A moment to celebrate on your table with friends and family.

10:05am – 10:30am: Return of Gowns

- > Students return their gowns before moving to the photography area.

10:30am – 11:00am: Photography

- > We have a designated space to take photographs with our roaming photographer.

Ticket Pricing

- > \$50 per ticket - includes gown hire, entry for the graduand and 2x guests;
- > Please note that there is no physical ticket, there will be a registration desk on the day where you need to check-in.

Free Tickets

Some students have earned their graduation ticket free of charge due to their contributions to the Kaplan community and/or level of academic performance. Eligible students include:

- > Graduating Student Ambassadors;
- > Average HD Level Students;
- > Kaplan Graduating Staff.

Photographer

A professional photographer will take event photography and individual and family portraits on the day at no extra cost. You will receive the download link by email within five weeks after your ceremony.

Due to social distancing restrictions and to ensure COVID-19 safe practices, no group photos will be taken on the day, however, you will be able to take photos with your close family and friends.

If you don't want your photo taken, please let us know by emailing graduation@kbs.edu.au with your student number.

Frequently Asked Questions

General Questions

How has the graduation ceremony changed from previous years?

Due to the impact of COVID-19 on large scale events, the KBS Graduation has been adapted to ensure our graduates are able to celebrate their outstanding achievement with their friends and families in a COVID-19 safe environment. As such, the following changes have been made:

- > Ceremonies are capped to a max of 40 graduates and their two guests;
- > Ceremonies have been shortened to 1.5 hours;
- > Attendees must be seated when consuming any food and beverages.

How do I sign up?

You can sign up on Calendly via the following links:

- > Sydney: <https://calendly.com/kbsgraduation/sydneygraduation>
- > Melbourne: <https://calendly.com/kbsgraduation/melbournegraduation>
- > Adelaide: <https://calendly.com/kbsgraduation/adelaidegraduation>
- > Brisbane: <https://calendly.com/kbsgraduation/brisbanegraduation>

Simply choose your preferred timeslot, fill in your details, and confirm your selection. You will then receive a confirmation email where you will find information on how to make a payment via either bank transfer or credit card.

How do I change my graduation time slot?

You can change your graduation timeslot from your confirmation email. Simply scroll down and click on Reschedule to select another timeslot. Please note we have a strict capacity on timeslots, so be sure to check other times are available before changing.

My preferred time slot is not available, but I want to graduate with my friend. Can I come anyway?

Unfortunately, to guarantee the safety of everyone involved and maintain COVID-19 safety precautions, the number of attendees for each time slot is strictly limited and no last minute or on the day changes will be allowed.

How many guests can I bring?

Due to limits on the total number of people allowed in the venue at any one time, each graduate can only bring a maximum of 2 guests. This number includes children and babies. Guests will not have to purchase a separate ticket.

Can I bring my kids?

Yes, children and babies are welcome to attend, however, due to limits on the total number of people allowed in the venue at any one time, children count towards your 2 guests per person.

My guest numbers have changed, what should I do?

If your guest numbers change, as long as the total number of guests does not exceed 2 guests per graduate, there is no need to update your registration.

Why can I only bring two guests?

To guarantee the safety of everyone involved and maintain COVID-19 safety precautions, as well as to follow the guidelines and restrictions of each venue, no more than two guests per person will be allowed at this event. We'd recommend other friends and family to watch the ceremony via live-streaming on Facebook.

I'm currently overseas and unable to return to Australia, when will my graduation be?

If you are currently overseas or otherwise unable to attend the current graduation ceremony, please let us know by emailing graduation@kbs.edu.au. You are welcome to register for future graduation ceremonies which are generally held every 8 months.

Can I request an invitation letter for my overseas guests/my visa application?

As the Australian borders are currently closed to international visitors, we are unable to provide invitation letters for overseas guests or students. We strongly suggest contacting a registered migration agent for further visa or travel-related enquiries.

