

Kaplan International Pathways Australia

COVID-19

Update: 4.00pm, 22 April 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 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.

Murdoch Institute of Technology transferred all on-campus classes to an online learning environment on Tuesday, 24 March and this will continue for the remainder of the 2020 Academic Year (concluding Feb 2021), this will allow students to continue with their studies until they are able to travel.

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 daily for possible updates.

The following FAQs provide responses to many of the questions our Agents and other business partners have. This information may be used to respond to queries received, so as to ensure consistency across the business in our replies.

Is it safe to be in Western Australia?

Absolutely! Western Australia has a relatively low number of cases. 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 Feb 2021), this will allow students to continue with their studies until they are able to travel.

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

To deliver our face-to-face lessons online, MIT is primarily using Zoom, supplemented by our Learning Management System Moodle. This delivery model and the technology we are using allow us to deliver assessments which are very similar to what students would be required to do if they were studying on campus. Of course, written assignments like essays remain common, and students are able to use Zoom to deliver presentations (group and individually). Additionally, the use of Safe Exam Browser and Moodle allow for students to sit digital versions of tests similar to what they would do in class

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 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 mit.info@murdochinstitute.wa.edu.au

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

Murdoch Institute of Technology's standard refund policy will apply, the policy is available on the website and can be found [here](#).

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

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

Where a student visa application is refused by the Department of Home Affairs before the published course 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
Visa is refused prior to agreed course commencement date*	Full refund of tuition fees, less Enrolment fees.
Visa is refused after the agreed course commencement date*	Refund of all unused tuition fees** from date of written notification received by the School less the Enrolment fees.

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

Is the College closed?

While we did hope to be able to keep the Murdoch Institute of Technology office open, due to the evolving situation and recent advice from the Australian Federal Government, we closed the Murdoch Institute of Technology office on Tuesday, March 24. Our goal is to ensure our students continue their studies in a safe environment, and successfully progress to Murdoch University.

Students continue to have access to other Murdoch University campus facilities. However, as the government continues to make announcements, this may change. We strongly recommend students stay home and follow the social distancing guidelines.

Murdoch Institute of Technology want to ensure everyone that the health and wellbeing of our students and staff is our number one priority.

What does this mean for my students' accommodation?

In almost all cases the existing accommodation arrangements will be suitable for the required self-isolation period.

If you are concerned, or your student requires further support or advice, we encourage you to contact us at mit.info@murdochinstitute.wa.edu.au to discuss at any time.

How will students staying at Murdoch Village or other accommodation providers get food and groceries during the self-isolation period?

Accommodation providers are assisting students in this position. If students still require assistance, contact student services.

Is it safe to be in Western Australia?

Absolutely! Western Australia has a relatively low number of cases. You can see the most up to date, official information [here](#).

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

Yes, they can.

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 via email to mit.admissions@murdochinstitute.wa.edu.au

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 on the [MIT Website](#)

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

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?

Murdoch Institute of Technology 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:

- 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 mit.admissions@murdochinstitute.wa.edu.au

Is the April English for Academic Purposes intake going ahead?

Yes, our April EAP intake is going ahead at this time.

Is the April intake and other future intakes going ahead and will it include online study?

Yes. All future intakes are planned to go ahead. Students will be able to enrol, complete orientation and commence online. Agents can help students by making sure that personal email addresses provided at application are accurate as we need a direct line to students to get them setup online.

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?

All assessments will be completed online.

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/progression dates?

No, there will be no changes.

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.

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.

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

Yes – All stated brochure fees apply

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

Student services will remain open at MIT until further notice. Students will be able to come in for face-to-face support, or make appointments via simplybookme and attend via Zoom, depending on the comfort level / health.

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 you still processing applications and COEs?

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

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 don't hesitate to connect with us should you have any questions at mit.info@murdochinstitute.wa.edu.au.

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