



Frequently Asked Questions

General questions

Q: What is KHUB?

A: KHUB is an online web-application that KBS students can use to enrol into subjects and change their personal details. We will continuously add and improve KHUB in the future to include additional features.

Q: What is the benefit of using KHUB rather than completing paper-based subject enrolment forms?

A: There are a number of benefits:

- Your subjects are confirmed immediately, assuming you can pay directly by credit card.
- You see which subjects you have already completed and which are still outstanding.
- The subjects you need to complete are ordered by level of priority.
- You can come back and change your subjects at any time until the end of the enrolment period.
- You can easily update your contact information at the same time.

Q: I cannot remember my login name or password.

A: KHUB uses the same login details as the computers on your campus (student ID + password). Your login name is your 6-digit student ID. If you have forgotten your password, you can reset it yourself using the link provided on the KHUB login page or you can contact your local student experience team. Please note that the reset password tool will only work if you enter your full Kaplan email address as user name, e.g. 123456@kaplanstudent.edu.au

Q: Where can I find the important dates for subject enrolments?

A: The dates are communicated to you in a number of ways:

- Shown on your KHUB dashboard, directly after login
- Via email, from the student experience team
- Announced on the KBS website
- On MyKBS, your learning portal

Q: I don't understand how KHUB works. Where can I get help?

A: In addition to this FAQ, we also offer short video clips to help you navigate KHUB. If there is still anything that is unclear, your local student experience team will be more than happy to guide you through KHUB.

How to login to KHUB:

<https://vimeo.com/288467304/0dfefc9489>

KHUB Dashboard:

<https://vimeo.com/288467290/bf840b9888>

How to select subjects in KHUB:

<https://vimeo.com/288467322/e04d803347>

How to pay for your subjects in KHUB:

<https://vimeo.com/288467316/869fef752d>



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Q: KHUB seems to be very slow. Is there anything I can do?

A: KHUB is an Internet application and therefore could be influenced by many different things. Sometimes it will load things slowly or maybe even disconnect whilst loading. In general, most issues should be able to be fixed by just refreshing your browser or logging out and logging back in again.

Profile information

Q: Can I use KHUB to update my contact details at any time, even if it is not an enrolment period?

A: Yes, if your profile details change at any time please login to KHUB and update the information as needed. This can be done at any time. You do not need to submit the *Change of Personal Details form*.

Q: Some of my personal information displayed in KHUB is wrong.

A: Personal information such as your address, phone number, email address, passport and visa can all be updated by you at any time. If you find incorrect information captured that you are not able to change yourself (e.g. your surname or chosen course), then please contact your local student experience team.

Q: I have confirmed my personal details are correct in previous trimesters, why do I have to do this again?

A: Each enrolment period KBS asks all students to update (if necessary) and confirm their profile information. This ensures that we have the most up to date contact information available on record.

Q: I cannot fill out all mandatory fields in the 'Profile' section. Can I still select my subjects and enrol?

A: No, mandatory fields are required to be filled out before you can select your subjects. If this information is not applicable to your specific situation (e.g. "State" in your home country is not normally used) then you can enter "NA" for "Not applicable".

Subject selection

Q: I don't understand why a specific subject has a higher priority compared to others.

A: KHUB calculates the subject priority and recommendations based on your specific course progress and the subject offerings in the upcoming trimesters. For example, if a specific subject is



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only offered once per year, it will get a higher priority. If you don't follow the recommended pathway, you might not be able to complete your course in time.

Q: The subjects available to me for selection are not correct.

A: This is unlikely to happen, however if you think KHUB is showing you the wrong subjects please check with your local student experience team and we can confirm if correct subjects are showing.

Q: How can I get more information about which subject to select?

A: KHUB lists subjects in order of priority and highlights 'recommended' subjects. The recommended subjects are the subjects that a SEO would encourage you to take, but you are not forced to follow the recommendation. Priorities are individually calculated based on your specific course progress. Within the course, there are subjects you have to complete at certain points in time. If you want more information about a specific subject, you can click on the "i" icon to get further details.

Q: If more than one class is offered for the same subject, how do I select my preferred time?

A: If you click on a subject during your subject selection process, KHUB will assign you to the first available class offered at your campus. If there is another class time offered that suits you better, you can simply click on the relevant class in the displayed timetable to change it. Most classes only have one class time.

Q: I have already enrolled in subjects, but now I want to change them. What should I do?

A: Whilst students are encouraged to not change subjects once teaching has begun, you will be able to do so until the end of teaching week 2 for International students or until census date for domestic students. Log in to KHUB, go to the 'Subject & timetables' section and make a different subject selection. You will not need to pay any additional fees if you just swap subjects.

Q: I see that there are 'online' classes offered for MBA subjects. I am not doing an online MBA, can I still select them?

A: Yes. Whilst we encourage students to make use of the additional benefits that face to face classes offer, in some situations it is possible for you to undertake an online class instead. International students on a student visa have certain government mandated restrictions, so please ask your local student experience team if you need further details.

Q: Whilst completing my subject selection I have been disconnected from the Internet. What should I do now?

A: In most situations you should be able to continue directly from where you left off. Just log back into KHUB and continue the process. One exception would be if you already paid via credit card, in which case you should check with your local student experience team to see if the payment came through.



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Payment

Q: Can I pay for my subject selection using multiple payment methods in the same transaction and/or multiple credit cards?

A: No, KHUB supports one payment type per transaction. If you are wishing to pay in multiple ways in the same trimester, please arrange this prior to subject enrolments by speaking to your local student experience team.

Q: Why do I have outstanding debt displayed on the payment page?

A: KHUB directly connects to our finance system and considers all financial transactions of your course enrolment. For example, you might have an outstanding fee from a previous trimester. To get more information about your financial balance you can contact your local student experience team.

Q: I have credit and/or prepaid subjects on my account. Will I be able to use KHUB?

A: Yes. KHUB will recognise the subject price for your prepaid subjects and any credit that is on your enrolment account.

Q: I have a scholarship. Will I be able to use KHUB?

A: Yes. KHUB will recognise your individual scholarship and provide you the relevant discounted subject rates.

Course progress and grades

Q: If I want to see my course progress and grades, can I use KHUB to do this?

A: Yes, you can. In the KHUB menu on the top left-hand side you will see the *Progress and Results* heading. If you click on this link you it will display your course structure including your progress and the final grades you have achieved for completed subjects. You will be able to visit KHUB at any time to have a look at it. Please note KHUB will only display your final subject grade, in-trimester assessment marks will only be available in MyKBS.