

Terms and Conditions

Enrolment Policy

1. Enrolment of courses is only available for students within the HKSAR.
2. A completed enrolment form/order form must be accompanied by payment in full.
3. Kaplan reserves the right to cancel a course if enrolment is insufficient and/or make alterations regarding lecturers, class locations, class schedules, topic sequence and time allocated to each topic if necessary. Under such circumstances, fees paid are non-refundable and non-transferrable. If any interruptions may happen, we will notify the students as soon as possible.
4. Course details (including confirmed dates and teaching venue) will be emailed to students approximately 3 working days prior to the course commencement.
5. Applicants must fully complete their enrollment forms. The CPA Australia registration number and Date of Birth are two mandatory information fields for Kaplan's assessment of your eligibility for enrolments and keep tracking of your future performances at the professional examinations. Please note that law enforcement officers have their full authorities for searching and checking with your personal data / identifications documents that you have entrusted for our custody, in the event of their conducting any necessary investigations. Therefore, a fully completed enrollment form is of a primordial protection and proof for your proper student status at Kaplan.

Identification Policy

1. Kaplan reserves the right to verify student's identity whenever students are present for a course, using or making request of our services. This involves verification of student's contact information and showing of ID card. The ID card must be current and valid, contain photo, be issued by a government agency and be an original document (photocopies of ID documents will not be accepted). The preferred form of ID is the HK ID card or passport if student is not a Hong Kong citizen.
2. Regular spot-checks will be conducted to protect paid students interest. If students are aware of any suspected trespassers, please inform the course lecturer and/or the administration staff of Kaplan immediately. Any un-paid attendant caught will be required to pay the full course fees plus an administrative fee (50% of the full course fee). Kaplan will report the case to the professional institutions (e.g. CPA Australia) or/and government bodies for misconduct and disciplinary action for permanent disqualifications. Kaplan will reserve the rights to report to the police and pursue legal action against the caught un-paid attendant.
3. Under all circumstances, only the enrolled and paid students can attend our lectures or use the student supporting services. Kaplan does not accept substitutes, in whole or in part, to obtain services or attend classes. Anyone attending the class without prior payment of full course fees will be subject to a full course fee plus an administrative fee (50% of the full course fee) payment on the spot. If students see any suspicious act of illegal attendance during the class, please alert our staff. Trespassing is a crime and an attempt to make off without payment is an offence under S.18C Theft Ordinance. Kaplan shall report to the police and reserve the rights for further legal actions. The maximum penalty is 3 years imprisonment.
4. Students who have entered into the Kaplan premises will be bound by Kaplan's terms and conditions.

eLearning Platform

1. Login information will be emailed to users 2-3 working days prior to class commencement or within 5 working days after the enrollment is succeed, whichever is later.
2. Kaplan does not warrant that eLearning Online Access will be uninterrupted or error-free. Online Access to Kaplan eLearning is provided on an "as is, as available" basis. By using Kaplan eLearning platform, you confirm that you have met the minimum system requirements and are fully satisfied about the playback performance of Kaplan eLearning.
3. There may be a chance to experience an unstable connection from mainland China with the Great Firewall. We will not be liable or responsible in any way should you fail to access our learning materials in the event of connection issues resulting from the Great Firewall.

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4. Your subscription to Kaplan eLearning class is a limited license to use the content only between the time online access is granted and its expiry date (hereinafter referred to as the "Subscription Period"). The subscription period varies depending on the class you sign up for. You are responsible for checking this information posted on the course flyer and Kaplan eLearning platform. Your subscription cannot be extended unless extension option is included in the eLearning class you sign up for and you have met the extension requirements.
5. You understand that Kaplan may revise the online content, whether in printed, digital or downloadable format, from time to time to meet its training objectives. It may add or remove materials that it considers as unnecessary or no longer relevant for exam preparation. Once the material is removed it will not be accessible and will not be made available upon request.
6. The classes and products sold in the correspondence courses are intended for personal use only. Sharing or resale of Kaplan materials and/or online access is prohibited. The username/user id and password given by Kaplan cannot be shared with anyone, even if that person has his or her own subscription to Kaplan products and/or services. Kaplan reserves all its rights in the event of a violation of this policy, which may include discontinuation of the auction itself, immediate suspension of your privileges as a seller and/or user without refund, and enforcement of Kaplan's rights under law and equity. Kaplan will only support registered users who made purchases directly from Kaplan.

