

## Supplementary terms & conditions for students affected by COVID-19

### Version 3 – With effect from 22 December 2020

During these unsettling times, our thoughts are with those of you affected by COVID-19, wherever you are in the world. We are here to support you as our students throughout the coming weeks and months, with your health and safety our top priority.

These terms & conditions are supplementary to our standard terms & conditions, and relate to any student affected by circumstances relating to COVID-19. Please see our [standard terms and conditions](#) here.

We would also like to reassure you that we still have a place for you at our UK colleges and US partners, even if you are unable to travel.

Students planning to join us for a UK course have the following options:

1. Start and finish your pathway course in the UK. Your course will consist of blended learning: a mixture of online and face-to-face teaching in small groups.
2. Start your pathway course online, from your home country, and travel to the UK when you are able to, in order to finish your course in the 20/21 academic year.
3. Start and finish your pathway course online from your home country (subject to continued approval by UK Visas and Immigration (UKVI)) in the 20/21 academic year.

### Our online programmes in the UK

All of our programmes for Kaplan colleges in the UK, are now available via digital learning.

At Kaplan, we have extensive digital learning capabilities and the expertise to help you succeed throughout your studies. Through our online platforms, you will have a range of ways to talk to your tutors and other students.

For example, you can interact and ask questions through live video classes with teachers; you can discuss reading preparation with your classmates through live chat groups; you will have one-to-one time in small groups with your Learning Advisor, and regular email contact with your teachers to discuss, for example, feedback on assignments.

Our college student services teams are there to support you, and to answer any questions about your progression to your intended university degree.

## Deferring intakes and refund policy

We understand that you may still feel unsure about accepting your place because of the uncertainty right now. We would like to reassure you that we will continue our flexible deferral options, and use a more flexible refund policy, outlined below.

### 1. Students who are joining us for a blended learning experience in the UK

You can start your UK pathways programme in person. Your course in the UK will consist of [blended learning](#), which offers a mixture of online and face-to-face teaching in small groups. This is all designed to make sure our colleges and partner university study centres are safe environments, where social distancing can be adhered to, and to ensure study plans are flexible enough to cater to everyone's needs.

If you have chosen blended learning and have been issued a CAS, but now cannot travel to the UK due to COVID-19-related restrictions, you can choose to:

- i) start your course online from your home country, at no extra fee, and join us in the UK as soon as you are able to; or
- ii) defer your course to a later start date, at no extra fee; or
- iii) withdraw from your course. Any decision to withdraw from your course will be governed by our [standard terms and conditions](#) in relation to cancellation and UKVI immigration regulations.

If you choose either option (i) or (ii), our admissions team will work with you to change your CAS dates, if required, subject to ensuring that the changes are compliant with UKVI requirements. If you choose to start your course online but then contact us to let us know this is not the right study mode for you within the 7 day cooling off period, you may also defer your course to a later start date with no extra fee.

We advise you to only book your accommodation once your CAS has been issued and you know that you are definitely coming to the UK (travel restrictions permitting). If you would like to book your accommodation before your CAS has been issued you can do this. However, please note that you will not be able to cancel your accommodation agreement once you have signed it, subject to our standard terms & conditions.

If you book accommodation, you are able to book one of these 4 arrival date options: 12 September 2020, 24 October 2020, 6 January 2021 or 27<sup>th</sup> February.

### 2. Students who would like to start their programme online and subsequently transition to the UK

If you join our online classes via digital learning, you will have a 7-day cooling-off period to allow you to decide if this is the right mode of study for you. We advise that you make this decision in conjunction with your college advisor.

If you decide it is not suitable for you, you can defer to another intake, without forfeiting any of your tuition fees paid.

If you prefer to cancel your place within the 7-day cooling off period we will refund:

- tuition deposit and tuition fees paid;
- student materials paid;
- administration fees paid; and
- insurance fees paid.

If you have started your programme online and continue beyond the 7-day cooling off period, but cannot enrol as planned in the UK (due to Covid-19 factors or because of a visa refusal) and you are unable to complete your whole programme online, speak to us about deferring to another intake. If you still wish to cancel, we will refund the tuition fees paid for the term you are unable to join and any future terms that were part of the course they had started online. For example, if you enrol with us online in September on a 3 term programme, and you do not get your visa to join us when we move to teaching in the UK for the start of the second term, we will refund you for that second and third terms.

The only charge you can expect, if you cancel, will be a £200 GBP Student Course Cancellation Fee, as outlined in our standard Terms and Conditions.

If you have started your programme online and continue beyond the 7 day cooling off period but choose to withdraw from your programme for reasons other than Covid-19 factors or a visa refusal, our Standard (not Supplementary) Terms and Conditions will apply.

We advise you to only book your accommodation once your CAS has been issued and you know that you are definitely coming to the UK (travel restrictions permitting). If you'd like to book your accommodation before your CAS has been issued you can do this, however please note that you will not be able to cancel your accommodation agreement once you have signed it, subject to our standard terms & conditions.

If you book accommodation, you are able to book one of these 4 arrival date options: 12 September 2020, 24 October 2020, 6 January 2021, or 27<sup>th</sup> February.

### **3. Students who start and finish their course online from their home country**

Please note that studying the entire course online is only possible subject to continued approval from UK Visas and Immigration.

If you join our online classes you will have a 7-day cooling-off period to allow you to decide if this is the right mode of study for you. We advise that you make this decision in conjunction with your college advisor.

If you decide it is not suitable for you, you can defer to another intake, without forfeiting any of your tuition fees paid.

If you prefer to cancel your place within the 7-day cooling off period we will refund:

- tuition deposit and tuition fees paid;
- student materials paid;
- administration fees paid; and
- insurance fees paid.

Please note that it is not possible to make an accommodation booking if you intend to study the entire course online.