

Course Attendance Monitoring and Intervention Policy

Scope

This policy applies to all enrolled students (“students”) of the Kaplan International Languages National Provider schools (hereby referred to as “the School” or “Schools”), as follows:

- Kaplan International English (Australia) Pty Ltd (ABN 31 003 631 043) is trading as *Kaplan International Languages*
 - Melbourne – Docklands Dr
 - Sydney - Goulburn St
 - Adelaide – Grenfell St
 - Perth - Hay St
 - Brisbane – Ann St

Purpose

Students who are enrolled with the School in English Language Intensive Courses for Overseas Students (ELICOS) courses are required to attend classes as set out in the School’s official timetable. The delivery period for classes will be in accordance with the length of the accredited course in which the student is enrolled.

To progress satisfactorily through the accredited course all students should attend all classes. The minimum attendance rate for scheduled course contact hours is 80%.

Policy Statement

The School recognises its responsibility to adhere to the statutory obligation of Standard 8 of the National Code 2018 to record and monitor students’ attendance. The School believes that good attendance and punctuality are necessary to maintain professional standards of teaching and learning. ELICOS teaching staff will be informed of this requirement at their induction sessions and trained in correctly recording and monitoring student’s attendance.

The robust monitoring of attendance will ensure that students who are at risk are identified so that timely and appropriate intervention can occur. In normal circumstances, the School must notify its intention to report students to the Department of Home Affairs (DHA) via PRISMS if their attendance percentage falls below

80%. Where the School believes that compassionate or compelling circumstances exist, it may waive this reporting. However, the student has to produce documentary evidence, clearly demonstrating that compassionate or compelling circumstances applied.

The School confirms that the student has attended at least 70% of the scheduled contact hours for the course in which the student is enrolled.

If the student's attendance falls below 70% of the scheduled course contact hours (regardless of the circumstances), the School must issue a letter of intent to report the student.

Overseas Student Visa holders are bound by the conditions of their visa to attend a minimum of twenty (20) contact hours per week for each study period.

Students with poor attendance will be issued warning letters and may be reported to the Department of Education and the Department of Home Affairs (DHA) via PRISMS.

The School's Student Management System (CLASS/Salesforce) is updated regularly.

Please note: *Regular attendance is essential to progress academically and to be seen as a genuine student.*

Guiding Procedures

Monitoring Attendance

- The School establishes, maintains and publishes an official timetable of contact hours for each course, in accordance with course requirements, including the length of each course.
- Students are notified immediately of any changes to the timetable after the course begins if changes occur.
- This Policy is explained to students during the Orientation session and is available on the School's website.
- Before the course begins, the Director of Studies creates a formal class attendance roll for each class, including contact hours and names of all enrolled students.
- Before courses begin, all teachers receive the class attendance roll for the classes they teach (either in hardcopy or electronic version) for the courses they teach.
- Teachers ensure that the attendance roll is completed at the beginning of each class, as specified in the official timetable. At the designated class start time, the teacher will mark the roll.
- At the end of each week, attendance data is recorded onto a spreadsheet or the School's Student Management System (CLASS/Salesforce) by the teacher, senior teacher, Director of Studies or administration staff (depending on staffing at each School/Campus).
- The Student Management System automatically calculates the attendance to date. In addition to the Student Management System records, the School calculates possible future attendance manually.