Attendance Policy

1. It is student's responsibility to sign on the attendance registration sheet as a record of presence.
2. No seating arrangement will be planned for students. Seats are available on a first-come-first-served basis and students should not occupy seats for other students.
3. It is the student's responsibility to attend lessons according to the prescribed course schedule; the acknowledgement with course venue will be emailed to the registered students three (3) working days before the commencement date of the course. Hardcopies of acknowledgement regarding the course schedule will be distributed during the first session of the course. Students who have not received any information and announcements regarding the course within the time mentioned should contact Kaplan immediately.
4. As email is the primary contact between Kaplan and students, it is the students' responsibility to check their email regularly. Only urgent notice will be communicated by telephone and/or SMS.
5. Within two months from the completion of the course, students may submit a request for certificate of attendance if they have achieved at least 70% attendance. Late application will not be accepted and HK\$50 will be charged for each successful issuance. Certificate of attendance will be ready within 14 working days after our acceptance of certificate request. Only classroom attendance record will be counted into the completion of the course.

Course Delivery Mode

1. All the CPA Australia courses will be delivered in face-to-face (classroom) sessions, unless there are health and safety measures or other unexpected situation that we are not able to ensure the safety of campus. If such situation occurred, the lessons may be delivered via online learning platform only without providing face-to-face session. Kaplan will keep monitoring the situation and students will be informed for further arrangement as soon as possible.

Course Materials

1. On the date of course commencement, students are required to present the original official e-receipt. The original official e-receipt is the proof of purchase of Kaplan courses/ products and is required to be shown during material collection.
2. Course materials will be distributed to student on the first session of each respective course. Students must bring all relevant course materials to class as no extra copies will be available for loan.
3. In the case when a third party is involved in collecting students' materials, the official e-receipt and

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- a signed authorization letter (with student's name, the third party's name and his/her passport/HKID number) must be presented.
- All course materials must be collected in person within the same examination diet.

Withdrawal /Refund Policy

- Classroom course withdrawal application must be submitted to Kaplan, along with the official e-receipt, written request and original evidence support, at least 14 working days prior to the course commencement. Withdrawal application is not accepted after the course commencement or the videos and course notes in eLearning platform had been accessed.
- Each successful application is subject to a non-refundable administrative fee of HK\$300 per course per request and collected course material will be charged at a fee of HK\$400 per course.
- Refund can be in the form of:
 - Credit Note: with the total amount of the course (exclude study materials and administrative fees) with 1-year validity will be issued. It is non-refundable, non-redeemable and non-transferable; issued credit note can only be used on Accountancy products of Kaplan; the amount on the credit note can only be used once and against the course fee by the set expiry date. If there will be an increase in course fee, students are required to settle the differences; OR
 - Cheque Refund: 50% course fees (exclude the study materials and administrative fees) will be refunded. Refund will be done by the issue of cheque and student will be notified for the date of collection.
- Refund will be payable within 6 weeks from the date upon which Kaplan was advised of the withdrawal. Kaplan reserves the right to make the final decision of the application.
- You accept that once a cancellation request has been received, your access to any online materials held on our learning platform will be revoked.

Social Media Discount

- HK\$50 discount will only be offered upon new Kaplan Accountancy students like and share our Facebook fans page (www.facebook.com/hkkfa/) or follow our Instagram (www.instagram.com/kaplanhk_kfa/), and present it to our Customer Service Team.
- Students are eligible to enjoy this discount ONCE only.
- Enrolment must be completed at Kaplan Centre in person during enrolment.
- This discount is non-refundable, non-transferrable and cannot be redeemed in cash.

