

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

## Version 8 – With effect from 1 September 2021

During these changing times, we are here to support you, our students, throughout the coming weeks and months. Your health, wellbeing and academic success are 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, who are studying at, or intending to study, at a Kaplan Pathways College. 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 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 21/22 academic year (subject to continued approval by UK Visas and Immigration (UKVI)).
3. Start and finish your pathway course online from your home country (subject to continued approval by UK Visas and Immigration (UKVI)) in the 21/22 academic year.

## Financial Support Terms and Conditions for new students travelling to the UK from red and amber list countries (Autumn 2021)

Kaplan shall provide eligible students who travel to the UK from a COVID-19 red list country and upon their arrival are required to quarantine in a government approved hotel with (i) a GBP£1000 reduction in their Tuition Fees for quarantine hotel bookings made before 4am on 12 August 2021; or (ii) a GBP£1500 reduction in their Tuition Fees for quarantine hotel bookings made after 4am on 12 August 2021 (**‘Financial Support’**) subject to meeting the terms and conditions as set out below:

1. To be eligible to receive the Financial Support you must:
  - 1.1. Be aged 18 years or older at the time of your arrival in the UK;
  - 1.2. Commence your quarantine before the end of the enrolment period for your Programme;
  - 1.3. Be domiciled in or have been staying in a country 10 days prior to your arrival in the UK, that is specified by the UK government to be on the ‘red list’ as at 3 August 2021 and on the date you travel to the UK. Any countries added to the red list after 3 August 2021 will be reviewed on an ongoing basis;
  - 1.4. Be a new student enrolling on a Kaplan-delivered Pathway Programme and have received an Offer Letter and Acceptance Form to commence your Programme between September to November 2021;
  - 1.5. Have paid your deposit and are up to date with your Tuition Fee payments in accordance with [Kaplan’s Standard Terms and Conditions](#); and
  - 1.6. Provide Kaplan with evidence of payment by you or on your behalf to a UK government approved managed quarantine hotel scheme.

2. Students who are under the age of 18 may be eligible to receive Financial Support if:
  - 2.1. You are turning 18 years before 6 April 2022;
  - 2.2. Have commenced your Programme online;
  - 2.3. You satisfy subclauses 1.3-1.6 above; and
  - 2.4. Either:
    - (i) travel to the UK once you turn 18 and commence your quarantine before 6 April 2022; or
    - (ii) are under 18 years when you arrive in the UK to commence your quarantine before 6 April 2022 and will be quarantining with a parent or guardian who is either a UK or Irish national or has residence rights in the UK.
3. If you satisfy the eligibility criteria in clause 1 or 2 above, you can complete the [online form](#) to apply for Financial Support.
4. The Financial Support shall be applied as a reduction on your Tuition Fees and shall be discounted from any fees payable for the final Term of your Programme, provided that you are up to date with your Tuition Fee payments. If your Tuition Fees have been paid in full, a refund will be made in accordance with [Kaplan's Standard Terms and Conditions](#).
5. The Financial Support shall be in addition to any existing scholarship or discount you are in receipt of.
6. The Financial Support is available to students who are self-funded or sponsored.
7. If you have booked accommodation with Kaplan you may be eligible for up to two (2) weeks free accommodation, which can only be taken before the start of your accommodation contract. This accommodation offer is subject to availability. For further information about this accommodation offer you can contact: [pathways.accommodation@kaplan.com](mailto:pathways.accommodation@kaplan.com)

## Food Voucher Terms and Conditions

1. £50 of Deliveroo vouchers ('**Food Voucher**') will be available to new Kaplan students who are:
  - (i) Travelling to the UK from an amber or red list country;
  - (ii) Commencing their Programme between September to November 2021.
2. If you meet the eligibility criteria above, you will be required to complete the [online form](#) to apply for the Food Voucher.
3. If you are on the amber list and have opted for the Food Package as a part of your Kaplan accommodation, you will not be eligible to receive the Food Voucher.
4. This Food Voucher offer is subject to availability.

## Our online programmes in the UK

All of our Kaplan delivered pathway programmes 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 around travel possibilities. 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.

\* Kaplan International Pathways is required to comply with Covid-19 law, regulations and guidance issued by the relevant authorities in England and Scotland, depending which country your college is located in. Compliance with these requirements may require us to conduct all teaching for your course online for periods of time specified by the relevant authorities, even if you have chosen a blended learning option.

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.

### 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 Learning 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.

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 to your rights in respect of such cancellation.

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.

### **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 Learning 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.

### **Attendance policy – for all students**

Once you have enrolled, your attendance will be monitored on a daily basis. Whether you are studying online or face to face, our expectations for levels of engagement and attendance remain the same, and you must continue to follow the Engagement and Attendance policy provided by your College. A high level of academic engagement is vital for academic success and progression to your chosen university. Furthermore, it is a condition of your visa on the Student Immigration Route.