

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

## Version 10 – With effect from 25 April 2022

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 in the 2021/22 Academic year. 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 for courses in the 2021/22 academic year even if you are unable to travel for the start of the course. 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 (until 30 June 2022) and face-to-face teaching in small groups.
2. Start your pathway course online, from your home country, and travel to the UK by 30 June 2022 (if you have already been issued with a CAS), to finish your course in person at College 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.

## Our online programmes in the UK

All of our Kaplan delivered pathway programmes during the 2021/22 academic year 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 (up to 30 June) 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 no later than 30 June 2022; 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 (or 14 days if your course ends after September 2022), 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 by 30 June 2022

If you join our online classes via digital learning, you will have a 7-day cooling-off period (or 14 days if your course ends after September 2022) 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 relevant 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 relevant 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, you will be liable for the tuition fees for the term you have commenced studying in, but we will refund you for any future terms that you were unable to study on the course you had started online.

As per our standard Terms and Conditions, a £200 GBP Student course cancellation fee will be charged for any course cancellations.

If you have started your programme online and continue beyond the relevant 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 you are ready for your CAS 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. You must have an accommodation in the city where your college is located, before travelling to the UK.

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

Please note that studying the entire course online after 30<sup>th</sup> June 2022 is only possible for the courses that end by September 2022 and if you are not intending to apply for a Student Visa for your current programme.

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 Route.