Big Four, Grant Thornton, Moore HK and RSM HK Discount

- Big4, Grant Thornton, Moore HK and RSM HK staffs are eligible to enjoy extra 5% discount in ALL Kaplan CPA Australia courses on top of the early bird discount and social media discount.
- Students must submit their staff card copy to enjoy this discount.
- It cannot be used in conjunction with staff discount.
- Discount must be used when the enrolment is made. It will not be offered afterwards.

HSBC Cardholders Discount

- HSBC Credit Cardholder (VISA, MasterCard and Amex Only) are eligible to settle CPA Australia course fee with 10% off full price enrolment.
- It cannot be used in conjunction with any discounts, including but not limited to Open Day, early-bird, and social media discount.
- Discount must be used when the enrolment is made. It will not be offered afterwards.
- In case of disputes arising out of this promotion, the decision of Kaplan shall be final and conclusive.

Materials Exchange

Study materials will be of satisfactory quality but we do not warrant that they will be error-free. If the

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books delivered are in conditions listed below, replacement books will be arranged as soon as possible. Official e-receipt is needed for any book exchange within 7 days after purchase. Application for book exchange WILL NOT be accepted after 7 days.

- Printing error: incorrect pages and layout.
- Binding error: upside down, missing and wrong pages.

Materials can only be exchanged provided that the materials are in new and clean condition. Only one exchange is allowed per item.

Personal Data Protection

1. Your personal data is collected and used by us for processing your application of admission, and for registration, administrative, verification, research, statistical and direct marketing purpose. We may also collect personal information to satisfy legal, government and statutory obligations. Provision of personal data is necessary, and without your personal data, we may not be able to provide you with services you require. We may share and transfer your personal data with other members of the Kaplan group and/or authorized third parties providing services to us in relation to the above purposes and/or other prescribed purposes as allowed by law from time to time. In all such circumstances, data will be treated in strict confidence.
2. Under the provisions of the Personal Data (Privacy) Ordinance, applicants have rights to request access to, and to request correction of, his or her personal data. Applicants wishing to amend his or her data should fill out the prescribed form, and submit it to Kaplan. Applicants may opt-out from receiving our direct marketing materials at any time.
3. If you do not wish to receive our offers and updates, please tick the below box(es).
 - Unsubscribe from all Kaplan Financial emails
 - Unsubscribe from non-Accountancy emails only

Notes to Visa Holder Applicants

1. Holders of valid working visas or dependency visas are welcomed to consult Kaplan for admissions. If the existing visa does not indicate your eligibility for staying and / or studying in Hong Kong, please further consult the Immigration Department of the HKSAR Government. (website: <http://www.immd.gov.hk>; telephone: (852) 2824 6111). The Immigration Department is fully empowered for the processing of visa application and the approval for the applicants' eligibility for staying and /or studying in Hong Kong. Kaplan's acceptance of your application for the programme does not warrant for successful visa approval from the Immigration Office. Visa holder applicants and students should be careful of their full compliance with the relevant immigration laws and ordinances during their staying and studying in Hong Kong.

Other information

1. Your course is registered with the Non-Local Courses Registry, Education Bureau, Course Registration NO.: 312195. It is a matter of discretion for individual employers to recognize any qualification to which this course may lead.
2. These Terms and Conditions set out your entire agreement with Kaplan for the particular course and supersede all previous agreements or understandings made (verbally or in writing) in relation to the course.
3. By accepting to participate on a programme of study with Kaplan you are agreeing to abide by the Kaplan Code of Conduct as published and available at <http://www.kaplan.com.hk/code-of-conduct.php>
4. Terms and Conditions are subject to change without notice. Please review the full and most updated version from our website www.kaplan.com.hk periodically. All matters and disputes will be subject to the final decision of Kaplan.