What is the registration deadline for the 2021 Graduation?

The deadline to register and pay is 18 January 2021.

Payment & Refunds

I need a tax invoice for the graduation fee, how can I get one?

Please email graduation@kbs.edu.au with your student ID. Tax invoices are not emailed to students unless requested.

I previously paid \$150 or more for my graduation ticket, can I get a partial refund?

Yes. Please email your payment receipt and student ID number to graduation@kbs.edu.au.

If I paid for my graduation, but I can no longer attend – will I get a refund?

We have a no refund policy. If you still feel a refund should be given, please email graduation@kbs.edu.au with your student number and reason and we will assess exceptions on a case-by-case basis.

How do I make a payment?

If you have selected to pay by Credit Card, please visit the following website: <https://www.kbs.edu.au/fee-payment-portal/>.

If you've selected bank transfer, please use the details below and attach a copy of your receipt to graduation@kbs.edu.au.

Account name: Kaplan Business School (Deposit)
Bank: HSBC Bank Australia Limited
Swift Code: HKBAU2S
Branch address: 28 Bridge Street, Sydney, NSW 2000
BSB: 342-011
Account number: 461498-163

PLEASE NOTE: If you do not make payment, your ticket will not be secured.

COVID-19 Safety

Why are you doing smaller events despite my state's restrictions easing?

Due to the unpredictable nature of the COVID-19, and to ensure the safety of all attendees, KBS has decided to host small scale events which are able to be delivered with current restrictions and are less likely to be cancelled should restrictions increase by January/February 2021. The safety of our community is our number 1 priority, so at all times, we will err on the side of caution when it comes to COVID-19 safety measures.

What if restrictions worsen in my state?

Australia has handled the situation with COVID-19 very well so far, but as we have seen in many countries, we all must remain vigilant to ensure we're keeping our community safe. We are continuing to monitor restrictions in each state daily and will ensure our events comply with all state and national regulations and restrictions. If the restrictions worsen to a point where we can no longer run our ceremonies, we'll keep our community informed and ensure there are rescheduled events and refunds available for tickets purchased.

What about the event in Melbourne? Their current restrictions don't allow for an event of this size.

We are closely following the Victorian Government's roadmap for reopening. With our event not running until February, we are confident of running a COVID-19 safe event for our guests. Many of the changes we've implemented for these new ceremonies have been made in-line with all Government restrictions and we've paid particular attention to the situation in Melbourne. We'll continue to keep our students informed, but at this stage we will be able to run these events in Melbourne in February.

What COVID-19 safety measures will be taken on the day?

It's crucial that all ceremonies are safe events for all those who attend. That's why we've implemented extensive COVID-19 safety measures that everyone must abide by on the day. Please see an outline of these below:

- > Venue Check-In: All attendees will be required to check in at the venue;
- > Social distancing: Event signage will prompt you to remain 1.5 meters away from others at all times and in all areas, including elevators, building lobbies and bathrooms;
- > Hygiene practices: You will have access to, and are encouraged to frequently use, hand sanitiser and disinfectant wipes;
- > All seating event: All ceremonies are seating only events to ensure distances between guests are adequate at all times;
- > Physical contact: We have removed any forms of physical contact from the ceremony (handshakes) and encourage all guests to avoid physical greetings with staff, fellow students or guests;
- > Cleaning: Between each timeslot we have allocated between 30 - 60 minutes for extensive cleaning of the venue, with a focus on high touchpoints;
- > Masks: Face masks are optional at this stage, but we do welcome guests wearing these. Some staff may also be wearing masks;
- > COVID-19 marshals: All venues will have COVID-19 marshals who will continuously monitor that all our safety measures are being adhered to by staff and guests alike;
- > State and federal regulations: Kaplan and our venues will continually monitor state and federal regulations to ensure our events comply with all the latest COVID-19 safety regulations and practices. For that reason, the above is subject to change.

