



Kaplan International Pathways Australia

COVID-19

Update: 4.00pm, 1 July 2020

Agent FAQs

In these unprecedented times, the global landscape may have changed but Kaplan Australia/New Zealand's commitment to our valued partners and, most importantly, our students has grown.

It is in times such as these that our history, our commitment to our values and culture and our significant financial strength allows us to focus on the things that are most important to the long-term success of our business and reinforces our commitment to doing the right thing. Kaplan's local and global reputation for deep and trusted relationships remains at the core of our success. These deep and trusted relationships ensure we are held accountable to the commitments we have made to you and those we will make with you going forward.

In line with the University of Adelaide, the College transferred all on-campus classes to an online learning environment on Monday, 23 March and this will continue for the remainder of the 2020 Academic Year and for the duration of Semester 1, 2021. This will allow students to continue with their studies until they are able to travel.

Our online learning programs have enabled us to continue to deliver our globally recognised education, with industry leading student support. Online teaching is not new to Kaplan. We have been delivering online subjects and courses to thousands of students for many years. There is no doubt that COVID-19 has caused us to rapidly pivot in some of our businesses from our traditional face to face delivery mode into a complete online capability, at least for the duration of our social distancing and self-isolation restrictions. In those businesses, our online delivery will continue to evolve and improve as we listen to and learn from our students' experience and we become more familiar with our 'new normal'.

In an environment of uncertainty and great change, Kaplan remains a safe, trusted and strong partner in which you and your students can continue to be completely confident in our ability to support and guide our students to long term academic success. Our dedicated team of student recruitment professionals remain your primary source of information and support and we encourage you to continue to engage them at this unprecedented time.

Please find below some common questions and answers that may be of assistance in your understanding of COVID-19 and its impact on the University of College Adelaide.

Is it safe to be in South Australia?

Absolutely! South Australia enjoyed 30 days with no new cases was reported. There is now one active case, which was a returned citizen who acquired the virus offshore. You can see the most up to date, official information [here](#).



Will you be commencing and delivering all programs online for the remainder of 2020?

We are committed to proceeding with all programs and intakes as advertised. While borders remain closed, orientation, registration and delivery will be offered online.

Once face to face classes are able to resume, offshore students will be required to travel to Australia to continue their studies as soon as possible. We understand that for some students this may take some time, noting they will still need to apply for their visa. With our commitment to online delivery for the remainder of the 2020 Academic Year (concluding in February 2021), this will allow students to continue with their studies until they are able to travel.

Will you be continuing online delivery for 2021?

We are committed to online delivery for Semester 1, 2021. Due to the varied delivery models we have across programs, at this stage, we can commit to online delivery of the following programs:

- Foundation Studies Program (includes Foundation Studies commencing in March and April 2021)
- Degree Transfer Program – Business/Commerce stream students
- Degree Transfer Extended Program – Bridging semester for all streams
- Pre-Master's Program – semester one of the two semester program only

We will announce online availability of the remaining programs, as soon as possible.

When are you returning to face-to-face study?

We are delighted to announce that face-to-face teaching will recommence in Semester 2, 2020. Students already in Adelaide can return to campus and enjoy our newly refurbished Grenfell Street campus. A comprehensive and careful return to campus plan has been developed in collaboration with the University of Adelaide to ensure our community remains happy, healthy and safe. Adelaide-based students are expected to attend the face-to-face classes, unless they have compelling circumstances that require them to attend online classes. The campus reopened in early June to assist and support our students. Our return to campus plan includes a comprehensive program of social distancing and hygiene measures in alignment with South Australia's COVID Safe Plan and the gradual easing of local restrictions. Those students who are studying interstate or offshore can continue to study online.

What type of Assessments will students be completing while studies are being completed online?

Assessments that students will undertake while studies are being completed online will involve the submission of these through the online Learning Management system. Such assessments could include the use of the LMS to carry out quizzes, tests, group work, presentations, video submissions, reflective journals, projects and, examinations.



Students in each program have their own unique needs and circumstances. We will continue to communicate with each group of students to advise how their studies will progress. Please advise them to check their emails on a daily basis for possible updates. Assessment structures will be set up to support student success.

Is the College open?

