

Frequently Asked Questions

Description

COVID-19 Updates

Last Updated: April 14, 2020

We're keeping an eye on the COVID-19 situation and will update all clients and partners as more information becomes available, and we will continue to update these FAQs.

FAQs

Please remember, even if you are feeling a little unwell, please stay home. Staying home when sick is the best way to prevent the spread of germs. We will work with you to make up a class or provide other online or self study options so you can complete your education successfully.

Is all in-person training cancelled?

Kaplan's top priorities are the health and safety of employees, students, customers, and the community while continuing to provide the highest quality learning and development programs under any circumstances. We are updating our offerings regularly as local conditions change.

If you have booked any learning and development programmes with us, wherever possible we will provide you with other options to ensure you receive the learning and support you need from Kaplan.

What if I would like to postpone or cancel a programme?

Please contact your representative at your earliest convenience and we will endeavor to accommodate your request.

Is Kaplan offering any free resources to workers laid-off or furloughed due to the coronavirus pandemic?

Yes, we are offering free online education and skills development courses to individuals who have been furloughed or laid off from their jobs due to the COVID-19 pandemic. We have created a [self-enrollment portal](#) that will permit individuals to choose from a variety of online training courses that aim to help people develop and hone both personal and career skills. There are more than 30 courses

available, including:

- Interviewing skills, resume writing, and salary negotiation;
- Working remote and managing remote teams;
- Decision-making techniques and critical thinking skills;
- Fundamentals of data and analytics;
- Personal financial planning basics;
- Introduction to sustainable investments;
- Financial basics for kids.

Individuals can access the portal directly through <https://professionalskillsfitness.kaplan.com/>.

What are my options if I want to minimize my contact with others?

Whenever possible, we have options for live online and / or self-paced online self-study options. As the need arises, we will proactively move education experiences to online options.

What should I do to protect myself and others from spreading the virus?

Follow the guidelines laid out by the [World Health Organization](#) (WHO) and the [Centers for Disease Control and Prevention](#) (CDC):

- Wash your hands frequently with soap and water for at least 20 seconds
- Avoid close contact with people who are sick
- Practice respiratory hygiene: cover your cough or sneeze with a tissue
- If you have fever, cough, or difficulty breathing, seek medical care early
- Stay informed and follow the advice given by your healthcare provider
- Stay home when you are sick
- Clean and disinfect frequently touched objects and surfaces

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