One of my guests or I are not feeling well, what should I do?

If you have any of the symptoms on this list, or you feel you may have been exposed to COVID-19 and as such are concerned about your health, please contact your local health professional immediately or call Healthdirect on 1800 022 222 to receive a health assessment by a registered nurse – please do not attend the graduation ceremony for your own and other people's safety. Further information is also available at www.health.gov.au.

I don't feel comfortable attending this ceremony, can I attend a future ceremony?

Yes, you are welcome to register for future graduation ceremonies should you wish to graduate at a later date. Graduation ceremonies are generally held every 8 months.

On the Day

How do I change my graduation time slot?

You can change your graduation timeslot from your confirmation email. Simply scroll down and click on Reschedule to select another timeslot. Please note we have a strict capacity on timeslots, so be sure to check other times are available before changing.

My preferred time slot is not available, but I want to graduate with my friend. Can I come anyway?

Unfortunately, to guarantee the safety of everyone involved and maintain COVID-19 safety precautions, the number of attendees for each time slot is strictly limited and no last minute or on the day changes will be allowed.

What happens if I am running more than 15 minutes late?

If you're running more than 15 minutes late, you will not be permitted into the premises and your graduation will be moved to the next available timeslot if there are spaces available. Due to the quick turnaround times of each event, we will be strictly adhering to the scheduled times. For that reason, it is vital you arrive to the venue in time for your ceremony.

What if my guests and I will be arriving at different times?

Your guests will simply need to quote your student number at the registration table and we will be able to check them in. If they arrive 15 minutes after the allocated start time, they will not be allowed entry.

What do I need to wear on the day?

The dress code is smart casual. It is recommended for males to wear a button up shirt as this will help with your graduation gown. It is recommended to wear comfortable shoes as you will be walking up on stage when your name is called for a photo opportunity and to receive your graduation scroll.

If my gown or mortarboard doesn't fit me, will there be spares available?

It's best to ensure you select the correct size using the measurements provided on the registration form. There will be limited spares available, so we cannot guarantee that we have what you request on the day.

I'd like to keep the gown and mortarboard for longer to take photos, can I do that?

Due to time constraints, your gown and mortarboard will need to be returned at the end of the ceremony and cannot be taken outside the premises.

What colour will my graduation sash/stole be?

- > Red for Diploma students;
- > Yellow for Undergraduate students;
- > Blue for Postgraduate students.

Where will I sit?

You and your guests will be seated at a designated table together for the length of the ceremony. Due to COVID-19 safety precautions, you must remain seated at this table and not swap with anyone else.

Can I sit with my family/can my family sit with me?

Yes, you and your guests will be seated together for the length of the ceremony.

Can I sit next to my friend who is also graduating?

Unfortunately, in order to maintain a COVID-19 safe environment and ensure all students can sit with their guests, seating is pre-arranged, and no changes can be made on the day.

Will there be food?

Unfortunately, in order to maintain a COVID-19 safe environment and to abide by the venues' own regulations, no food will be served during the day, however, you will be able to have an alcoholic or non-alcoholic toast with your guests on the day.

How will my friends and family be able to view the live broadcast of my ceremony?

Your friends and family will be able to watch a live broadcast of the ceremony on our Facebook page.

If I have already collected my testamur, what am I getting on the day?

We do not hand out the testamurs on the day of graduation to avoid them being damaged or misplaced. Feel free to bring it with you if you'd like to have photos with your testamur in your academic gown. On the day, you will receive a customised KBS scroll with a completion letter inside.

Can I buy KBS branded graduation merchandise on the day?

No additional merchandise will be available for purchase on the day, however as part of your graduation ticket you will receive a special KBS gift when you return your gown after the ceremony.

For all other enquiries, please email graduation@kbs.edu.au with your student number and we will contact you directly.

We look forward to seeing you at your graduation ceremony!