Yes. We reopened the College on June 1, with limited student services available, by appointment. We will resume face-to-face teaching at the commencement of Semester 2, in July 2020.

Can my student commence or continue their studies online from their home country, without travelling to Australia?

Yes. Students can register, complete orientation and commence, from their home country.

If my student commences or continues study online, do they need to return to Australia?

Students will be required to return to Australia to continue studies, as soon as practically possible.

If my student commences online from their home country and their visa is rejected once borders reopen, what refund policy would apply?

Visa Refusal

Where a student visa application is refused by the Department of Home Affairs before the published program commencement, all unspent tuition fees will be refunded, less the Enrolment Fee as outlined in the "Offer of Admission" (the "Agreement").

The following fees/refunds are available to students in relation to their visa being refused:

Visa Refusal	Refund	Additional Costs Refund
Visa is refused prior to agreed program commencement date*	Full refund of tuition fees, less Enrolment fees.	100% refund of additional costs paid excluding enrolment fee and services used.
Visa is refused after the agreed program commencement date*	Refund of all unused tuition fees** from date of written notification received by the College less the Enrolment fees.	100% refund of additional costs paid excluding enrolment fee and services used.
Approval of an Australian Student visa is delayed beyond the student's control.	100% refund of tuition fees paid.	100% refund of additional costs paid excluding enrolment fee and services used.

*Note: When applying for refunds based on visa refusal, the letter of refusal from the Department of Home Affairs must be attached to the Refund Application.

Please refer to the section on Visa Refusals from UoAC's Refund Policy for the full terms and conditions. The policy can be found [here](#).



Will students still be able to register if they have missed the deadline for confirming the online study?

Depending on which cohort, as many cohorts are already underway. These will be considered on a case by case basis. Please contact collegeservices@adelaide.edu.au

If students are dissatisfied and wish to withdraw and not defer, what refund policy will apply?

The University of Adelaide College's standard refund policy will apply, the policy is available on the college website and can be found [here](#).

If students commence online study and find that they are dissatisfied with the experience or have access issues, would they be allowed to defer the course? If they can defer the course, would the total tuition fee be automatically transferred to next intake?

Yes. The deadline to defer will be at the end of the second week of teaching. Special requests for deferral outside of the deadlines should be sent to collegeservices@adelaide.edu.au.

Are Orientation and registration moving online as well? Can these be done remotely online?

Yes. We will be replicating all student support services in an online environment.

If my student has a CoE, but their visa is not yet granted, can they commence their studies?

Yes. Students can commence their studies if they have a valid CoE. Students can register, complete orientation and commence from their home country.

For current English students who are taking online classes, what assessment will they complete? Do they need to re-register online for their following program?

Details regarding assessment for online General Academic English students is still to be determined. Students progressing to pathway programs will be contacted about how they will undertake Orientation and classes closer to their start date.

Will online lectures be recorded for students to access at a later time?

Yes. All lectures will be recorded. Some lectures will be conducted live and where possible, we encourage students to join for greater student experience, engagement and success.

Will there be any change to study load and consequently, completion and progression dates?

Generally, there will be no change but there may be program specific variations. These will be communicated directly to students.



Do the same fees apply for the new online study delivery option?

Yes – All stated brochure fees apply.

How will online study affect students Post Study Work entitlements?

We encourage students to seek advice from the Department of Home Affairs or a Registered Migration agent. We believe that the Department of Home Affairs will make an announcement on this soon.

My student is under 18 years of age. How will the college continue to support and maintain guardian and welfare arrangements, as per requirements?

Welfare monitoring will continue by Phone and Zoom to ensure and support student wellbeing.

My student wishes to defer commencement. Where can I find the appropriate form? Is there a deferral fee? If so, can that be waived?

Students who wish to defer their course commencement must submit a request as follows:

- If they are a new student, please contact college@adelaide.edu.au
- If they are a continuing student, please contact collegeservices@adelaide.edu.au

My student would like to return home. Can they return to their home country and still continue their online study, returning when all clear to do so? Are there any restrictions on this (other than their own access restrictions)?

Yes – General Academic English, Foundation Studies, Degree Transfer Business and Pre-Master's Program students will be able to do this.