- Satisfactory attendance is determined by the percentage of class attendance. The minimum overall attendance rate is 80%.
- Calculation of attendance rate is made each Monday of the course starting from week 2.
- If a student is absent for two (2) consecutive days without approval from the School, the teacher will notify the relevant Director of Studies. The Director of Studies will contact the student to check that they are safe and if necessary, warn the student of their attendance obligations. The Director of Studies will request a meeting with the student. A written record of the discussions held in this meeting will be kept on the student's file.
- If the student does not respond and is absent for two (2) consecutive days without reasonable explanation, the Director of Studies will contact the education agent. If the student is under the age of 18 years, the parents/legal guardians will also be contacted and informed of the student's absence.
- If the student is absent for a 5th consecutive day without any notice to the School, the School will contact the Police to report the student as a missing person.
- On a weekly basis, the Director of Studies, Senior Teachers or administrative staff advises the Student Services Manager of any student who needs to be sent notification regarding poor attendance.
- The Student Services Manager notifies the student by email and/or letter to inform them of their low attendance rate and that they are at risk of failing the course and breaching their student visa requirements. Emails are sent to the email account provided by the student at the time of Orientation or as advised throughout the course, if any changes occurred. Letters are forwarded to the student's residential address in Australia.
- Students are sent two (2) warning emails or letters. The first warning will be sent when attendance reaches 90%. The second warning will be sent when attendance reaches 85%.
- On the occasion of each warning sent to the student, the Director of Studies or the Senior Teacher will meet with the student to discuss their attendance record and an action plan to ensure the student's overall attendance remains above 80% for the duration of the course. A written record of all the discussions held with the student is kept on the student's file.
- Teachers and Directors of Studies closely monitor students whose attendance is low throughout the remainder of the course. If the student's attendance continues to fall, the Director of Studies will request a meeting with the student to discuss.
- If a student's attendance continues to decline below 80%, the student will be notified in writing (*Notice of Intention to Report*) of the School's intention to report the student's unsatisfactory attendance to the Department of Home Affairs, via PRISMS. Students will also be notified of their right to access the School's complaints and appeals process within 20 working days. The "*Grievance, Complaints and Appeals Policy*" will apply.
- After the 20 working days period, if a student does not lodge a formal complaint or the student's complaint/appeal is unsuccessful, the School will report the matter to the Department of Home Affairs (via PRISMS).

- The School may choose not to report a student for attending less than 80% of scheduled course contact hours where the below conditions are met:
 - The student produces documentary evidence demonstrating that compassionate or compelling circumstances apply
 - The decision not to report is consistent with the School's documented attendance policy and procedures and
 - The student has attended at least 70% of the scheduled course contact hours.

Responsibilities

Teachers have the responsibility to update the attendance rolls on a daily basis and report any student absent for two (2) consecutive days.

The Student Support Manager is responsible for checking that the attendance and all meeting records have been entered onto the Student Management System.

The Director of Studies will be responsible for the implementation of this policy.

Recordkeeping

All records relating to the students' attendance monitoring and intervention strategies are recorded on the students' file and maintained as outlined in the *Student Record Management Policy* to allow both parties access to these records upon written request.

All records are considered private and confidential and will be treated in accordance with Kaplan's *Privacy Policy*.

Relevant Legislation

As a registered education provider, the School operates under strict laws and regulations. Policies and Procedures are in place to ensure compliance with such laws. Below, please find the most relevant legislation which apply to this policy:

- Education Services for Overseas Students Act 2000 (ESOS Act 2000)
- Education Services for Overseas Students Regulations 2019
- National Code of Practice for Providers of Education and Training to Overseas Students 2018
- ELICOS Standards 2018
- Privacy Act 1988 (Cth)

Related Policies

This Policy should be read in conjunction with the following School policies:

- Course Progress and Intervention Policy
- Completion within the Expected Course of Duration Policy
- Student Record Management Policy
- Privacy Policy

Amendments

The School reserves the right to amend this policy at its discretion. All changes and amendments to our policies are published on Kaplan International Languages Australia website.

Version Control and Accountable Officers

It is the joint responsibility of the Implementation Officer and Responsible Officers to ensure compliance with this policy.

Policy Category	Academic			
Responsible Officer(s)	Regional Director of Academic			
Implementation Officer(s)	Director(s) of Studies			
Review Date	January 2023			
Approved by				
Policy Committee				
Version	Authored by	Brief Description of the changes	Date Approved	Effective Date
2.0	Kaplan Australia Quality, Regulations and Standards Team in collaboration with the KIL team.	Revised policy	23.01.2020	30.01.2020
2.1	Quality, Regulations and Standards Team	Immaterial changes to locations under one provider	14.06.2022	14.06.2022
2.2	Quality, Regulations and Standards Team	Immaterial changes to one provider	21.10.2022	28.10.2022