All faculties have now confirmed that students can do online lectures and tutorials. Practicals have either become optional or will be deferred to winter school. Should it not be feasible to hold exams in person alternative plans will be made. Students will be communicated with directly regarding any impact to their study plan, assessment or examinations.

My student wishes to withdraw. Where can I find the appropriate form? Is there a withdrawal fee? If so, can that be waived? Will my student get a full refund? Where can I find the appropriate form?

Students who wish to withdraw from their course enrolment must submit a *Notification of Withdrawal from Program* form, which is available [here](#).

Students who wish to defer or suspend from their course enrolment must submit a *Request for Deferral or Suspension* form, which is available [here](#).

Students who wish to apply for a refund following their withdrawal must complete an *Application for Refund/Credit Adjustment* form, which is available [here](#).



English testing centres are closed and students cannot provide proof of English. What options are available for students to satisfy English entry requirements in order to have an offer issued?

The University of Adelaide College has approved the following alternative online English tests for those applicants who are unable to sit an approved English proficiency test due to testing centre closures in response to COVID-19:

- Duolingo English Test with a minimum <https://englishtest.duolingo.com/>
- IELTS Indicator test www.ieltsindicator.com
- TOEFL Special Home Edition ets.org/toefl/special-home-edition

For further information please contact the admissions team at college@adelaide.edu.au

Final year examinations have been cancelled or deferred with no confirmed date. Can students still apply if they cannot sit final year exams?

Kaplan International Pathways Australia are committed to ensuring students have access to further education in Australia and we recognise that many Year 11 and 12 Australian and international qualifications/examinations have been affected by COVID-19. It has been confirmed that the International Baccalaureate (IB) and Cambridge International Exams (Cambridge IGCSE, Cambridge O Level, Cambridge International AS & A Level, Cambridge AICE Diploma and Cambridge Pre-U) are cancelled and we are likely to receive confirmation of other examinations being cancelled or delayed.

As a **temporary** measure the University of Adelaide College will be applying alternate admission criteria for students with results affected by COVID-19 for entry into the Foundation Program and Degree Transfer Program. The academic entry requirements for the College will not be lowered, instead an assessment will be determined using the results from the last two years of their studies will be aggregated. There is no change to the English entry requirements or pre-requisite requirements and students will need to provide evidence that they are/were enrolled in one of our recognised qualifications.

There is no change in the progression requirements from the pathway program into the award program at the University of Adelaide, we will continue to provide a quality academic and student experience leading to a successful transfer into a Bachelor program at the University of Adelaide.

My student has reported difficulty getting access to their scheduled class. How can they make up this lesson?

There is a known global access challenge with Zoom currently. Some students and individuals may experience difficulty accessing Zoom from time to time. All lectures are recorded and shared with students for future viewing, via the student LMS.

Are you still processing applications and COEs for students?

Yes, the College is continuing to accept new applications for students from all countries.



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If my student had previously chosen to defer their study to the next intake, can they now change the study plan to online study?

Depending on which cohort and program, as many courses are already underway. These will be considered on a case by case basis. Please contact collegeservices@adelaide.edu.au.

Are there any changes to the refund policy for those students who have not enrolled?

There is no change to the refund policy found [here](#).

Are your representatives travelling overseas, attending student fairs, doing agent training, etc.?

Our recruitment team is still actively recruiting and offering as much online engagement with you as possible. We look forward to speaking to you in relation to further recruitment initiatives and how we can continue to work together for the remainder of 2020 and beyond.

In an environment of uncertainty and great change, Kaplan remains a safe, trusted and strong partner in which you and your students can continue to be completely confident in our ability to support and guide our students to long term academic success. Our dedicated team of student recruitment professionals remain your primary source of information and support and we encourage you to continue to engage them at this unprecedented time.

If you wish to discuss this situation in more detail, please contact Director, Student Recruitment, Stacey Keating at stacey.keating@kaplan.com.

Thank you for your consideration and support through this difficult period and rest assured that we are doing everything we can to ensure the health and wellbeing of our students and staff.

Please remember to stay up to date with the latest information via our [College COVID-19 webpage](#) and please don't hesitate to connect with us should you have any questions at collegeservices@adelaide.edu.au or call on +61 8 8313 3430.

Thank you for your ongoing consideration and support. Keep well and stay safe.